

The Glastonbury Surgery Newsletter

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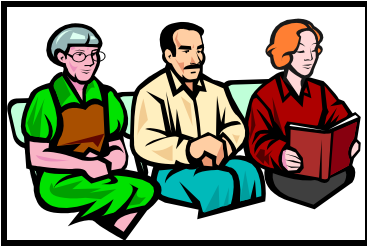
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March 09 Issue:



Waiting Room Revamp

As some of you may already have noticed, the surgery waiting room has had a facelift. A new heating system has been installed, as well as new seating and a fresh lick of paint.

We would like to thank everyone for their patience and co-operation while the work was being carried out, and hope that everyone will be pleased with the changes.

Travel Vaccinations

- Are you planning a holiday abroad?
- Do you need any vaccinations before you travel?

Please contact the Practice Nurses for advice.



REMEMBER:

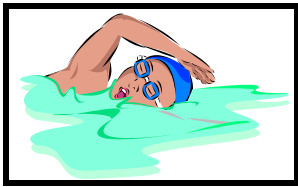
Some of the vaccinations take time to become effective, so we need to see you, if possible, at least 6 weeks before your date of travel.

Information regarding which travel vaccinations are required for most destinations can be obtained from the Fit for Travel website www.fitfortravel.scot.nhs.uk. (this link is also available via the surgery website).

Anti-malarials: If anti-malarial treatment is needed, you will need to discuss your requirements with a pharmacist who will advise you on the most appropriate treatment for your destination.

Prices: Yellow Fever = £55 per jab. Hepatitis B = £20 per jab, or £50 for a course of 3.

Please note that currently we can only accept cash or cheque (no card payments).



Proactive Scheme

What is it? - ProActive is the Physical Activity Referral to exercise Scheme for Somerset, which has been developed to introduce people to a more active lifestyle within a friendly, enjoyable and supportive setting.

Who is eligible? -

- People who have certain health problems and who are not used to regular physical activity
- People who are motivated to start an active lifestyle

Participating Centres -

Glastonbury (St Dunstons and Train Station Gym)
Street (Strode Swimming Pool)
Wells (Wells Leisure Centre)
Shepton Mallet (Shepton Leisure Centre)

To join the scheme you must be referred by your GP, who will do so if they consider that being more physically active would benefit your health needs.

Medical conditions included in the scheme are:

**Obesity *Hypertension (High Blood Pressure) *Stable Angina *Stroke *Diabetes *Respiratory conditions such as Asthma or COPD *Epilepsy *Arthritis *Osteoporosis *Injury Rehabilitation *Lower Back Pain *Mild Mental Health Conditions *High risk of Coronary Heart Disease *Cardiac Rehabilitation (not available at all leisure providers)*

Care Direct

Care Direct is a service for people aged 60 and over and their carers and relatives. By making one phone call you can get information and advice to help keep you independent.

You can also contact Care Direct about:

- Pensions, benefits and any other money matters
- Blue badges (Disabled badges)
- Care and Support for older people with disabilities and their carers
- Health and mobility aids
- Organisations that can help with other things
- Social services
- Your home
- Your health

How to get in touch

By telephone any time on Freephone 0800 444000.

Care Direct is a confidential service.

Books on Prescription in Somerset



What is the scheme?

The library service in Somerset is working with local health professionals to offer a Book Prescription Scheme to people who want to use self-help to understand and overcome a range of common emotional or psychological problems.

Many self-help books have been shown to be useful in helping people with a range of common problems. While there are thousands out there, the best are highly effective whereas the others are not so useful. A list of recommended self-help titles has been compiled by local health professionals and bought by the libraries in Somerset.

How does the scheme work?

You will be given a "book prescription" for an appropriate book from your health professional. Once you have your prescription, you simply take it to your library and hand it over at the counter. You will then be given the book by library staff. Alternatively you can find the book yourself from the shelves or order it if the book is not available on request.

The length of the loan is a normal 3 week loan. If you find the book useful, you can renew it (unless it has been reserved by someone else).

What Problems can the books help with?

