



Lightwater Surgery

NEWSLETTER

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WELCOME!

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SURGERY REDEVELOPMENT

I am sure many of you would have noticed all of the exciting changes that have begun at your surgery.

These have been long overdue. As part of our commitment to provide clinical excellence to our patients, the practice has invested £1.2million, to modernize the building.

These key improvements will provide

- front and back disabled access
- New waiting area and reception for better privacy
- 9 new consultation rooms
- Sound proofed rooms

- Dedicated procedure and treatment rooms
- More car park spaces and bike shelter
- New education room
- Increased facilities for district nurses
- New lift for 1st floor access

The second phase of the development should hopefully start at the end of the month. Consequently, you may be offered some unusual appointment times and some nursing services may have to be carried out in Windlesham

branch surgery.

Please bear with us during this period of change. There was no other alternative bar, providing consultations during the actu

View of disabled access at the rear of the surgery



al renovation procedure itself!

Thank you in advance for your understanding and patience.

Surgery Opening Hours

- * Mon: 0800-2030
- * Tue: 0800-1830
- * Wed: 0800-1830
- * Thu: 0800-2030
- * Fri: 0800-1830

REPEAT PRESCRIPTIONS

Please note that the white side of your prescription has a list of items which can be ordered as a repeat prescription. You should keep hold of this, and tick the medication you need and return back to the surgery. Please allow 2 working days for your repeat

prescription to be processed.

You can also request your prescription online.

You can also set up a service with one of the local chemists who will look after your repeat requests.

Repeat medication can be

requested online, if you register your information. Please ask at reception for details.

Please note errors can occur with phone requests, therefore we do not have this service.

FLU CLINICS

It's that time of year when we have to start to think about Flu clinics.

This normally produces a lot of logistical dilemma, and because of the renovation, this year is no exception!

The current waiting area would be too small to house a full clinic, when usually hundreds of patients would be jabbed.

The clinics will start in October.



We are planning to use the All Saints Church Hall in Lightwater.

There will be some smaller evening clinics based at Lightwater Surgery too.

If you eligible for the Flu jab, you will receive an invite through the post.

Some of you lucky individuals may also have the chance of receiving the pneumococcal jab. This can help prevent infections

with a certain bacteria, that could cause severe illness in susceptible individuals.

To enable the clinics to run smoothly, you need to come prepared. This involves patients turning up promptly, and not to wear layers and layers of clothing. Please arrive with your sleeve already rolled up. We tend to use your non-dominant arm to jab.

Remember your slot is only 1 minute long!

OUT OF HOURS

Did you know that when the surgery is closed, there is a doctor available on the end of the phone?

Out of hours cover is available from Frimley Primary Care Services.

This service is staffed by local GPs.

A call handler will take some

basic information about yourself and your problem. A GP or nurse will then phone you back shortly after. They will either give advice over the phone or arrange to see

you in clinic based at Frimley Park Hospital. If for a medical reason you cannot attend the clinic, a home visit will be arranged.

Please remember for minor ailments, you can seek advice from your local chemist or NHS DIRECT on 0845 4647.

Out Of Hours Phone Number:

0118 936 5649

WE ARE A TEACHING PRACTICE

Dr. Wilcox is an approved trainer of future GPs and Dr. Saeed is hoping to become a trainer in the future.

Consequently we will be having at regular intervals fully qualified doctors undergoing training in General Practice. They will be with us from anywhere between 4 and 12 months.

The practice is fully committed to

education and training.

On occasion our trainees may have to produce videos of your consultation for exam purposes and to assess their consultation skills. You will be informed of this in advance and have the option of declining being filmed.

We will be joined by a ST1 doctor, from Dec 2011– April 2012; Dr. Melissa Forsbrey.



PATIENT PARTICIPATION GROUP

The surgery has held it's first Patient Participation Group (PPG) called 'Friends of Light-water'.

The purpose of this group is to form a two way communicative experience between the practice and patients. This will enhance un-

derstanding between patients and staff.

Allow patients to become re-



sponsible for their health. It will act as a

forum to suggest ideas and raise any concerns.

We will aim to meet up bi-monthly. The minutes of the last meeting are available on the practice website.

MAKE USE OF THE HAND SANITISER

The surgery provides a hand sanitizer in the reception area.

Hand hygiene is one of the most important procedures that can be performed at the surgery to help minimize the spread of infection.

Germs that cause infection can be spread in a number of ways, but the commonest is

through hands. Hand hygiene removes germs from the hands and helps protect you from infections and helps prevent the spread of germs to other areas.

A hand sanitizer contains alcohol, and this kills the germs before they have a chance to invade your system.



PLAN YOUR HOLIDAYS IN ADVANCE!

Please plan your travel vaccinations ideally 1-2 months before you leave or even earlier if you are travelling extensively.

If you are not sure about the requirements please book an appointment in our Trav-

el Clinic, led by one of our nurses, who can guide you.

Please note that prescriptions for antimalarial tablets are not available on the NHS and are private prescriptions regardless of age.



Lightwater Surgery

Address

Lightwater Surgery
39 All Saints Road
Lightwater

Tel- 0844 815 11 27

Fax- 0844 815 11 28

Don't forget!

We are on the web

www.lightwatersurgery.co.uk

Some of the clinics we provide for the community are:

- MOT checks
- Smoking cessation
- High blood pressure
- Coronary artery disease
 - Diabetes
 - Travel clinic
 - Chest clinic
 - Antenatal
- Cervical smear
- Childhood immunisations
 - Flu jabs

MISSED APPOINTMENTS!

Last month, 56 appointments were missed by patients. This is the equivalent of almost 2 days worth of clinic times!

We understand that at times emergencies do crop up, that necessitate in missing appointments. However we urge all patients to phone and let us know of any cancellations. Your slot can then be allocated to another patient.

Frequent offenders will be considered for removal from the practice list.

The effects of non-attendance are increased waiting times for routine appointments, a waste of valuable time and resources. This is frustrating for patients and staff.

It is also important to turn up on time for your appointment.

Remember your appointment slot is 10 minutes long. Here, your doctor is expected to obtain a history of your problem, listen to you, examine you and come up with a diagnosis or a list of possibilities. You can appreciate some problems are more straightforward,

whilst others are complicated. Therefore to enable a smooth running clinic, it is vital you turn up in good time. If everyone turned up 5 minutes late, by the time your doctor got to the last patient, he would be running over 1 hour behind! As you can imagine we have to bear in mind that some patients may have other appointments to attend, or need to go back to school or work!



Don't forget your appointments!

Your help is and understanding in this matter is greatly appreciated.