



# BLACKTHORN HEALTH CENTRE SEPTEMBER NEWSLETTER 2017

## IMPORTANT SURGERY INFORMATION

The partners are pleased to announce that **Dr Elizabeth Arter** will be joining the surgery as a Salaried GP on Monday the 11th September. Dr Arter will be working all day Mondays, Tuesdays & Thursdays.



## BLACKTHORN HEALTH CENTRE ANNUAL ADULT FLU CLINIC SATURDAY 14TH OCTOBER FROM 8AM BOOKING NOW!!

Flu vaccinations are available every year on the NHS for people in one of the at risk groups to protect people who are at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people such as:

- Patients aged 65 and over
- Pregnant women
- people with an underlying health condition
- People with long-term heart or Respiratory disease
- People with a weakened immune system

If you're in one of these at risk groups, you're more likely to develop potentially serious complications such as Pneumonia (a Lung infection), so it's well worth having a flu jab every year to protect you. Flu jabs for people in the at risk groups are available free on the NHS.

If you are in any doubt as to whether you are in one of the at risk groups please call and speak to a Receptionist who can advise you.

**Do you live with a neurological condition or care for someone who does? Come and join our new forums!**



We want to hear about your experience of living with neurological conditions and their carers and your ideas to improve services in the future. We are running three sessions this autumn.

**Register by 12<sup>th</sup> September.** In the event of low numbers the forum will be cancelled, in which case you will be contacted.

**Forum dates:**

Date	Time	Venue	Access
Tuesday 26 <sup>th</sup> September 2017	10.30 – 12.30	Level 10 Church, Stanmore Lane, Winchester SO22 4BT	Free car park Ground floor
Wednesday 27 <sup>th</sup> September 2017	19.00 – 21.00	Blackthorn Health Centre, Satchell Lane, Hamble, SO31 4NQ	Free car park Lift to first floor
Tuesday 3 <sup>rd</sup> October 2017	10.30 – 12.30	Lyndhurst Community Centre, Lyndhurst SO43 7NY	Free gravel car park, or if full, pay and display car park Ground floor

All venues have accessible toilets and level access parking.

The forums are open to those affected by a neurological condition who are registered with a GP surgery in the following towns and surrounding villages:

- Andover
- Winchester
- Eastleigh
- Romsey
- Totton
- Lyndhurst
- Lymington
- New Milton
- Ringwood

You or your carer or relative may have conditions such as Multiple Sclerosis, Parkinson's, Epilepsy or rarer conditions.

**Expenses**

Travel and parking expenses can be paid if you have receipts and we will give you a form for you to complete to have the expenses paid into your bank account.

**To join a forum** or find out more contact Jane Deary at West Hampshire Clinical Commissioning Group. E: [whccg.info@nhs.net](mailto:whccg.info@nhs.net) T: 023 8062 7444

## **Attendance/Non-Attendance by Patients**

In the month of **AUGUST**, **77 Appointments** were not attended this equated to **15.65 HOURS** of GP, Nurse and Health Care Assistant time being wasted.

Please make sure you cancel any appointments that you no longer need in good time so that they may be offered to another patient.

Cancelling your appointment is even easier now if you receive Text reminders as you are able to send a text back to cancel any appointments that you no longer require. Simply follow the instructions when you receive your reminder text. You can also call the surgery, choosing Option 4 and leave a message.

For more information and how to register please visit:

**<https://patient.emisaccess.co.uk>**

## **When the Surgery is closed**

**If you have a healthcare need when the Surgery is closed please see contact details below:-**

**NHS Out of Hours Service. Tel No: 111**

**If you have a life threatening emergency please Telephone 999**

**A&E is under intense pressure please do not attend for minor ailments or problems**

## **Reception Private Side Room**

Should you wish to speak to a member of staff in private please be advised that the side room next to our main Reception Desk is available for patients or visitors at all times so they may speak to a member of staff in total confidence.

## **Blackthorn Health Centre Contact details**

Email: [WHCCG.BlackthornHealthCentre-reception@nhs.net](mailto:WHCCG.BlackthornHealthCentre-reception@nhs.net)

Website: [www.blackthornhealthcentre.org.uk](http://www.blackthornhealthcentre.org.uk)

Telephone: 02380 453110

Fax: 02380 452747



## WHERE TO GO FOR TREATMENT

Self-Care	Grazed knee Cough or cold Sore throat	Make sure your medicine cupboard is stocked up with over the counter remedies
Pharmacy	Diarrhoea Runny nose Headache Eye Infections (2 years +)	For advice on common illnesses and medicines to treat them
NHS 111	Unsure Unwell Confused Need to know where to go outside of GP opening hours	Outside your normal GP opening hours of when you need medical help fast and it is not a 999 emergency
eConsult (WebGP)	Before calling your GP	Illnesses which do not need a physical examination
Blackthorn Health Centre	Ear pain Backache Throat Infection Sprains & Cuts	If you have an illness or injury that will not go away, contact the surgery
Minor Injuries Unit	Minor breaks / fractures	Where a Diagnostic examination (for example an X-Ray or Ultrasound) is needed
A&E & 999	Choking Chest Pain Blackout Blood loss	Life threatening situations and emergency