The titles on the book list cover a range of common problems that people encounter in their day-to-day lives, such as:

- Anger
- Anorexia
- Anxiety
- Assertiveness
- Bereavement
- Binge-eating and Bulimia
- Depression
- Health Anxiety
- Obsessions and compulsions
- Pain
- Panic
- PTSD/Trauma
- Relationship Problems
- Self-esteem
- Sexual Problems or abuse in childhood
- Social anxiety or shyness
- Stress or worry
- Weight problems

Contact details

For more information about your local library, contact:

Website: www.librarieswest.org.uk
Information enquiry phone line: 01823 336370
Email: enquiry@somerset.gov.uk

For further information regarding the NHS and the Book Prescription Scheme ask your health professional or visit:

Website: www.somersetpct.nhs.uk

The Book Prescription Scheme is free and will not cost you anything!

How our appointment system works

Appointments are available through the day between 8am-12pm and 3pm-7:15pm Monday to Thursday, 8am-12pm and 3pm-5:30pm Fridays, and alternate Saturdays between 8am-12:15pm.

All routine appointments can be made by telephone or at reception. Most appointments can also be made using our online appointment booking service (you will need to sign up at the surgery to use the online facility). Routine appointments can usually be booked up to six weeks ahead.

The doctors at the surgery like to offer a personal list service. However, if you need to be seen quickly, you may be offered an appointment with an alternative GP.

We currently have two registrars in training who are also available to see you.

There are same day appointments available Monday to Friday if you feel your problem cannot wait until your usual GP has an available appointment. Please note however, that the doctor running this clinic may occasionally be called out for urgent visits. Every endeavour will be made to see you as near to your appointment time as possible, but the needs of other patients may on occasion cause delay. If you request a same day appointment, please be aware that Reception staff have been asked by the doctors to request a brief reason for your appointment, as this information is helpful to them.

If you are unable to get to the surgery, or feel that your problem can be dealt with over the phone, please ring before 12pm and your name will be added to your doctor's phone list. The doctor will ring you back as soon as they can on that day.

If you are requesting a visit, please ring before 10:30am, in order for the doctor to organise his/her visits.

How to order Prescriptions

Most patients who are on regular medication will be able to request repeat prescriptions without the need to see a doctor. The most efficient and accurate way of ordering a repeat prescription is to use the right hand side of a previous prescription order form, as this will help to ensure that errors are not made. However, it is also possible to order repeat prescriptions by: -



PHONE - this service is available between **10am-12pm** and **2-4pm**. To use this service, ring the usual surgery number (01458 833666) and select option 4.

EMAIL - complete the prescription request form and send to us as an email. This is available via our website www.glastonburysurgery.nhs.uk.

FAX - sending a written request or the repeat medication side slip by fax to **01458 836150**.

How to order Prescriptions *continued...*

POST - sending a letter or the repeat medication side slip request form to the surgery. Remember to enclose a stamped addressed envelope if you require to prescription to be posted back to you.

IN PERSON - using a repeat medication slip available at the reception desk, or your repeat medication side slip and posting it in the prescription box, which is situated on the reception desk.

Patients who are on regular repeat medication and who request their medication **before 12:00pm** should be able to pick up their signed prescription from the surgery by **4.00pm** the same day.

If you would like to collect your prescription direct from Glastonbury Pharmacy, Alliance Pharmacy, Boots, Street Pharmacy, or Sainsburys Pharmacy, please fill in one of the registration forms that are available either at the pharmacies, or in the surgery. Once your prescription has been signed we will pass it to the selected pharmacy for dispensing.

Please remember to allow extra time if you are collecting your dispensed medication from a pharmacy, as local pharmacies have different arrangements for collecting repeat scripts from the Surgery, and to ensure they have adequate stocks and have time to dispense your items.



Staff News

New Staff:

Anna Wilcox & Ellie Wylie - We would like to extend a belated but warm welcome to Anna who is our new community midwife and Ellie who is our new Health Visitor. Both Anna and Ellie have been at the practice now for approximately 4 months.

Dr Jenny Sharp & Dr Emma Jones - It's that time of year again when we have to say a sorry goodbye to old registrars, but a happy welcome to new ones. We are very pleased to have been joined by Dr Jones and Dr Sharp who started on 4th February and who will start holding clinics at the surgery in the next few weeks. Dr Sharp has joined us from Yeovil District Hospital and will be here for 6 months, and Dr Jones has joined us from Yorkshire and will be with us for 4 months.

