

St Mary's Surgery



Newsletter!

Issue 4, 2019

Opening Hours:

**Monday - Friday 7.30am—6.30pm
& Saturday mornings twice per month**

Saturday Surgeries

**Saturday 7th & 21st December
Saturday 4th & 18th January
8.30am—11.30am**

Urgent surgery does not operate on a Saturday, if you require urgent medical attention at this time please use the NHS 111 service, minor injuries or accident and emergency as required.

Planning your Flu jab? Are you eligible for a Shingles or Pneumo vaccination?

Did you know that you can have these vaccinations at the same time as your flu? If you have a long term health condition or are 65 or over, check your eligibility at Reception.

Find out more on the NHS website, or ask for more information.

Surgery News

Staff Changes

Sadly, one of our Registrars, Dr Holly Pearce, will be leaving us in December! Thank you for all of your hard work and we know that all of the patients and staff will miss you and wish you all the best for the future.

Run Every Day

Even if you have not encountered Dr Stone at the surgery, you may have seen him running laps round us at the Park Run. Throughout January, Dr Stone will be challenging the elements and running every single day to raise vital funds for MIND, supporting mental health.

"I have been a GP in Andover for over 30 years and I see first hand the problems of mental health. Every Day. Many times.



More people committed suicide in the UK in 2018 than died in road accidents, opiate overdoses or terrorism put together, but so often it is below the radar and doesn't get the news it needs or the funding it deserves.

So I am committing to run EVERY DAY in January to raise money for MIND. Your support will keep me going on the cold mornings or dark

nights, and raise vital funds for supporting mental health. Exercise is after all one of the best drugs we have. I might get a bit fitter but RED-ers have raised £1.7m for Mind, making a real difference for people with mental health problems".

If you would like to support Dr Stone, please feel free to donate on his fundraising page

www.justgiving.com/fundraising/malcolm-stone2.



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??



Your free and confidential stop smoking service.

We're here to help you. We understand that different types of support work for different people.

- WEB - Visit our website for information & advice
- TALK - Call, text or email a Stop Smoking Advisor
- MEET - Arrange to meet an Advisor by phone or web

www.smokefreehampshire.co.uk

01264 563039 | 0800 772 3649 | Text QUIT 66777

smokefree.hampshire@nhs.net



Patient Participation Group

We had a very successful and productive meeting held in September 2019.

The next meeting will be held on Saturday 7th December.

If you would like further details on the items discussed at the recent meeting you can request a copy of the meeting minutes via 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.stmaryssurgery@nhs.net



Minor Eye Problems?



Sore eyes? Red eyes?
Visual disturbance?

FREE NHS appointments available at participating opticians

For a list of participating practices
www.pecsussex.org.uk/gp



Produced by www.nhs.uk



At: 6pm-7.30pm

When: Thursday 5th December

Where: Avalon House, Chesil Street, Winchester, SO23 0HU.

PARENT AND CARER EVENING

LGBTQ+ Information Session

Does a young person in your family identify as LGBTQ+?

Would you like to find out how best to support them?

We are running an evening session for parents and carers of young people who may be struggling with LGBTQ+ issues. This session will provide an opportunity to ask questions and gather information and advice.

To book a place please contact SPNT.HantsCAMHSED@nhs.net or call 0300 304 0062

Don't forget - we're a Parkrun Practice!

Remember, even though the weather outside may be frightful, exercise is a great way to beat those winter blues and help fight back against the coughs and colds.

Come down and join us on a Saturday morning at Charlton Playing Fields, starting at 9am, beginners talk at 08.50am. This is a distance of 5km, all abilities welcome!

Junior Parkrun is Sunday mornings at 9am for ages 4-14 years at the Pavilion on Charlton playing fields, distance of 2km, all abilities welcome! Adults may participate but will not receive a time.

The Parkrun events are FREE to participate, all you need to do is register at www.parkrun.org.uk. Keep fit, stay healthy and socialise!



For more than 40 years, we have supported local people with, or at risk of, mental ill-health. Last year more than 5,000 people used our services.

Can we help you too?

Our Carer Support and Dementia Advice Service provides advice, information and support to all carers aged 18 and above who provide care for an adult. The service also supports people with dementia and memory problems and is available throughout Hampshire. If you need support, we welcome self-referrals as well as referrals from health and social care professionals.

