



St Mary's Surgery

Newsletter!

Xmas Edition 2018



Nov 2018/Dec 2018

Opening Hours: Monday - Friday 7.30am—6.30pm

Saturday 3rd & 17th Nov 18 and 1st & 15th Dec '18

8.30am—11.30am

Urgent surgery does not operate on a Saturday

Staff Changes

We have a new member joining our Administration Team in November, Karen will be mainly dealing directly with outside agencies but if you do happen to come across her then please bear in mind that she will be in training initially.



Surgery News

Walk In Flu Clinics

As you will be aware we have introduced walk in flu clinics this year and they have proved to be extremely popular. This is the first year that St Mary's have trialled the walk in and therefore this has been a huge learning experience for us and a great chance to see if this concept works and how we can look at streamlining it in the future. We do appreciate everybody's understanding with the waiting times that have occurred due to the large demand for the walk in option.

Our next walk in clinics will be held on Saturday 10th November and Saturday 17th November. Depending on the demand for flu vaccines we may look at providing an additional walk in clinic in December, however, this is to be confirmed. We would also like to thank all of the staff who have volunteered their time to make these clinics happen, it is much appreciated!



Flu Vaccination Deliveries



We would like to apologise for the temporary delay in providing the Over 65 flu vaccination. Unfortunately, due to the change in protocol this year and the introduction of a second vaccine for those over 65 we were advised to use a specific supplier for these vaccines. Due to the increased demand it appears that the Supplier is struggling to keep up with the orders. This resulted in them not delivering to us on the date specified and therefore has left us with minimal vaccines and therefore we have had no alternative but to rearrange our walk in clinics and booked appointments. We sincerely apologise for the inconvenience that this has caused our patients and we can only assure you that we are doing everything that we can to ensure that everybody who requires the flu vaccination will get it.

The WAVE Initiative

You may have had the pleasure of meeting some of our PPG (Patient Participation Group) members while waiting for your appointment at the Surgery recently. They have been approaching patients to gain feedback on the Service provided, patient expectations and needs and also using this time as an opportunity to make you aware of services that may benefit you, such as the website and Patient Access. Our PPG members have provided us with lots of useful feedback and have been very positive about the willingness to participate from fellow patients. If you have any additional feedback that you wish to share with us then please do not hesitate to write to us at the Surgery or alternatively contact us via the website 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!

Here at St Mary's we have a new employee reward scheme, this gives us a chance to recognise when a staff member goes above and beyond. If you have had a particularly good experience with a specific member of staff please let us know in writing either in the Surgery or via email WHCCG.stmaryssurgery@nhs.net. We don't know if you don't tell us!



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.

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

Andover Office on 01264 835246



Andover's Christmas Lights Switch On!

Not long now until Santa begins his deliveries!

In true Christmas spirit Andover will be switching on their Christmas lights on

Friday 16th November 2018 in Andover High Street from 5pm till 8pm.



Celebrations will include fireworks, food stalls, childrens rides, face painting and lots of music and entertainment!

Make sure that you wrap up warm with jumpers, coats, woolly hats, scarves, gloves!

Patient Participation Group

We had a very successful and productive meeting held on Saturday 26th October 2018.

The next meeting will be held on Saturday 26th January 2019.

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



Flu Walk In Clinics

Our final walk-in clinics will be held on the following dates:

Saturday 10th November '18

Saturday 17th November '18

Clinics are open from 8.30am till 11.00am, no appointment necessary just turn up.

For information on eligibility please visit www.stmaryssurgery.co.uk

See you then!

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

Or visit

www.janescarthhouse.co.uk

Saturday 1st December



An event for all the family to enjoy

Christmas Fayre

12:00 - 15:00

- * Christmas Shopping
- * Refreshments
- * Visit Santa
- * Snacks
- * Kids Corner
- * Mulled Wine
- * Face Painting

Free Entry



The Rock house House
41 London Street, Andover



Get to Know Your Staff

Finance Manager—Janette Crosby

I started working for my Dad doing his accounts in Norfolk back in 1989. I then met my husband and married him in 1992, we moved to Salisbury where I worked at Strutt and Parker as their Assistant Finance Manager. As my husband moved around for work we were relocated in 1994 to Harrogate, where I was Finance Manager for Exel Logistics for 9 years. We then moved again locally in 2001 and gave birth to my twin boys, with such a hectic family life I decided to take a career break until the boys settled into school routine. I then came to St Mary's Surgery in 2007 and have remained here since.



