**Silton Surgery Autumn Newsletter 2018**

Welcome to the Autumn Newsletter. If you have not previously had chance to read one of our newsletters, the purpose of the newsletter is to up-date patients as much as we can with changes within practice. It also gives us the opportunity to provide information specific to the time of year.

**New Member of Staff:** Georgia Hodges is joining the team at Silton Surgery as a trainee Receptionist/Dispenser. Georgia has a back ground in care, but has not worked in a GP practice before. We hope that all of our patients and their representatives will be ‘patient’ whilst Georgia is learning the ropes. There are many facets to the role of Receptionist and Dispenser and Georgia will have a lot to learn.

**Walk for Wards in aid of the Star’s Appeal Salisbury District Hospital**

Many thanks to those that sponsored the ‘Silton Softies’, (Cheryl, Jo, Karen and Maureen), to walk 10k at Wilton House on Sunday the 1st July 2018. We received a total of £562.

**Urine Samples**

If you bring a urine sample into the Surgery please help us by indicating why you have brought a urine sample to the Surgery by completing a form that the receptionist can give you.

This is to ensure that the sample is handled and processed correctly. So if you ask a friend or relative to bring the sample in you will need to tell them the reason that the sample is required. The form asks:

*Do you think you may have a urine infection & have new symptoms?*

*A sample has been requested following a course of antibiotics.*

*You have Diabetes and it is for your annual review.*

*You have known kidney problems and it is for your annual review.*

*Sample is from a catheter.*

*If your GP asked you to bring in a sample (PLEASE SPECIFY THE REASON).*

*Full Name.*

*Date of Birth.*

*Date and time that the sample was taken.*

*Contact Telephone number.*

If the sample needs to be sent to the laboratory, it will need to be at the surgery by 11:00 as the courier comes at 12 and all samples for the hospital need to be processed, entered on the system and paperwork generated.

**Cancelling appointments**

If you make an appointment at the Surgery and subsequently make another one on a different day or time, please ensure that you cancel the appointment that is no longer required. Unfortunately our computer system does not flag up that another appointment is already booked, so the member of staff making the new appointment will not be aware that you already have an appointment booked.

**New Telephone system**

We have ordered a new phone system. This should be ready for installation in October 2018. This will make the surgery more efficient and effective for you. As many of you are aware we have had issues with the incorrect message that is on the Dispensary phone. The new system will be easier to manage and provide us with up to date software. However once it is installed there may be some teething problems whilst we get to grips with it. Your patience will be appreciated!

**Clinic’s running late**

We sometimes receive complaints about doctors and nurses running late and patients having to wait for their appointments. We appreciate that this is frustrating for everyone involved so please allow us to inform you what you can do to help us, yourselves and other patients. Cont….

Due to the complexity of modern medicine the Doctor has to consider many variables, so to do this safely and effectively, they do require enough time. Sometimes 10 minutes is simply not enough time.

**Multiple Problems per Appointment**

This is one of the main reasons for doctors running late.

It can cause problems if you bring a long list of problems to a single appointment. Our appointments are in 10 minute slots. Although we will of course never simply cut you off after 10 minutes, it is usually difficult for a doctor to adequately deal with more than 1 problem in a 10 minute slot.

Please feel free to book more appointments or when you book, inform the receptionist that you have multiple issues you would like to discuss with the doctor (you do not have to reveal any details).

**Patients Arriving Late**

Please try to arrive on time for all appointments. Please inform us as soon as possible if you wish to cancel your appointment. If you are going to be late, please ring in to let us know.

**Multiple Patients per Appointment**

The appointment is only for the person who is booked in for the appointment.  If you ask for other family members, who are not booked in, to be seen at the same time, it will cause everyone after you in the queue to be seen late. Please book a separate appointment for every person who you wish the doctor to see.

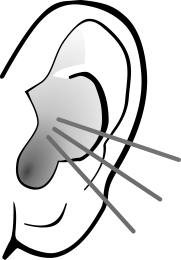
Booking one patient per appointment will reduce the likelihood of doctors and nurses running late.

**Emergencies**

Due to the nature of our work, occasionally we have unpredictable emergencies which we must deal with urgently. We ask for your patience in these matters and apologise for any inconvenience caused. One day the person with the emergency could be you!

**Mobile Telephones**

We are keen to record your mobile telephone number, and seek your consent to receive text messages from the Surgery. We might do this to remind you of an appointment, following a consultation or telephone conversation, or we might want to invite you for a review if it is due. If you are happy please let reception know. Patients of 16 and over are encouraged to supply the surgery with their own personal mobile number, as the chances are that the mobile number on their record will be a parents/guardians.



**Earwax build-up - Earwax normally just falls out on its own.**

**How you can treat earwax build-up yourself:**

**Important**

Don't use your fingers or any objects like cotton buds to remove earwax. This will push it in and make it worse.

