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STOKEWOOD SURGERY

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Branch Site:

OLD ANCHOR SURGERY

Riverside, Bishopstoke,

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 Stokewood Surgery

Full information on the services and opening times of both sites can be found on our website: www.stokewood.co.uk



Latest News

Featured this month:

* Staff update
* Premises Update
* Telephone Changes
* Flu Clinics
* Cancer Screening Services
* Car Parking
* eConsult



PRESCRIPTION REQUESTS

We do not take requests over the telephone.

Please use the NHS app or sign up for online access.

We accept emails to: WHCCG.stokewoodsurgery@nhs.net

If you request prescriptions by paper you will need to nominate a pharmacy where your medication will be prepared as we are no longer giving out paper prescriptions.

**Staffing Update - GPs**

Dr Sophie Beer left us at the end of May to take up a partnership position in Alton and we wish her every success in the next stage of her career. We are also losing Dr Wajeeha Rashid who has been with us since last Autumn but we are hoping we might still her if she can do some locum work for us. We have been very busy recruiting and we will be able to confirm the names of the new GPs shortly and which GP each will be replacing.

**Dr Douglas Maclean RIP**

Patients who have been registered with Stokewood Surgery for many years will remember Dr Douglas Maclean, a partner here until his retirement back in 2004. We were very sad to hear that he passed away last month. He had continued to work some out of hours sessions until he was in his 70’s and he was still running, although no longer taking part in marathons, right up until his death aged 79. Our condolences go out to his family and friends. If anyone who remembers him would like us to pass on any messages or cards to his family, we will be happy to do so.

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**Premises Update**

Portakabin update: We should have the result of the planning application on the portakabins at some point this month and then these can be ordered. We have been told there is a wait for the build to happen so we are now anticipating delivery (subject to planning approval and financial approval) in September 2023.

Old Anchor Surgery – the lease on the practice branch site will expire in March 2024 but we are very pleased to confirm that negotiations have started to extend the lease for this site and we are optimistic that we will be able to continue working out of Old Anchor Surgery in Bishopstoke for a significant number of years to come.

**Telephone Upgrade**

We are awaiting confirmation of the date our new cloud-based telephone system will be installed but anticipating this will be in July 2023.

**Flu Clinics**

We have been advised that the categories for eligibility for the flu vaccination this year will be:

Over 65s, patients aged 6 months to 64 in an at-risk group and children aged 2 and 3. We will be inviting patients to book soon. A flu vaccine will be reserved for you once you book your appointment with us. If covid winter vaccinations are available at the time of your appointment, you will be offered one if you are eligible for the booster or you may book an appointment for this once it becomes available, should you wish to have it.

We are once again going with an appointment system to avoid crowds and over long queues. Booking will be possible via a link sent with a text message. For patients who do not get texts we will be sending a letter asking them to book.

**Vaccinations**

The practice offers a wide range of vaccinations including those offering protection against Meningitis (Men ACWY) for patients from age 17, Shingles for anyone aged 70 and over (you usually only need one dose of this vaccination in your lifetime) and pneumovax, protection against pneumonia, is available to everyone over 65, and again usually just one vaccination is required in your lifetime. You do not need to use eConsult to book an appointment for vaccinations, just contact our reception team if you would like to any of these vaccinations.

Please speak to our team about any childhood vaccinations if you think you child has missed any.

**Cancer Screening Services**

During the height of the pandemic, a lot of patients missed out or delayed their screening appointments. If you missed an appointment for a cervical smear, mammography or bowel cancer, please contact the surgery. If you have the information sent to you from the screening services, please use the contact number supplied and they will help you with a new appointment or kit. Screening saves lives and every precaution to keep patients safe from covid-19 is being taken so there is no need to avoid attending your screening appointment.

**Car Parking**

With the return to more face-to-face appointments, the car park will be busier. Please walk or get a lift to the Practice if you can. Please park carefully and use only one space. Do not park in the covid parking bays unless directed to by a GP or use a disabled bay unless you have a disability.

Please do not park in the area marked for residents of Stokewood Close sheltered housing. If you are visiting someone in Stokewood Close, or are a resident, do not use the Stokewood car park spaces, not only are you depriving a patient of a space but these spaces are rented, at considerable cost, by the surgery, along with our premises.

If you park on any local roads near the Surgery, please be respectful of local residents and do not block driveways or paths/pavements. For visitors to Old Anchor branch site, please be aware that the Practice has only 6 parking spaces and the majority of spaces behind the surgery are private spaces for Old Anchor Flats. Thank you.

**eConsult – why is it offline when the Practice is shut?**

Originally the plan was to have it available 24/7, as did other GP practices. However, it became apparent fairly early on that patients would use this when they should be using 111, the ‘out of hours’ service.  There are several reasons why this is a problem. Firstly, some patients were ignoring the ‘red flags’ that asked them to stop eConsult and ring 111 or 999, as they didn’t want to make a fuss or would rather wait for the GP Practice to open, so they would go back and ‘tweak’ their answers. This is obviously very dangerous for some conditions.

For patients not in a life-threatening situation, but who could/should have got advice and/or care during the hours we were closed, they would now fill out a form and wait for us to contact them when we re-opened as it was easier than getting through to 111 or they preferred that to visiting a pharmacy or minor injuries unit.

A consequence of ‘opting out’ of out of hours care is that a large sum of money is deducted from our contract to pay for these services on behalf of our patients.  Unfortunately, we quickly found, as have many other surgeries, that not only were we paying for an ‘out of hours’ service for our patients but we were now getting a high proportion of the enquiries and work that was previously handled out of hours submitted to us via eConsult.

It may be in future we are able to return to having it available out of hours again but at present, it will remain open only during our contracted opening hours.