



Chawton House Surgery

Patient Participation Group

Newsletter

SPRING 2020

SHOULD YOU WORRY ABOUT CORONAVIRUS?

There is a lot on the news about Coronavirus (or COVID-19 as it is now called) and it is natural to worry. The situation changes daily but UK Chief Medical Officers have reassured us that the risk of catching the virus remains low, unless you have recently been abroad in an affected area. The impact and risks are considered to be no worse than catching a cold or flu.

If you think you have been in contact with the virus AND have symptoms of cough or fever or shortness of breath, please immediately **stay indoors, avoid contact with other people** and **call NHS by dialling 111** to get advice about what to do next. Please **do not** come to Chawton House Surgery or go to A&E as this will only spread the virus.

Up-to-Date Information and Advice can be found at – nhs.uk/coronavirus and at gov.uk/coronavirus and via newspapers, radio and tv news.

Take Sensible Precautions

- Always carry tissues and use them to cover your nose and mouth (not your hands) to catch a cough or sneeze. Never sneeze or cough over or close to other people.
- After use, bin the tissue and always wash your hands thoroughly with soap and/or use sanitizer.
- Wash or sanitize your hands often for at least 20 seconds each time.
- Scientific opinion is that face masks are unlikely to stop you catching the virus, so only need to wear if medically advised.

LYMINGTON URGENT TREATMENT CENTRE

Last Summer, the Minor Injuries Unit at Lymington Hospital became The Urgent Treatment Centre. While the name has changed, it still offers treatment for minor injuries that are less than two weeks old. In addition the UTC will also treat minor illnesses and infections if it is not possible for these to be seen by your GP or Pharmacist - **it is important to note that they cannot deal with illnesses or injuries already being investigated or treated by your GP or hospital.**

The UTC is open 365 days a year from 8am to 9pm and is run by a team of highly skilled and experienced staff. It is a walk-in service so you may have to queue, or you can dial 111 who may give you a pre-booked appointment. They will see children, including under 2s.

The UTC is not an A&E service. If you, or someone you are with, seems to have a life threatening condition please dial 999 or go straight to the nearest A&E. If you are not sure which you need, please ring Chawton House during opening hours or dial 111 for further advice.

THE UTC CAN TREAT



MINOR INJURIES/ILLNESSES LESS THAN 2 WEEKS OLD
SPRAINS AND STRAINS
MUSCULOSKELETAL INJURIES/LIMB FRACTURES
DISLOCATION OF FINGERS AND TOES
MINOR EYE INJURIES
SOFT TISSUE INJURIES AND BRUISING
WOUNDS, CUTS AND GRAZES
INSECT AND ANIMAL BITES
URINARY TRACT INFECTIONS
MINOR BURNS AND SCALDS
STOMACH PAINS IF NOT PREGNANCY RELATED

THE UTC CAN'T TREAT



INJURIES/ILLNESSES ALREADY SEEN BY GP
SEVERE CHEST OR ABDOMINAL PAIN
SPINAL INJURIES
MAJOR TRAUMA/FALL FROM OVER 1 METRE
PENETRATING EYE INJURIES
BREATHING DIFFICULTIES
SEVERELY UNWELL CHILDREN
PREGNANCY RELATED PROBLEMS
OVERDOSES
ALCOHOL OR DRUG RELATED PROBLEMS
DENTAL PROBLEMS

Appointments+ Out-of-Hours GP Service at Lymington Hospital

The Practice at Lymington Hospital has become **Appointments+**

Opening hours are 6.30pm to 10pm weekdays and 8am to 10pm on Saturdays, Sundays and Bank Holidays. It is NOT a walk in service - appointments can be made by calling Chawton House Surgery during opening hours or by dialling 111 at any time.

Health Professionals at Chawton House Surgery

We are used to seeing GP's and nurses when we come into the surgery, but there are other Health Professionals who you may come across.

Wendy Williams is our Clinical Pharmacist and is a specialist in medicines. Your GP may refer you to see Wendy or her colleague Angela Johnston, who is a Pharmacy Technician, to see if you would benefit from any changes in medication. If you are taking various different medicines she will ensure that they are working well together. Wendy also visits our patients in care homes or in their own homes, when needed. If you have any concerns about your medication you can, of course, have a confidential chat with the pharmacist in the Chemist where you collect them, and they can usually put your mind at rest. If this is not possible or you have continued concerns then you can make an appointment to see Wendy by phoning or emailing the surgery.

Tina Lightning is our Care Navigator, specialising in the Over 65's. She helps patients find their way around the wide range of support systems available for older people and to help them to manage their own health as far as possible. Tina can help with things like finding the right care, finding befrienders, clubs and classes that you might enjoy and that will help to stop loneliness and isolation. She also offers practical support with things like respite care, safety, meal deliveries and benefits. Your GP may refer you to Tina, or if you believe that you or an older relative who is a patient at Chawton House may benefit from her support please contact the surgery.

Lee Rand is our Social Prescriber and covers our local area, including Chawton House, caring for patients in the 18 – 64 age group. Like Tina, Lee deals with individual patients who are referred by their GP for additional support. He helps patients to find their way around local services and activities to improve their physical and mental health and wellbeing. Lee also gives practical support including advice to help deal with money problems and DWP benefits, as well as help to get out and about and to connect with local communities through hobbies and interests. With his support to make small changes, Lee encourages patients to feel more confident, less isolated and in control of their own lives. Please contact your GP if you think either you or a family member would benefit from Lee's support.

Update Your Details

In the last two months 147 patients did not turn up for their appointment. There is a very good text reminder service through mobiles which will remind you to cancel if you no longer need, or cannot make your appointment. Please make sure we have your mobile number and all other details are correct by going to the surgery home page at www.chawtonhousesurgery.co.uk and clicking on the red box **Update Your Details**. Or you can also check your details and add your mobile number at Reception.

Keep in Touch

The PPG provides a link between Chawton House Surgery and us, its patients. Go to the **Patient Participation Group** link on Chawton House Website for details - register - and you will receive Newsletters and also other useful information by email.

www.chawtonhousesurgery.co.uk

Make a Suggestion

If you have a non-clinical question about Chawton House Surgery or have changes or services you would like to see, then please use the form on the PPG website or put your Suggestion in the PPG suggestion box. We will discuss your comment/idea at our next meeting and let you know the outcome.

Did You Know? In honour of the 200th birth anniversary of Florence Nightingale, the World Health Organisation (WHO) has designated 2020 as 'The Year of the Nurse and Midwife'.