



The Chineham Medical Practice Newsletter

Issue 10: Winter 2019

Practice Team News

Welcome to the Winter 2019 edition of The Chineham Medical Practice newsletter. We hope you all have a safe healthy and enjoyable Winter.

Welcome to new GPs—Due to the increase in numbers in our practice patient list size we have recently taken on Dr Chrissie Shanahan and Dr Fergus Shanahan to help improve access and maintain high quality of care.

For more information and news please visit the surgery website at <http://www.chinehamsurgery.co.uk/>

Flu 2019

It is important to protect yourself against flu by having the free vaccination here at the surgery if you are eligible. Please contact the practice to book an appointment.

You are eligible for a free flu vaccination at the practice if you:

Have a long-term condition which places you at higher risk of flu virus complications

- Have diabetes
- Aged 65+
- Are a carer
- Are pregnant
- Have a BMI of 40+
- Are 2, 3, 4 years old

Christmas Opening Hours

The surgery will be closed on the following dates over the holiday period:

- Wednesday 25 December 2019
- Thursday 26 December 2019
- Wednesday 1 January 2020

Please use 111 for any immediate health problems outside surgery opening hours

Don't forget to order any repeat medication that you may need over the holiday period, in good time. Please allow 72 hours from time of request before collecting

Andover Mind

We are working with Andover Mind to offer accessible and holistic mental health support to our patients.

The Mind mental health worker can see patients over the age of 16 who are concerned about their well-being and mental health this may include such things as:

- Someone who is anxious and low in mood
- Those who have suffered an upsetting life event
- Young people who are self-harming
- Carers who are stressed and overwhelmed
- Those with a mental health diagnosis including serious mental illness

These appointments are bookable by our receptionists and doctors.



British Red Cross Community Connector

Hello, my name is Kirsty and I am a Community Connector in your surgery. For people aged 18+ whether you are feeling lonely, or looking to become more physically active but need help with motivation, or confidence, you can now access a FREE service to find out how to take part in activities in your community then we can support you. Contact the surgery to make an appointment to meet me.

At an introductory chat, together we'll explore your interests, or discuss what you want to achieve. Together we'll identify ways you can start to do the things you want to do - or maybe something similar, but new. I am here to support you to improve your health and well-being. Over the next few weeks we will meet up to chat about how you're feeling and give you the support you need to be able to achieve your goals. Together we will take part in activities we've found out about, or connect you to information around your health and well-being.



The Duty Team

Our Duty Team includes a doctor and a nurse practitioner who deal with urgent matters on the same day. If you feel your medical issue cannot wait, or that you must speak or be seen on the day, the Duty Team may be able to help you over the telephone. To use the service contact the surgery as normal.

Our reception staff will take your name, telephone number and ask for an outline of the problem to help the clinical team assess its priority. Your details will be included in the telephone triage list and you will be contacted by a member of the Duty Team to discuss your problem.

Depending on the situation they will provide telephone advice, may issue a prescription or book an appointment for you to be seen by a doctor or a nurse practitioner.

Patients will only be added to the Duty Team's telephone triage list if it is an urgent problem that needs to be dealt with that day. If this is not the case, patients will be offered the next available routine appointment.

Park Run



The Chineham Medical Practice is a Parkrun Practice. Parkruns are free, timed 5k events held every week all over the country. The Basingstoke Parkrun is run in The War Memorial Park place.

The events are inclusive and not just for runners - everyone is welcome, whether as a runner, jogger, walker, or volunteer. This is a great way to improve health and wellbeing through physical activity as well as meeting people and sup-

Patient Access

Do you know about Patient Access? This is a secure internet system allowing registered patients to make and manage appointments on-line, order repeat prescriptions and access information from their medical record. For further details and information on how to sign up please visit

<https://www.patientaccess.com/>



NHS App

The new, simple and secure way to access a range of NHS services is now available. Download for free from the App Store or Google Play.

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage your appointments
- order repeat prescriptions
- view your medical record securely
- register to be an organ donor
- choose how the NHS uses your data

If you are aged 13 and over and want to know more about the NHS App please visit <https://www.nhs.uk/apps>

Practice Stats

Practice Population (as at end of November 2019)	14,220
Number of Appointments (1 August 2019 — end of November 2019)	11,084
Number of Missed Appointments (1 August 2019 — end of November 2019) - That's around 6 per day on average!	558
Number of Telephone Calls Received (1 August 2019 — end of October 2019) - That's over 400 calls per day!	27,419

Out of Hours Services



Remember you can always speak to a medical professional when the surgery is closed and it's not an emergency by dialling 111. The service is available from 6:30pm to 8am weekdays and all day at weekends and on bank holidays. <https://111.nhs.uk>

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please contact us on **01256 479244**.

You can also make a routine appointment for an adult using the online booking service. Ask our receptionists for more information.



The Chineham Medical Practice,
Reading Road, Chineham,
Basingstoke, Hampshire
RG24 8ND

Website: www.chinehamsurgery.co.uk