



Welcome to the summer newsletter for The Highlands Practice. Along with our latest surgery news, in this issue we will be looking at our new appointment system together with the role of our advanced nurse practitioner.

NEW APPOINTMENT SYSTEM

Following feedback from our patients and discussions with the Patient Participation Group, we are changing our appointment systems to increase the access so that patients can get an appointment when they need to. The first phase of this is a practice based service where patients needing care “today” will be added to a GP list for assessment and telephoned by a clinician to either help by telephone or organise the appropriate investigations/appointments for that day or the future.

The service will mean that when you call for a ‘same day’ appointment our care-co-ordinators will ask you a few questions so that your request is dealt with by the right person in the most efficient manner. You will then be booked in for a telephone call for the same day. The doctor, nurse practitioner or practice pharmacist will then call you back. They will then book you in for either a same day appointment where needed, a routine appointment for another day or in some cases advice may be given over the telephone without the need for an appointment. (Please telephone appointments 8.30am and 10.30am to be added to the GP list).

This service is now live and we have had some great feedback from patients so far. The second phase, coming later this year, will involve our GP’s and nurses working together with other local GP’s and clinical staff to run a similar system from a local hub. This will enable us to work more efficiently and to widen the services and clinicians that can be made available to you. E.g., physiotherapists, specialist nurses, citizen’s Advice etc..

RETIREMENT

We were sad to say goodbye to Dr S Griffiths on 30th June this year but would like to wish her a very happy retirement from all the staff at The Highlands Practice. Dr Griffiths has been with the practice for almost 30 years.

Her patients will be looked after by the remaining GP partners during an interim period and will be allocated a new named GP in the autumn once there is a new GP in post.

If you are having on-going treatment and find a particular partner that you would like to take over your care, please do ask to be put onto their list.

New Appointment Figures For first week.

328 Patients used the new triage appointments system

33% had their issue dealt with by a telephone call with a doctor.

108 less patients in waiting room and car park.

TRAVEL ADVICE



When you are planning a trip abroad it is important to consider your health before you travel.

Depending on where you travel, you may need vaccinations and/or malaria tablets.

If you are travelling to a **single** European country or a **single** worldwide destination –book in for your travel consultation at the surgery where you can receive any NHS vaccines recommended.

If you are travelling to **more** than one European country or worldwide destination – please book an appointment with a specialist travel clinic.

(It is best to start planning 2 months before you travel)

Specialist Travel Clinics :

Southampton Travel Health Clinic

www.travelhealthclinic.co.uk

79 Bedford Place, Southampton SO15 2DF.

Tel : 023 8063 1922

Hampshire Travel Clinic

www.hampshiretravelclinic.co.uk

97 Havant Road, Emsworth, PO10 7LF

Tel : 01243 388718

Or visit any local pharmacy who provide a travel clinic facility

How do I find out What I Need?

Access the NHS approved website Fit for Travel at www.fitfortravel.nhs.net. This site is very easy to use by simply entering in your destinations and it will advise the recommended vaccines/malaria tablets for that area. You must check ALL the destinations you intend to travel through or stay in as recommendations may differ depending on the country.

Malaria Tablets

The NHS does not supply these. You can buy your malaria tablets privately from most chemists – they will be happy to give advice.



How do I Get My Vaccinations

The NHS does **NOT** supply Hepatitis B, Yellow Fever, Rabies, Japanese encephalitis or Cholera vaccinations. If these vaccines are recommended then please visit a private travel clinic where a fee will be charged for these vaccines. Note you will need to make appointments for these services.

The NHS will supply typhoid, tetanus/diphtheria/polio and Hepatitis A vaccinations free of charge.

Please make an appointment with the practice nurse if you require any of these vaccines. Please bring to your appointment the relevant information obtained from Fit for Travel or private Travel clinic detailing the immunisations needed.

IF YOU REQUIRE A COPY OF YOUR VACCINATION HISTORY, PLEASE RING THE SURGERY WHERE THIS CAN BE PROVIDED FOR A SMALL CHARGE

LINDSEY WALTON – ADVANCED NURSE PRACTITIONER

Lindsey joined the team at the Highlands Practice in December; Lindsey has previously worked in Gosport and prior to that worked at the Walk in Centres in Southampton: these are nurse-led centres that deal with patients who present with 'same day/urgent' concerns. Lindsey will be carrying out a similar role at Highlands.

You are more likely to see Lindsey for..... acute/same day concerns i.e. fever in children, rash in children, coughs, colds, stomach ache, urinary tract infections (UTI's), low mood, anxiety, sore limbs, exacerbations of asthma/COPD.

You are less likely to see Lindsey for.....concerns/conditions that are defined as 'ongoing' or 'routine'.

Why see Lindsey?... Lindsey is a nurse prescriber so she can prescribe a treatment and then sign the prescription which makes for a 'speedy' appointment with her. Lindsey is able to refer onto other disciplines ie surgeons, medics and mental health where needs be and, of course talk with your GP if required.

To help identify which patients can see Lindsey we will be handing out a small form on your arrival asking two questions 'what is the reason you are you here to be seen today i.e. cough/cold..... Or something else' anything outside of the first question will be dealt with by 'care co-ordinators' who will be able to assist you with your queries.

Here at The Highlands Practice our medical team carry out annual reviews for those with the following conditions.

Diabetes, COPD, Asthma, CHD and Stroke

Please telephone the surgery if you think you were not seen for your annual review last year.



FUN FACTS

- Your tongue has a unique print, similar to your fingerprints.
- Everyone has a unique smell, except for identical twins.
- Facial hair grows faster than any other hair on the body.
- Your body makes enough iron to make a nail 3 inches long.

If you have any comments or suggestions for the next newsletter, please put in writing and address it to: Louise English, The Highlands Practice.