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THE LODGE SURGERY

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## Winter 2016 Newsletter

### Self-Care Week 14 – 20 November

Self-Care Week is an annual national awareness week that focuses on support for self-care across communities and families. This year's theme is health literacy and Understanding Self Care for Life.

Self-care means knowing how to keep fit and healthy, how to deal with medicines appropriately, manage self-treatable conditions and when to seek appropriate clinical help. While 82% of people turn to Google for health information, 89% rely on their GP. Pharmacies on the other hand are comparatively underused with just 63% consulting pharmacists with health concerns.

If you have a long-term condition, self-care is about understanding that condition and how to live with it. The event is run by the Self Care Forum and aims to help you become more knowledgeable about health and lifestyle options that will impact positively on your physical and mental wellbeing. Events will be held locally and you can find out more details from [www.nhs.uk/selfcare](http://www.nhs.uk/selfcare)

### Making an Appointment

We have a variety of routine appointments between the hours of 8.30am and 6.30pm daily which are bookable up to 4 weeks in advance.

We also offer routine GP appointments once a month on a Saturday morning according to the rota along with routine appointments available most Monday and Wednesday evenings from 6.30pm to 7.30pm.

The telephone lines are extremely busy especially during the morning. If you wish to make a routine appointment to see a doctor you can book an appointment online without the queues. To register for online services take your identification to Reception and you will be issued with login and password details. You can also cancel appointments online as well as ordering your regular repeat prescriptions.

### Antibiotics Awareness – Colds

If a cold is making you feel under the weather, antibiotics are not going to help.

The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and rest. Colds can last about two weeks and may end with a cough and bringing up phlegm. There are many over the counter remedies to ease the symptoms so ask the pharmacist for advice.

### Flu Vaccination

#### Appointments Booking Now!

If you are eligible for a flu vaccination then please book your appointment soon as clinics are being held now.

The "At Risk" groups are:

- Patients aged 65 and over
- Patients aged under 4 years on 31.08.16
- Patients aged 5 to 64 years in clinical risk groups
- Pregnant Women
- Carers

### Change of Address and Telephone Number

We kindly ask patients to keep us informed of any changes to their address or telephone numbers, particularly mobile numbers which often get forgotten.

Please also remember to inform any hospital to which you have been referred so that you receive future appointments.

## Warm and Safe Wiltshire

Warm and Safe Wiltshire is a commitment from Wiltshire Council and Wiltshire Fire & Rescue Service and their partners to help residents live in safer and healthier homes.

The scheme aims to do this through the installation of draught-proofing measures, smoke alarms to improve fire safety and providing advice on reducing energy use, switching energy suppliers, reducing condensation and damp problems and controlling heating.

Most energy efficiency measures are simple and cheap to implement; in particular improving the insulation to your house. Whether you own or rent your home, there are Government schemes to further reduce the cost, or to pay for this work completely if you are unable to afford the cost of the work yourself.

Cold homes cause ill health, misery and social exclusion, problems which are faced by many households in Wiltshire as they struggle to keep warm each winter. People who are vulnerable to health problems linked with cold homes are those with cardiovascular or respiratory conditions like chronic obstructive pulmonary disease (COPD), babies and children under 5 years of age, people over 65, people with mental health conditions or disabilities and pregnant women.

If you are interested in any of the support that Warm & Safe Wiltshire can offer, please contact them on **0300 003 4575**

Visit their website at: [www.yourcareyoursupportwiltshire.org.uk/warm-and-safe-wiltshire](http://www.yourcareyoursupportwiltshire.org.uk/warm-and-safe-wiltshire)

## Friends and Family Test

What is it? The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplement follow-up questions the FFT provides a mechanism to highlight both good and poor patient experience.

The FFT was launched in the surgery in December 2014 and is proving to be a very valuable source of feedback. Feedback from our patients is updated regularly and can be found on our website. The results are also submitted to NHS England.

FFT forms are available in the waiting rooms and from reception or you can complete the online form on our website [www.thelodgesurgery.co.uk](http://www.thelodgesurgery.co.uk)

## Help your Neighbours in Winter

Check on older neighbours to make sure they're safe and well. Make sure they are warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.

Call round and make them a hot drink, encourage them to wrap up in layers of warm clothing and keep their heating on so that living rooms are at least 18 degrees and bedrooms are 21 degrees.

If you're worried about a relative or elderly neighbour call the Age UK Helpline on 0800 00 99 66.

## Repeat Prescriptions

Repeat prescriptions can be requested in three ways:

- Online via our website [www.thelodgesurgery.co.uk](http://www.thelodgesurgery.co.uk)
- By email to [enquiries.lodgesurgery@nhs.net](mailto:enquiries.lodgesurgery@nhs.net)
- By repeat medication slip at Reception

You can also download the free SystemOnline app from your smartphone or tablet.

The surgery does not accept requests over the telephone in order to minimise errors in prescribing. Please allow **48 hours** for processing. If you require prescriptions to be sent to your home please provide a stamped, addressed envelope. We also operate a collections service with local chemists; please ask at Reception.