

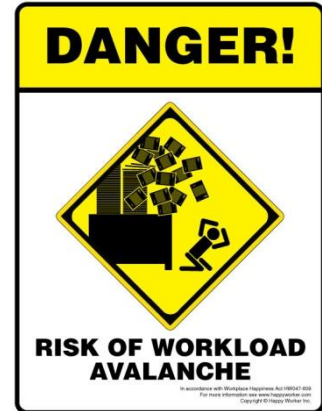
## News items from Dolphin House Surgery - January 2020

All the staff at Dolphin House would like to wish all our patients a very happy and prosperous New Year.

### Workload continues to grow for all General Practice Surgeries

Please bear with us at this very difficult and pivotal time for our Practice as we are doing all we can, whilst trying to move to much larger and more-modern premises. We know how frustrating it can be having to ring repeatedly to see a particular doctor or nurse, or for a specific day or time. We can assure you that all the doctors, nurses and staff are working flat out, often putting in 13 hour days and coming in on days off, so that we can see as many people as possible.

We really value you being as polite and patient as possible when calling by phone or presenting at reception, however frustrated you may be. Our staff are doing a very difficult job and we would appreciate your help in allowing them to do the best they can for you under sometimes rather awkward or difficult circumstances.



Unfortunately, when dealing with such huge volumes of workload there are bound to be times when things go slower than one would like. This frustrates us too. Please be particularly aware of the need to order your repeat medications in good time as dealing with urgent requests for last minute medication requests is very time-consuming and inefficient for our staff and Doctors.

### Patient Online Access

Did you know you can now manage your health care needs online? Online services allow you to book, cancel and change your appointments, request repeat medication and view test results. Application forms are available from reception and on our website:

[www.dolphinhousesurgery.co.uk](http://www.dolphinhousesurgery.co.uk). Please take your completed form, along with one form of photo ID, to any of our surgeries. Your request will be processed and approved within 5 working days, allowing you access to these beneficial services.

### Mobile phone numbers

Do you have a mobile phone? If so, we offer appointment reminders and information updates via text messaging. If you would like to receive this form of communication please speak to reception for more information and “sign up”.

**If you change your mobile number please let us know in order to change our record**

### Keep healthy this winter

Remember to keep active, even in the depths of winter. Getting outdoors on sunny winter days and being generally active can help banish winter blues and help your immune system. Keep your diet rich in vegetables and occasional fruits as well as milk to give you a good range of beneficial minerals and vitamins. Warm winter soups with plenty of root vegetables will keep you warm and full without the need for unhealthy snacks. A satsuma makes a healthy winter snack as do nuts. If you are trying to lose some weight after the Christmas holidays we now recommend you to limit your carbohydrate intake. This means little or no bread, potatoes, pasta and rice. Try to eat wholemeal foods when you can rather than refined white versions.

Please make sure you have your flu jab if you have a chronic disease, are over 65, are pregnant or a child over 6 months (age rules apply).



Always keep warm, even if you are only keeping one room warm this helps to stop you getting a winter chill. Wrap up well when you leave your house – it may be colder out there than you think.

If you have elderly neighbours please consider keep an eye on them, particularly if the weather turns nasty.

Please do not bring self-limiting infectious diseases such as diarrhoea, vomiting and simple sore throats to the doctor unless you are very unwell as you may well spread your infection. Remember, most infections are caused by viruses and so antibiotics are useless and can even harm you. It is quite normal

to have a cold, cough or sore throat for up to 3 weeks and sometimes quite a lot longer.

### Did You Know

Pharmacists are qualified healthcare professionals who can offer clinical advice and over-the-counter medicines for a range of minor illnesses.

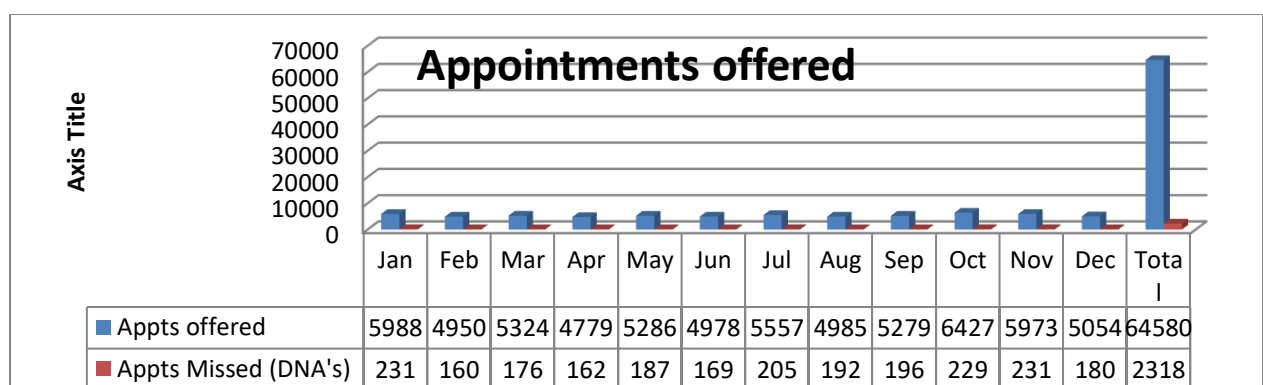
Pharmacists can offer advice and over-the-counter medication to help with a range of common conditions and minor injuries such as:

- common ailments such as coughs, colds and the flu
- tummy trouble,
- aches and pains,
- skin rashes
- cystitis
- access to the morning after pill and pregnancy tests

Your pharmacist can help manage repeat prescriptions and help with any questions that you might have about medication that you have been prescribed by the doctor.

The NHS is stopping the prescribing of over the counter medication even if you're on free prescriptions or have pre-paid certificate. For more information visit <https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf>

### How many appointments did we offer our patients last year



Between January and December 2019 2,318 appointments were DNAs (Did Not Attend) which is **386 hours of clinical time lost**. If you know you can't attend your appointment please try and ring us to let us know or cancel your appointment via your online access. Even if you cancel 20 minutes before you should be attending, we may still be able to rebook that appointment. As advised previously – we can send reminders by text to help you remember your appointment.

### **New staff update**

Following the retirement of Drs Maddams and Watson last year we are pleased to welcome Dr Laura Smith and Dr Laura Wills to our team. Dr Smith replaces Dr Maddams working every day except Wednesdays and Dr Wills replaces Dr Watson working all day Monday Thursdays and Fridays.

We also have two new nurses Emma Lewis and Eunice Zijlstra and three new receptionist, Shannon, Ed and Kerri .

Dr Shah will be leaving us on 5<sup>th</sup> February to start her maternity leave. She is planning to return her in November.



We all wish her the very best and not too many sleepless nights.

### **Chris Our HCA will be running The 2020 London Marathon**

Chris our HCA is running the London Marathon on 26<sup>th</sup> April 2020. He is running in aid of the charity "Meningitis Research", this is personal to him and his family as he has had friends and family members who have had Meningitis both survived and sadly died.

He would be very grateful for any support you can give to his chosen charity "Meningitis Research". 100% of all donations will go to this excellent cause.

If you would like to sponsor him you can do this 2 ways

- By completing the form at reception
- Going online to - <https://uk.virginmoneygiving.com/ChristopherOBrien>

