



# ST MARY'S SURGERY NEWSLETTER

Aug 2018/Sept 2018

Opening Hours: Monday - Friday 7.30am—  
6.30pm

Saturday 4th&18th Aug '18 and 1st&15th Sept '18  
8.30am—11.30am

*Urgent surgery does not operate on a Saturday*

## Staff Changes

We would like to welcome the new members of our Patient Services team, Denise Thurman and Sharon Pagden. Please remember that these lovely ladies are still in training therefore we appreciate your patience when dealing with your queries.



## Jane Scarth House

### Romsey Cancer Support Centre

A walk-in centre which offers support to anyone living with cancer, their family or carer.

Their services are free to anyone within reach of Romsey.

#### Opening Hours are:

Monday—Friday 10am till 4.30pm

Jane Scarth House

37a The Hundred

Romsey

Hampshire

SO51 8GE

Tel: 01794 830 374

Email: [info@janescarthhouse.co.uk](mailto:info@janescarthhouse.co.uk)

Or visit

[www.janescarthhouse.co.uk](http://www.janescarthhouse.co.uk)

## Whats On in Our Local Area??

### Carers Clinic held here at St Marys Surgery

This clinic is organised by the Princess Royal Trust for carers in Hampshire

To book an appointment please contact Rachel Reid on  
07824150106



[Rachel.reid@carercentre.com](mailto:Rachel.reid@carercentre.com)

Andover Office on 01264 835246



The Princess Royal Trust  
for Carers

## Patient Participation Group

We had a very successful and productive meeting held on Saturday 14th July 2018.

The next meeting will be held on Saturday 6th October 2018.

If you would like further details on the items discussed at the recent meeting you can find a copy of the meeting minutes on the Surgery website.

Would you like to raise an item to be discussed? Or to offer input to current items?

If so, please do not hesitate to contact Sharon at the Surgery on 01264 361424 or by email

[WHCCG.stmaryssurgerygpcontact@nhs.net](mailto:WHCCG.stmaryssurgerygpcontact@nhs.net)



If you require any of the information within our newsletter in an alternative format, for example large print or easy read, or if you need other help in communicating with us, for example if you use British Sign Language then please let us know. We are also able to offer a translator to those who are unable to speak fluent English. If you require any of these services then please do not hesitate to contact our Reception Team on 01264 361424.

## Surgery News

### New Website



We now have a new website, the address is still the same [www.stmaryssurgery.co.uk](http://www.stmaryssurgery.co.uk) but the layout and features are new! You can now send any query you have via the relevant room on the website and we will get back to you as soon as possible. You can join the online patient access system to book appointments, request repeat medication and view recent medical history. We also have the latest Surgery news and all relevant information on illnesses, symptoms and when it is necessary to visit your GP or Nurse. We would love you to take a look around the new site! If you have any suggestions or feedback then please feel free to send these to Katie on [k.mulliner@nhs.net](mailto:k.mulliner@nhs.net).

### Patient Access



As you may know Patient Access has recently updated their website. This has proved to be very challenging for many patients as it has affected their ability to log in. Please be assured that we have expressed our dissatisfaction to patient access about the way this has been handled and is affecting our patients. We can only apologise for any inconvenience that this is causing you. If you are experiencing issues then please go to [www.patientaccess.com](http://www.patientaccess.com) and click 'contact support' in the top right hand corner of the page. This will allow you to raise a query directly with the patient access technical team and they will contact you directly in due course. Unfortunately this may take some time due to the increased backlog of queries that they are currently working through. Again, we can only apologise on behalf of patient access for any inconvenience that this is causing you.

### Flu Vaccinations



Flu season is almost upon us! This year comes with a change as there will be two types of vaccines available, one for the over 65's and one for under 65's and in addition will be the fluenz nasal spray for children. Due to the change and to enable us to give you all the information we possibly can on these vaccines we will be devising a 'flu newsletter', this will give details on the vaccines available, the eligibility criteria, the clinics and why it is important to have the vaccination. This newsletter will be available mid to late August. And be sure to spread the word ..... Not the flu!

## Blood Pressure Checks

**Did you know .....**

- **The higher your blood pressure the higher your risk of health problems in the future**

*If your blood pressure is high then this puts additional strain on your arteries and heart. Over time this could cause your arteries to become thicker, weaker and less flexible. This can cause them to become narrow and more likely to get clogged up. If arteries become clogged (aka a clot) this could potentially lead to heart attack, stroke, kidney disease or dementia. Unfortunately, most people do not experience any symptoms linked with their high blood pressure, it is usually recognised through regular blood pressure checks. A high blood pressure is consistently equal to or higher than 140/90mmHg.*

- **About one hundred years ago it was thought that low blood pressure was a major cause of depression and tiredness, due to this people were wrongly treated for low blood pressure.**

*Low blood pressure is indicated by results that are below 90/60mmHg. There is only a small minority of people that suffer with low blood pressure as a result of an underlying medical issue that requires treatment. Most people with lower blood pressure are very lucky because on average they will live longer and need to prepare themselves with a good pension policy!!!*

