

Issue 1 **Willow News** Summer 2018

Welcome.....

Welcome to the first edition of our patient newsletter "Willow News". With the newsletter, we will aim to keep you up to date with the latest health issues, and also developments occurring within the practice.

We have plenty of ideas of what to put in the newsletter, but you may have some thoughts yourselves on what you want to see in the newsletter. Please send your ideas to our Patient Experience Team at fgccg.mywillowexperience@nhs.net, make a suggestion in our Patient Feedback box on each of our sites, or pass your feedback to our Patient Participation Group – they are here to help you get the best from the surgery.

Happy 70th Birthday NHS!!

The National Health Service turned 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff – the everyday heroes – who are there to guide, support and care for us, day in, day out.

We can all play a role in supporting the NHS in this special birthday year. This could be by volunteering, raising money for local NHS charities, or by taking steps to look after our own health and use services wisely.



What's in the newsletter this season?

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Our Patient Participation Group – Georgette Houlbrook, Chair, writes about our PPG

The Willow Group PPG represents all patients registered with The Willow Group, no matter which location they use. It provides a two-way communication bridge between patients and the practice. This is the main reason I joined my surgery group some years ago. I wanted to understand why things were done in a certain way and give my opinions on other matters. I found the perfect platform! We don't just deal with things like the new phone system (we remain ever hopeful!) and parking issues. We are also consulted on matters such as the services at Forton surgery, the organisation of the Diabetes Clinic, running of the flu jab sessions etc. We send representatives to the Locality Group. This is open to Practice Managers, Patient Representatives, Doctors and other health professionals. This is our connection through to the Commissioners. I also attend the group that is looking at ways forward for Primary Care in Gosport. They were responsible for supporting things such as the Same Day Access Service and having Pharmacists employed in the practice. In short, we try to ensure that the patients' point of view is listened to on all matters, great and small. By attending these meetings and having regular speakers we keep abreast with services that are planned and those already available both within the practice and the voluntary sector.

If you have any questions or comments to make please contact me at:
georgettehoulbrook@btinternet.com or 07786 957646

Summer is here!

If you're jetting off on your holiday to enjoy the sunshine we have a few tips for keeping healthy this summer:

Vaccinations – if injections are required for your holiday destination, please book an appointment with a nurse as soon as possible prior to your travel date. The nurse will advise if there will be a fee for the vaccinations.



Sunburn – Remember to take shade at regular intervals, and wear a hat to prevent sunstroke. If you do get burnt have a cool shower or bath and apply a good quality after-sun, if you are seriously burnt seek medical attention.

Dehydration – Make sure you drink plenty of water, fruit juices or ice pops.

Bites and stings – it is not easy to avoid hungry insects in the summer heat but if you do get bitten or stung, try to remove the sting if still left inside you with fingers or tweezers, wash the area with soap and water, put on a cold flannel and raise the area to avoid swelling, use an antihistamine cream or spray – avoid itching as this can cause infection.



TARGET Training Afternoon

The Fareham & Gosport Clinical Commissioning Group (CCG) organise training four times a year for the local surgeries, which all Doctors and clinical staff are obliged to attend. Unfortunately, this means we are closed during these afternoons. However, the Out of Hours Service provides cover. If you require urgent medical advice or attention when the surgery is closed call NHS 111. The next date for TARGET training this year is **Tuesday 11th September 2018**

Did you know....?

- One out of every four people who go to A&E could have been treated elsewhere in the community, or could have self-treated.
- Every time someone goes to A&E and is discharged without needing further treatment, the cost to the NHS is £124.
- Remember A&E and 999 services are for life-threatening and emergency conditions only.



- The average cost of a single Emergency Call Out is £254.

Feeling unwell? Choose the right service					
Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.





Privacy Policy

In line with many other businesses, we have updated our privacy notice to reflect the recent changes in law. Please see our Privacy Page at <http://www.thewillowgroup.nhs.uk/the-small-print/privacy-notice/>

Text Reminders

Make sure we have an up to date mobile number for you. We have a text messaging service to confirm appointments as well as sending reminders, with the option to cancel if they are no longer needed. If you want to take part in this service, please ensure we have the right number.

Supporting the Community



Dr Zeb Mehbrahtu with PA, Katy.

Dr Zeb Mehbrahtu has been involved with the Gosport food bank (also known as the basics bank as they issue toiletries, tin openers, nappies, as food) in recent months and recently visited the team there.

The food bank runs purely on donations from the public and serves many of our patients who are desperate and in financial straits. They have helped many thousands of Gosport families since they set up several years ago and the volunteers who run it work very hard to try and keep things going but are struggling to cope with demand currently.

With this in mind Zeb organised for a donations box “Gosport basics bank” has a Facebook page which lists the items that are most needed on a regular basis. “Huge thank you to everyone for all your wonderful good wishes and positive feedback about the food bank!

Thank you all for your support as always. We are a team that I am proud to be a part of!” - Dr Zeb Mehbrahtu

For more information on our services, please visit our website

www.thewillowgroup.nhs.uk

Or join our Facebook page

www.facebook.com/thewillowgroupnhs/

