

THE WHITE HOUSE SURGERY

SPRING / SUMMER 2019 NEWSLETTER

New Clinical System

To improve interoperability with other health care providers which will help us give our patients more efficient and joined up care The White House Surgery is changing clinical computer systems.

This is a major undertaking meaning we will have around 5 days without a fully functioning computer system . There will then be a period of learning the new system which may impact processing times

If your repeat medication is due anytime in June please ensure you put your repeat request in by Friday the 31st May to reduce the likelihood of a delay in you receiving your prescription.

There will be a period of time from the 11.6.19 to 20.6.19 when we will be running a reduced service.

We apologise for any inconvenience and ask for your understanding during this period.



Foreign Travel -Please discuss this with your travel agent or ticket seller if vaccinations are required. Further advice can be gained from www.fitfortravel.nhs.uk .

When booking in for travel vaccines hand in a completed travel questionnaire available from Reception allowing 6-8 weeks before date of travel. please ensure you have your requirements in writing and bring with you to your appointment. **Rabies, yellow fever, Japanese Encephalitis and oral cholera vaccine are not available at this surgery.**

Sun Safety

While we enjoy the hot weather it is important to remember that extreme heat can damage your health.

Some tips to help you stay well: -

- Avoid going out in the hottest part of the day 11.00am. to 3.00pm.
- Avoid strenuous activity
- Stay in the shade
- Wear a hat, sunglasses and cover up clothing especially important for children
- Drink regularly, avoiding tea/coffee/alcohol
- Remember to wear sun cream with a high sun protection factor.

Signs of heat exhaustion/heatstroke are headaches, dizziness, nausea, vomiting, muscle cramps, sleepiness, confusion, convulsions and loss of consciousness.

IF YOU SUSPECT SOMEONE HAS HEATSTROKE DIAL 999 IMMEDIATELY

Hay Fever

The pollen count has been very high recently and more and more people seem to be suffering with the symptoms. Your pharmacist will be able to advise you what products are available to buy to treat the symptoms without having to see the doctor- such as antihistamines, eye drops or nasal sprays. If however the symptoms persist you are then advised to contact the surgery for advice.



Shingles Vaccination – Who's eligible?

Patients born on or after the 1st September 1942 remain eligible for the vaccination until their 80th birthday. If eligible you can book an appointment with the practice nurse by asking at Reception.

Patient Participation Group

Participation Groups are a means for patients and GP Practices to work together and develop positive and constructive relationships. It provides patients and GP staff the opportunity to exchange ideas and information and to look for small changes that can make a big difference. It is not the place to bring personal problems or complaints as these should follow the usual complaints pathway.

**OUR NEXT PATIENT GROUP WILL BE HELD ON
THE 10.7.19 AT THE WHITE HOUSE SURGERY -
6.30 PM TO 7.30 PM**

ALL PATIENTS ARE WELCOME

Patient Satisfaction Survey 2019

How likely are you to recommend our GP Practice to family and friends if they need similar care and treatment?

75% of patients who completed the survey said they are either extremely likely or likely to recommend The White House Surgery to friends and family.

Full survey results can be found on our website
www.whitehousefolkestone.nhs

Blood Tests

Blood tests are carried out at the Royal Victoria Hospital Folkestone Mon-Fri 8:30-16.00 & Sat 9:00-12:00. No appointment required unless you are require a Glucose Intolerance Test fast blood test, then please call 01303 854484 Mon-Fri 10:30-12:00 to make an appointment. Please allow at 10 days for your result to be available.

Test Results

You can telephone the surgery after 13.00 for your test result on 01303 275434. However if the results are abnormal you will be contacted by the surgery to arrange the follow up that is necessary.

NHS Cancer Screening Programmes

There are three cancer screening programmes

- the NHS Breast Screening Programme
- the NHS Cervical Screening Programme
- the NHS Bowel Cancer Screening Programme.

If you receive an invite for any of the above please ensure you respond. Often early diagnosed cancers are more likely to be treated successfully!

Car Park

The car park is for Doctors, staff, visiting professionals and disabled parking only. Dropping off in the car park is quite acceptable, but please do not leave your vehicle unattended, as a doctor may need to leave in an emergency.

Prescriptions



If you have not already done so please see reception or your local pharmacy and sign up for EPS prescriptions. When requesting medication always allow at least three clear working days before collection from your chosen pharmacy. We do not take requests for prescriptions by telephone as this can lead to mistakes. Out of date medication can be disposed of at any pharmacy.

DNA

Since adopting our New Model of Care DNA rates have dropped dramatically. There were **2119** DNA'd appointments in 2017 compared to **857** in 2018. If you are unable to keep your appointment please inform the surgery as soon as possible to allow the appointment to be offered to another patient.