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THE LODGE SURGERY

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## Lodge Life Spring 2018

### Friends & Family Test

As part of the Friends & Family test we ask our patients "What would have made your visit better?" Recently you have told us:

**"Longer GP time slots."** The standard GP appointment is 10 minutes but if you feel you will need longer or you have more than one problem to discuss then please feel free to book a double appointment.

**"Please provide socket covers in the waiting rooms for safety."** We used to have socket covers in the waiting rooms but were advised by CQC during our inspection that they are actually considered to be a fire hazard and so we are no longer permitted to have them. There is a risk of a fire starting if the socket is turned on while a cover is in place.

**"Please put magazines and newspapers in the waiting room."** We did have magazines in the waiting room but unfortunately they are a breeding ground for germs as they are handled by unwell people. You are welcome to bring a book or tablet to look at while you are waiting. Later this year we will be able to offer WiFi to patients to access when they are in the building.

### New Practice Website

If you are a regular user of our website [www.thelodgesurgery.co.uk](http://www.thelodgesurgery.co.uk) you will have noticed that it has recently undergone an update with a new colour scheme. We hope the new layout makes the site easier to navigate and that you can find everything you are looking for with ease. If you haven't used it before, do visit the site where you will find lots of useful healthcare information as well as helpful details about the practice.

### Non Attenders

Thank you for attending your appointment today. Below are the recent successful/wasted appointment figures:

**January – 3449 / 95**  
**February – 3236 / 100**  
**March – 3592 / 103**

This means an average of 99 appointments **wasted every month** – more than 22 clinical hours. Please ensure you and your family remember to cancel appointments so that we can offer them to other patients. It's easy to cancel:

**Call: 01249-479809 24 hours a day**  
**Email: [enquiries.lodgesurgery@nhs.net](mailto:enquiries.lodgesurgery@nhs.net)**  
**Do it with your online account – see Reception if you have not yet set one up.**

### Dr Tom Heath

We are pleased to announce that Dr Tom Heath has been made Partner of Lodge Surgery with effect from 1 March 2018. Congratulations to Dr Heath!

### New Practice Manager

Our Practice Manager Lynn Holder has recently retired after 26 years at Lodge Surgery. We wish her a long and happy retirement!

We are delighted to welcome our new Manager, **Mark Little**, to the practice. He joined us in January and worked closely with Lynn to ensure a smooth handover.

## Act F.A.S.T. Stroke Campaign

The Act F.A.S.T. campaign raises awareness for the signs of stroke and reinforces the importance of acting F.A.S.T. and calling **999** if you notice **any single one** of the signs in yourself or others.

**Face** - has their face fallen on one side? Can they smile?

**Arms** - can they raise both arms and keep them there?

**Speech** - is their speech slurred?

**Time** to call 999

**ACT F.A.S.T.**

## Did You Know?

Out of the 3,695 appointments available in March, 232 were booked online. This is the highest number of online bookings we have had in a month but it only represents 6% of the total.



It is very easy to book routine GP and blood test appointments online – just come to Reception with photo ID to register for an online account and you will be given login details. The service is available to all patients aged 11 and over. You can also cancel appointments and order repeat prescriptions.

## Hayfever

It is sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you're outdoors
- taking a shower and changing your clothes after being outdoors to remove pollen on your body
- staying indoors when the pollen count is high
- applying a small amount of Vaseline to the nasal openings to trap pollen grains

There are many over the counter remedies to ease the symptoms. Our local pharmacists will be happy to advise you.

## Going on Holiday?

Don't forget to add travel advice to your list of things to do before going on holiday.



We are able to offer travel advice and all vaccinations with the exception of Yellow Fever. As different countries have ever-changing requirements and recommendations we advise that you make an appointment as early as possible to plan the vaccination programme you need. This appointment should be made with one of our nurses who keep up to date with requirements.

We must have at least **4 weeks' notice** prior to your travel date; otherwise you will need to organise to have these carried out at a travel clinic.

## Dementia Friends

Practice staff recently undertook training with a Dementia Friends Champion to learn what it's like to live with dementia and improve their understanding. The surgery is now an accredited Dementia Friend. This is an Alzheimer's Society initiative available to anyone so you can become a Dementia Friend too – visit [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) for more information.

## The Silver Line

The Silver Line Helpline is the only national, free and confidential helpline for older people open 24 hours a day, 7 days a week and 365 days a year. They offer information, advice and friendship through their helpline and services. They offer:

**Telephone friendship** – a weekly 30 minute call between an older person and a Silver Line friend volunteer.

**Silver Letters** – a fortnightly exchange of a letter between an older person and a volunteer Silver Line Friend.

**Silver Circles** – a call between a group of older people on a shared interest or topic, taking place each week for 60 minutes.

**Silver Line Connects** – help with informing and connecting an older person with national and local services.

Call their free and confidential helpline at any time of day or night **0800 4 70 80 90** or visit

[www.thesilverline.org.uk](http://www.thesilverline.org.uk)