

LIPHOOK & LISS SURGERY

ISSUE NO 14

NEWSLETTER

January 2019

Use our resources wisely

As we approach the busy winter period please let us know if you cannot attend a booked appointment. During December 57 patients failed to attend without telling us. In real terms this action means the loss of 2 days valuable GP time which could have been used by other patients. In a system that is free at the point of delivery and has limited resources – please use our services wisely!

Weekend and Evening Appointments are available.

It is possible to see a GP or a nurse in the evenings and on Saturdays at either Petersfield Community Hospital or Badgers Wood Surgery in Bordon. The services are delivered by Southern Hampshire Primary Care Alliance Ltd - a company owned and operated by local GP Partners. This service is contracted by NHS England. Access to this NHS service is available by telephoning the practice in the usual way.

Dr Barbara Rushton

Our senior partner, Doctor Barbara Rushton is retiring at the end of January 2019 – bringing to an end over thirty years working as a GP in Liphook and Liss. In that time, she has been involved in just about every aspect of health in our communities, from setting up clinics for long-term conditions like diabetes, asthma and heart disease, looking after patients on a hospital ward, delivering babies, travelling to remote snow-bound homes to see seriously ill patients armed with a shovel and blanket to make sure she reached her destination.

We invite you all to tea in Liphook surgery on Tuesday 29th January from 2pm onwards to say goodbye.



Dr Natalie Higham

Some of you may have already met Natalie who joined us in January 2018 as a salaried GP. I am pleased to advise that Natalie will become one of our GP Partners working on a Monday, Tuesday and Thursday and will be taking over Dr Rushton's patients list from the 1st February 2019. We wish her well in her new role.



Doctor Rosanna De Cata

Rosanna will be joining the practice on the 5th February 2019 as a salaried GP. Rosanna trained at Chichester and Portsmouth Hospitals and following a spell as a GP in Pulborough will be working initially on Tuesdays during February she will ultimately work 3 days from the 1st June 2019



Practice Opening Times

**Monday to Friday
8.00am to 6.30pm**

**Late Surgery
Alternate Monday
evenings between
Liphook and Liss
6.30pm to 7.30pm**

**Saturdays
Twice monthly
8.45am to 10.45pm**

Online Services

Please remember that you are able to book an appointment, order a repeat prescription & view your medical records online through our practice website www.liphookandlissurgery.co.uk

**Join our Patient
Participation Group
“Have an Input into Decisions
Affecting The Practice”**

We have had an active Patient Participation Group (PPG) now for over 10 years, meeting every 3 months to discuss the performance and operations of the Liphook and Liss surgeries. We are keen to expand the PPG to ensure we continue to fully represent the patients and therefore would like to here from any patient interested in joining the group.

Your Views

If you wish to make any comment or provide feedback about this newsletter Please visit our website at www.liphookandlissurgery.co.uk

Liphook Medical Aid Fund

We have mentioned the valuable support given to us by local organisations and charities in previous newsletters. On this occasion I would like to thank Liphook Medical Aid Fund who very kindly donated £2500 that enabled us to purchase a FENO monitor. Very simply this device measures airway inflammation and will help us improve asthma management. Pictured is Mrs Jean Meech, Chair of the fund presenting the monitor to our Practice Manager. The fund was founded in 1985 and has collected donations in excess of £30,000 which has been used to assist local practices with equipment purchases before closing its activities this year.



Focus on Research

As mentioned in previous newsletters the practice is fully accredited to undertake Clinical Research. Doctors and experts at the University of Southampton have made a programme called 'Active Brains' that may help with quality of life.

This study is to check how helpful 'Active Brains' is for 60-85 year olds. We would like people to take part even if they have no trouble with their memory or thinking skills. To take part, you need internet access on a computer, laptop or tablet.

If you are interested in finding out more: email the Active Brains study team at activebrains@soton.ac.uk

NHS Microsuction

The NHS Microsuction service treated its last NHS patient this week. After 35 years' our contract to deliver this service has been terminated by SE Hampshire CCG as part of a general review of out of hospital services. Dr John Sedgwick started this service in 1983 seeing on average around 500 patients a year from this and surrounding GP practices. Patients will still be able to access the NHS Microsuction service at Portsmouth hospital, if clinically appropriate, by obtaining a referral from their GP. To make good use of our equipment The Clean Ear Clinic will be running a private Microsuction service from Liss Surgery on a Thursday morning. Further details of this service can be obtained by telephoning 023 9298 5445 or visiting the Clean Ear website: <https://www.cleanearclinic.co.uk/>



We are now using Chain SMS to message patients

Chain SMS is...

A system which allows us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from us!

Some examples of how we might use it

- Reminders or notifications (e.g. prescription ready)
- Responding to simple queries (e.g. if had a quick question about your medication)
- Letting you know we tried to call
- Sending you advice at the end of a consultation

The practice name will always be at the bottom of the message. You won't be able to reply to them. Please help us to help you by keeping your number up to date.

Liss Surgery Car Park Resurfacing

We apologise for any inconvenience caused following the closure of the Liss Surgery car park for a week this December. However I am sure you will agree that the work makes parking a much better experience for patients. This extensive piece of work assisted by a 66% improvement grant from SE Hampshire CCG has enabled us to improve patient access and make provision for an Ambulance and delivery parking bay to avoid congestion in the road outside the surgery. We recommend patients who are fully mobile to use the Newman Collard car park and the Hillbrow Road short stay car park which are both a short distance from the surgery. (see the orange shaded areas on the map opposite)