Now to get personal

What attracted you to St Mary's?

I wanted somewhere that was friendly and flexible (a necessity when you have children, especially twins!) and when I came for my interview I literally fell in love with the place.

Do you have any hobbies?

I love to travel, I have recently been to New York which was amazing (see photo taken with an official NYPD officer)! I have recently got a new puppy to keep our other dog company so he is keeping me on my toes! I try to gym a couple of times a week and have a love for horses as I have been lucky enough to have them from a young age. I also read a lot, normally in the bath when I have locked the door and can get some peace and quiet!!!

What is your favourite film and why?

It is a film called 'Fluke', it is a really lovely film, always makes me a little emotional But don't tell anyone!

What is your favourite food?

Anything with prawnsexcept ginger, yuk do not like ginger.

What is your favourite musical band/song?

I love music and go to lots of live concerts, my favourite band has to be Bare Naked Ladies ...BUT my favourite song has to be Scenes from an Italian restaurant by Billy Joel.

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

Gordon Ramsay Literally the only man I would ever leave my husband for! Ha



By Katie Mulliner





Healthier Together

Improving the health of children and young people
in Dorset, Hampshire and the Isle of Wight

Improving the quality of care for children and young people in Wessex

It can be extremely stressful when your child is unwell. Not only is it hard to find reliable information, it is often difficult to know if your child needs to be seen by a healthcare professional, and if so, how urgently.

The resources on the Healthier Together website have been developed by healthcare professionals from across Dorset, Hampshire and the Isle of Wight. You'll find clear information on common childhood illnesses, including advice on what 'red-flag' signs to look out for, what you should do to keep your child comfortable, how long your child's symptoms are likely to last and where to seek help.

Core Principles

1. Parents feel empowered about whether and when they need to seek the advice of a healthcare professional.
2. Parents are clearly signposted to appropriate healthcare services when required.
3. At every point of contact, the healthcare practitioner (doctor, nurse, paramedic, pharmacist) should have a clear understanding of the limits of their own competence and when and where to seek guidance.
4. Parents should receive consistent and appropriate advice across the whole urgent care system.
5. Standardisation of local referral pathways and clinical guidelines across the whole acute care system, which are understood by all healthcare practitioners.
6. Effective communication and information sharing between healthcare practitioners and services across the whole acute care system should be in place.

We have actively listened to the views of parents/carers accessing the service as well as the healthcare professionals delivering urgent care paediatric services. By working together we aim to improve how care is delivered to children and young people in Wessex.

So before making an appointment check the advice on the website as it may save you and your young ones time and inconvenience.

For more Information and Access to the Healthier Together Advice visit www.what0-18.nhs.uk

Baby it's Cold Outside!

The weather has turned, the sun has disappeared and the frost is making its way in! Please make sure that you wrap up warm and keep a close watch on your vulnerable family members. Dig out your Winter coats, gloves, scarves and hats. Baby's need sufficient blankets and covers in their prams and the elderly need sufficient heating in their homes.

We all know that cold weather can bring ice and snow, this affects the grounds we walk and drive on. Wear sensible shoes that are warm and have sufficient grips on the soles. If driving please ensure your car is sufficiently defrosted with no excess snow in places and take it slowly! Anyone would rather you arrive at your destination late but safe instead of you rushing and causing a tragic accident.

Stay Safe!



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!

01264 361424 or k.mulliner@nhs.net

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

Why did scrooge keep a pet lamb? Because it repeats Baaaaahh Humbug!

Why is the alphabet different at Christmas? It has noel!

Alex Aged 7, 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)

Missed Appointments

In September we had a total of 142 missed appointments.

The equivalent of 9.5 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