Earwax usually falls out on its own. If it doesn't and blocks your ear, put 2 to 3 drops of olive or almond oil in your ear twice a day for a few days.

Over 2 weeks lumps of earwax should fall out of your ear, especially at night when you're lying down.

There's no evidence that ear candles or ear vacuums get rid of earwax.

**Don't use drops if you have a hole in your eardrum (a perforated eardrum).**

You can purchase an ear syringe kit to use at home, although you will almost certainly need help to use it. You should not use this if you have a perforated ear drum.

Cont….

**See a nurse at your GP practice if:**

* your ear hasn't cleared after 5 days
* your ear is badly blocked and you can't hear anything (you can get an infection if it isn't cleared)

**Not all GP practices remove earwax; however Silton Surgery does still supply this service to our patients. Our practice nurses will:**

* flush the wax out with water (ear irrigation)

These treatments are usually painless. You **must** have oiled your ears for at **least 10 days** before you see the Nurse. At certain times of the year the nurses are very busy and we cannot always book you in straight away.

At some point in September 2018 the ear syringe equipment will have to be sent off for servicing and as we only have the one syringer at Silton Surgery, we will not be able to book ear syringe appointments until it is returned.

Preventing earwax build-up

You can't prevent earwax. It's there to protect your ears from dirt and germs. But you can keep using ear drops to soften the wax. This will help it fall out on its own and should prevent blocked ears.

**Causes of earwax**

You might have earwax build-up because:

* you just have more wax in your ears – some people do naturally
* you have hairy or narrow canals (the tubes that link the eardrum and outer ear)
* of your age – wax gets harder and more difficult to fall out
* of hearing aids, earplugs and other things you put in your ear – these can push the wax further in

**How to tell if your ear is blocked with earwax**

You can have:

* earache
* difficulty hearing
* itchiness
* dizziness
* an ear infection
* sounds such as high-pitched tones coming from inside the ear [(tinnitus)](https://www.nhs.uk/conditions/Tinnitus/)

Once the earwax is removed, these symptoms usually improve. If they don't, see the nurse at your GP practice.

**Influenza Vaccines**

It’s that time of year again! Our first delivery of the Influenza vaccine is expected late September 2018. We encourage people eligible to have the vaccine, to book an appointment at the surgery. There will be pre-bookable clinics at various days and times throughout the Flu season. We are keen to give the vaccine at the Surgery so that we have full details in our medical records.

**We will be having our usual Saturday ‘drop in’ flu clinic, for which you do not need to book an appointment, on the 29th September 2018 09:30 – 11:30.**

We would particularly recommend you have a vaccine if you have any of the following conditions:

* Chronic Respiratory complaints, including Asthma if you need regular steroid inhalers
* Chronic Liver or Kidney disease
* Heart Disease
* Diabetes
* Chronic Neurological conditions Cont…

And if you are:

* Immunosuppressed
* Pregnant
* Over the age of 65 years
* Children aged 2 and 3 years
* A Carer responsible for an Older Person whose welfare may be affected if their Carer falls ill

If you are in one of these groups please book an appointment to have a flu vaccine, unless you have had a serious reaction to a past vaccine, in which case you should first discuss it with your doctor or nurse.

If you have received a letter from us inviting you to have this year’s vaccine, we strongly recommend that you have this important vaccine. However, if you wish to decline the vaccine for this year, please contact the Surgery to let us know.

***Influenza vaccines protect those patients who may be at greater risk of developing more serious complications.***

**Booking appointments and ordering prescriptions online**

Please consider registering for SystmOnline to allow you to book appointments and order repeat prescriptions online. All we need is some photo identification, so that we are sure we are giving access to the right person. It is then very easy to access SystmOnline via our website and access is password protected. Just ask at reception.

**Have you visited our website recently?**

Why not take a look at our website? It contains useful information, travel vaccination forms and useful links. [**www.siltonsurgery.nhs.uk**](http://www.siltonsurgery.nhs.uk)

**OPENING HOURS**

The normal opening hours for Reception at The Surgery are:-

Monday 8.30 to 16.00

Tuesday 8.30 to 19.00

Wednesday 8.30 to 13.00 (Afternoon closed)

Thursday 8.30 to 18.45 (Closed 12.15 -1.45 2nd Thursday each month)

Friday 8.30 to 17.00

**If you require an emergency visit, please phone 01747 840226. You will get either the Receptionist or a message giving the Duty Doctor’s contact number.**

**Silton Surgery, Gillingham Road, Silton, Gillingham, Dorset. SP8 5DF.**

**Reception: 01747 840226 Dispensary: 01747 840950**

**Email: silton.surgery@nhs.net**

[**www.siltonsurgery.nhs.uk**](http://www.siltonsurgery.nhs.uk)



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