Temporary Farewell:

Natalie Cainey - One of our Health Care Assistants, Natalie, will be starting her maternity leave after 27th March. We would like to wish her well with the remainder of her pregnancy, we will look forward to meeting the new arrival in April, and to welcoming her back to work next year.



Test Results

You do not need to contact the practice to find out test or investigation results as your doctor will always try to contact you if they come back and require any further action. Below are guidelines on how long it usually takes for us to get test results back, to give you an approximate indication of how long it would be before you should expect to hear anything.

Blood Tests - Normally within 3-5 days

Urine/Stool Samples and Swabs - Normally within 3-5 days
(Gynaecological swabs often take longer - at least 1 week).

X-rays and Scans - Normally after 2-3 weeks

Cervical Smears/Mammograms - You will receive a letter in due course from the screening services regardless of whether the result is normal or requires further action.

However, if you have not heard anything and you have any further concerns, or the problem is persisting please contact the surgery to arrange a discussion with a GP.

Please note that samples handed over at the reception desk can only be accepted if they are in the appropriate specimen containers, and must be accompanied by a completed form detailing the date of, and reason for the sample, together with full patient details.



Citizens Advice Bureau

Sally Rowe will be holding a weekly CAB drop in session here at the surgery from 2nd March.

These sessions will be held every Monday afternoon between 2-5pm, and are open to all Glastonbury Surgery patients.

The service is an extension of that provided by the main bureau (which is located in Archers Way, Glastonbury. Tel: 837444), and Sally will be able to offer support or guidance for any problems, including issues regarding benefit or welfare claims.

Sally can be contacted on her mobile by calling **07977 411223**, and home visits can be arranged if appropriate.

Carers News - Linda Lappington

If you are a carer and have not yet had an assessment, please call:

Somerset Direct on 0845 345 9133

Be put in touch with your local Carer Support Worker (Linda Lappington, West Mendip Hospital), who can help you by:

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Carers News - Linda Lapington *continued...*

- Giving information and advice
- Making sure your needs are assessed
- Helping you to get practical support
- Introducing you to other carers through a local carers group
- Telling you about how to get a break
- Helping you get advice about money matters and benefits.

In Mendip we also have a range of FREE Carers Courses on offer for Carers. These courses are highly recommended to not only give you practical help and advice but also help you look after yourself and value you.



Somerset Skills and Learning are running a Spring and Summer Programme called "Caring for the Carer".

Contact: **Somerset Direct on 0845 345 9133**



Expert Patients are running "Looking after Me" for carers and "Do you think your health is in control of you?" for the cared for.

Contact: **Jo Langley 01225 731324**



I would encourage patients to join Carers UK. They work hard for carers by running campaigns, lobbying government and provide you with up-to-date information that can help you. www.carersuk.org or call **020 7378 4999**

They would like to hear from carers: your best and worst experiences as a carer. They know that sharing this is not always easy, but if you want to help with their survey, visit: www.carersweeksurvey.org.uk

Linda Lapington: Carer Support Worker, February 2009

Complimentary Alternative Medicine Service

The practice runs a referral system to a Complementary Alternative Medicine Service (CAMS).

This consists of two clinics, one run by an Osteopath, and the other by an Acupuncturist. These are mainly for musculoskeletal problems and are held once weekly.

Patients need to see a GP to be referred for this service.

Services at The Glastonbury Surgery

- Evening surgeries up to 7:15pm Monday-Thursday
- Online appointment booking service
- Daily telephone access to doctors & nurses (mornings only)
- Alternate Saturday morning clinics (GP appointments only)
- Complementary therapists (Acupuncture and Chiropractor)
- Private Complementary Therapists (Acupuncture, Chiropractor, Massage, Chinese Medicine, Hypnotherapy).
- Counseling Service
- Clinical specialist clinics (Diabetes, Heart Disease, Respiratory Disease, Minor Surgery).
- Health Visitor & Community Nursing Team
- Mental Health Link Workers
- Hospice Link Worker
- Carer Support Worker
- On-site late night pharmacy
- Young Peoples Clinic
- C-card issuer
- Citizens Advice Bureau
- Patient Participation Group