Contact us on 01264 332297 or email enquiries@andovermind.org.uk





We are here to help you

Our staff have the right to be treated with dignity and respect at all times without the risk of threatening behaviour or violence.

This behaviour will not be tolerated towards staff, and may result in offenders being asked to leave, and could be removed from our patient list.

The Practice takes it very seriously if a member of staff is treated in an abusive or derogatory way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice.

Aggressive behaviour, be it violent or abusive, **will not be tolerated** and may result in you being removed from the Practice list in order to safeguard practice staff and other patients.

Our staff come to work to care for and help others, and it is important for both patients and our staff to be treated with courtesy and respect.



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support

Please don't be offended if they ask what the problem is when you call to make an appointment.

Thank you for helping us to help you.

Get to Know Your Doctors

Doctor Rachel McSparron

As many of you may be aware, Dr McSparron is the newest member of the team and we thought we'd put her in the hot-seat for this edition of the newsletter!

Welcome to St Mary's, tell us a bit about yourself...

I trained to be a doctor at Southampton Medical School, and worked in various hospitals in Hampshire, before working as a GP for 20 years in Eastleigh. My area of expertise is women and children.

When did you know you wanted to be a Doctor?

Well, initially I wanted to be a ballerina! But I realised, aged 11 that that wouldn't happen, so changed to medicine instead!



Now to get personal

Do you have any hobbies?

My main hobby is dancing. While at university, I competed for the University Ballroom & Latin Dancing Team, and I still attend classes when I can. I also go to ballet classes whenever possible.



Do you have a favourite film?

My favourite films are definitely ones that include dancing, such as *Footloose*, *Dirty Dancing*, *Hairspray*... I can't pick just one!

What is your favourite genre of music?

I am a total 80's girl when it comes to music, but I have a soft spot for a bit of Michael Buble and Jamie Cullum.

What is your favourite food?

Well, my favourite food would have to be Italian, followed by some dark chocolate and a glass of bubbly.

What is your dream holiday destination?

I love travelling abroad, but haven't been to the Caribbean yet, so that's on the wish list.

Finally, do you have any favourite Christmas traditions?

I enjoy singing Christmas carols at a Carol service, and, of course, dancing at a Christmas party!



Use the Right Service

	Self Care Care for yourself at home	Minor cuts & grazes Minor bruises Minor sprains Coughs and colds
	Pharmacy Local expert advice	Minor illnesses Headaches Stomach upsets Bites & stings
	NHS 111 Non-emergency help	Feeling unwell? Unsure? Anxious? Need help?
	GP Advice Out of hours: Call 111	Persistent symptoms Chronic pain Long term conditions New prescriptions
	UTCs Urgent Treatment Centres	Breaks & sprains X-rays Cuts & grazes Fever & rashes
	A&E or 999 For emergencies only	Choking Chest pain Blacking out Serious blood loss

Patient Confidentiality

Please remember that we are obliged by law to protect patient data. This means that unless we have received explicit, signed consent from our patient to state that we can share their data with you we are unable to divulge any information to you at any time. We appreciate that this can be frustrating at times, however this is not our staff being obstructive, this is staff protecting our patient and abiding by the law.

FIND US ON FACEBOOK!

@officialstmaryspage

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



Riddle me this...

What do you get if you cross a duck with some mistletoe?

Answer: A Christmas quacker.

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



HOW DO YOU HANDLE LIFE'S UPS AND DOWNS?

Search **Every Mind Matters** now for tips and advice.



ONE YOU




Care and Health Information Exchange

The Care and Health Information Exchange (CHIE) is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others.

Visit our website at www.CHIE.org.uk
 You can contact us at: info.chie@nhs.net / 0300 123 1519 or speak to your practice for further information.

NOT THE USUAL SUSPECTS

#NotTheUsualSuspects



Drinks and a catch up with friends before the school run...
 A few pinks in the golf club bar after the game...
 Extra sherry with a mince pie at the xmas fayre...
 One for the road after watching the match...
 An afternoon at the shops and prosecco with friends...

It's not worth the risk. Don't drink and drive.

Please stay safe this holiday season. #itsnotworththerisk

Missed Appointments

In November we had a total of **132 missed appointments**.

The equivalent of **8.5 GP surgeries** or the opportunity to see your GP **3 days earlier!**

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