**The best way to look at having a regular blood pressure check is to think of it as part of an MOT for your body. Your blood pressure should be something that you are aware of in the same way that you are aware of how much you weigh or how tall you are. Every adult should have their blood pressure checked every 5 years but more often if possible.**

**If you have not had a recent blood pressure check then you can book an appointment with our Healthcare Assistant or Nurse for a blood pressure check, or alternatively you can use the blood pressure machine in the downstairs waiting room. This will give a print out of your result that you should hand to the Reception team along with your name and date of birth for them to add to your records. If you require an appointment then please call the Surgery on 01264 361424.**



# Get to Know Your GP

## GP - Dr Sharon Healy

I studied Medicine at Southampton University. I very quickly realised that I wanted to go in General Practice as I like the diversity and not knowing what will come through the door. I then did all my junior doctor hospital jobs and GP training in Poole and Bournemouth. I also studied for extra diplomas in Child Health and Obstetrics and Gynaecology during this time. In 2012 I moved to Hampshire and worked as a Locum GP in the area.



### *Now to get personal .....*

#### **What attracted you to St Mary's?**

I did some locum cover for Dr Latham in 2017 and really liked the practice. It's a very friendly team and well run practice apart from a h-angry administrator!!! *(she likes me really .... Even when I'm hungry and angry!)*

#### **Do you have any hobbies?**

With 2 young children I don't have much time! I started running last year and enjoy that, I completed my first marathon this year. I also recently joined a book club which I've been meaning to do for years.

#### **What is your favourite film and why?**

Gone with the Wind. The characters are fantastic but I also love the music, the dresses, the scenery.

#### **What is your favourite food?**

Chocolate, every time!!!

#### **What is your favourite musical band/song?**

Eclectic! I have a complete range of likes from cheesy pop to hard rock.

#### **Any guilty pleasures? (e.g. funny food cravings)**

I think I'm the only person in the country that still watches Neighbours. It's so bad but so good!

**By Katie Mulliner**



#### ***Neighbours?!?!***

This made for amusing discussion in the Surgery as we didn't even know it was still on!

We clearly aren't working you hard enough Sharon! Hehe!

## Abseil of the Spinnaker Tower

### Raising money for the Hampshire and Isle of Wight Air Ambulance

Katie our Surgery administrator only went and did it! Over £1600 raised for the Hampshire and Isle of Wight Air Ambulance, well done Katie! A great cause!



## Start4Life—Breastfeeding Campaign

To coincide with the start of **World Breastfeeding Week**, Start4Life has launched the **24/7 Breastfeeding Friend on Google Assistant and Google Home**.

The 24/7 Breastfeeding Friend has been developed to provide friendly advice to mothers who have questions and need support with breastfeeding at any point, day or night. The tool is voice activated using the Google Home app or Google Assistant, meaning mums can get NHS-approved advice and daily breastfeeding tips in the moment and when they may have their hands full.

For more information visit:

<https://www.nhs.uk/start4life/baby/breastfeeding>

## Support Groups In and Around Andover

So I stumbled across this website by accident when trying to find a group of some sort to support my son with some behavioural issues and it is absolutely brilliant! It has so many different available groups and you can click the areas that you would be willing to go to and all the available groups are listed!

[www.parentvoice.info](http://www.parentvoice.info)

Sharing experiences and discussing tips on how to cope and deal with situations or even just to know that you aren't the only one can be a huge comfort to people. There are so many support groups in and around Hampshire, they cover a range of difficulties and abilities, providing support for not just the individuals but their families and carers also.

Spread the word as this could make someone so much happier or even relieve them of worries and stresses that they didn't know they had. Lets help one another.

start 4 life

NHS



### Your Newsletter!

Is there anything that you would like to see in our newsletter? Or have you any ideas for articles? Please feel free to let Katie at the Surgery know!

### A Smile a Day Keeps the Doctor at Bay ...

What did the tonsil say to the other tonsil?  
Get dressed up! The Doctor is taking us out! :)

Alfie aged 8, Andover

If you have a joke you think will make people smile let Katie at the Surgery know! [K.mulliner@nhs.net](mailto:K.mulliner@nhs.net)

**BREAKING NEWS**

We now have pneumonia and shingles vaccines in stock! If you are eligible then book your appointment today. If you are unsure on eligibility then please visit our website

[www.stmaryssurgery.co.uk](http://www.stmaryssurgery.co.uk) where you will find links to all the information you need.

## BANK HOLIDAY OPENING

Please do not forget that we will be closed on:

**Monday 27th August 2018**

We will reopen on Tuesday 28th August at 7.30am. If you require urgent medical advice during this time then please call 111. If your symptoms are life threatening then please call 999.

## Missed Appointments

In June we had a total of **131 missed appointments**.

The equivalent of **9 GP surgeries** or the opportunity to see your GP **4 days earlier!**

Please, if you cannot attend your appointment, call the Surgery on **01264 361424** or alternatively go online <http://patient.emisaccess.co.uk> to cancel your appointment or visit the website [www.stmaryssurgery.co.uk](http://www.stmaryssurgery.co.uk)

## FIND US ON FACEBOOK!

[@officialstmaryspage](https://www.facebook.com/officialstmaryspage)

Add us now for instant access to up to date news, events, services, opening times and general information!

