

The Old Dispensary Newsletter Winter 2019



Welcome to this issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please email us at theolddispensary@nhs.net or speak to a member of staff.

Closing dates during Christmas and New Year

Wednesday 25th December 2019
Thursday 26th December 2019
Wednesday 1st January 2020

Please remember to put your prescription request in early



GET ACTIVE - LOSE WEIGHT - STOP SMOKING - DRINK LESS

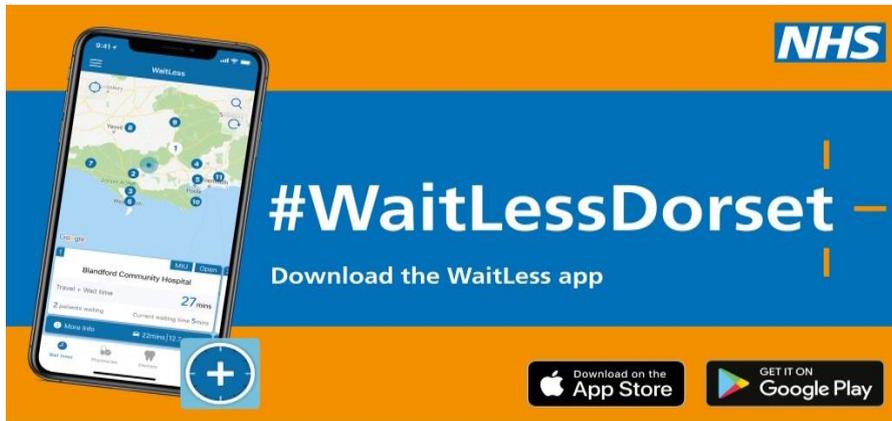
We are a public health service funded by your council. We're here to support the health and wellbeing of residents in Dorset.

Making a lifestyle change is tough. Seven in ten of us have two or more unhealthy habits. Two-thirds of us are trying to lose weight most of the time. You are not alone! We are here for you. Daily, we hear stories of our clients overcoming mountains to healthy lifestyle.

Everyone is different, that's why our service is flexible. Get access to tools, learn about healthy living, speak to an advisor or coach. There are no obligations and it's free of charge.

Making a lifestyle change is possible. We are here for you. Take your next step to LiveWell by registering today at: www.livewelldorset.co.uk

Or call: 0800 840 1628 Monday – Friday 9am – 6:30pm (FREE OF CHARGE)



NEW APP TO HELP PATIENTS GET TREATMENT FASTER AT DORSET A&E DEPARTMENTS

Commissioned by NHS Dorset Clinical Commissioning Group (CCG) and co-designed by patients and clinicians, WaitLess combines live wait times with the travel time to each location, and expresses this as a single 'waiting time' figure.

WaitLess also provides opening hours and directions to all of the integrated urgent and emergency care services available in Dorset by using the mobile device's location.

In a simple map-format, it displays each service based on where you are and the number of people already waiting.

While the app prioritises where you will be seen fastest taking into account travel time, all of the services will continue to see people according to the appropriateness of their symptoms.

Download the app now

WaitLess is available free of charge to people living in and visiting Dorset. Available on Android and Apple, you can download WaitLess on the App Store or get it on Google Play.



HOME VISITS

If you or a family member are unwell and need to book a Home Visit, please try to do so before 11am



Patient Participation Group update

Our Patient Participation Group is a way of encouraging patients to give their views about how The Old Dispensary is doing. We would like to be able to find out the opinions of as many of our patients as possible and are asking if patients would provide their email address to us so that we can make contact by email every now and then to ask you a few questions. If you are happy for us to contact you occasionally by email and haven't already done so, please let reception know your current email address or download and complete the sign-up form available on our website. We also have a 'suggestions box' in the surgery and the suggestions slips are available in the waiting areas.



Do we have your number?

It is very important that we have up to date Contact telephone number for our patients. Please inform us of any changes as they occur.



Cough and Cold Advice during Winter

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. Wash hands regularly with soap and water and keep surfaces clean.

Over usage of Antibiotics

There is new guidance as to how we should be using antibiotics; this is from NICE (National Institute for Health and Care Excellence) The main points are:

- Antibiotics such as penicillin, only work on bacterial infections and are useless to treat viruses
- Virus infections are far more common and 9 out of 10 sore throats, colds etc. are caused by them and don't need any treatment other than fluids and Paracetamol or Ibuprofen.

To meet this guidance we may ask you to come to the surgery to be examined to see if antibiotics are really needed.



Do you know what your blood pressure is? Not had your blood pressure checked in the last 3-5 years?

More than 1 in 4 adults in the UK have high blood pressure, although many won't realise it.

High blood pressure, or hypertension, rarely has noticeable symptoms. But if untreated, it increases your risk of serious problems such as heart attacks and strokes. The only way to find out if your blood pressure is high is to have your blood pressure checked.



Advice from your GP online without having to wait for an appointment

You don't need to wait for an appointment to get the advice you need. You can consult your GP at a time that suits you. We have lots of self-help information on how to treat hundreds of conditions.

Get answers you need in 3 easy steps.

1. Visit the practice website at www.theolddispensary.co.uk and click on "consult our doctors online"
2. Click on "I want help for my condition" and click on your condition
3. Click on "I want to help myself"

The Practice will respond by the end of the following working day

PATIENT ACCESS



Available on IOS and Android

(download Patient Access from your App Store)

What is Patient Access?

With Patient Access, you can now access your local GP Services at home, work or on the move – wherever you can connect to the internet. Because Patient Access is a 24 hour online service you can do this in your own time, day or night.

- **Book and cancel an appointment**
- **Order repeat medication**

How do I register?

Click on the following link and follow the instructions

<https://patient.emisaccess.co.uk/Account/Login>

Once you have completed the registration process the practice will contact you asking you to collect your User ID and password. You will be asked to provide a form of ID. It's as simple as that!



Travel Advice

If you are travelling abroad in the near future please call into the surgery for a Travel Questionnaire or alternatively you can download from our website at:

www.theolddispensary.co.uk

If you need any vaccinations the Surgery will contact you to book an appointment.

Please contact the Surgery at **least six weeks before your trip**

POLITE NOTICE

Repeat Prescriptions: We require 2 full working days notice to generate a repeat prescription. We do not accept prescription requests over the telephone unless you are housebound. You can order your prescriptions online, by post or by bringing in the right hand side (the white bit) of the prescription clearly marked with your requirements. We have a repeat prescription box just inside the front door. You can also make arrangements with your local pharmacist so that they can order your prescription on your behalf. We also now offer an **electronic prescription service** to your preferred pharmacist. This doesn't require you to have a computer and will save you having to collect your signed prescription from the surgery. For further information about this service please ask at your chosen pharmacy

PRACTICE INFORMATION

Dr Mark Deverell
Dr Melanie Graeme-Barber

We occasionally use Locum Doctors, you will be advised by reception staff of this when you book an appointment.

Useful Contact Numbers

The Old Dispensary	Phone	01202 880786
	Fax	01202 880736
Health Visitor		01202 848981
Victoria Hospital Wimborne		01202 856410
Poole Hospital		01202 665511
Royal Bournemouth Hospital		01202 303626
EMERGENCIES AND OUT OF HOURS		111

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FRIENDLY PRACTICE

