

The University Surgery Newsletter

www.universitiesurgery.com

April 2018

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Doctors:

Dr. Anne Lawson

Dr. Dapo Alalade

Dr. J. Den

Dr. C. Wong

Advance Nurse Practitioners:

Freeman
Chakonda

Carole Phillips

Dr Sethi left the Practice in February, to spend more time with his new family. We wish him and his family well.

Welcome to The University Medical Centre



Dr. Lawson is retiring in June after 25 Years at the practice.

We are sad to see her go and wish her all the best for her retirement.



Surgery Opening Times

MONDAY—FRIDAY

08:00am to 06:00pm

Extended Hours: Every TUESDAY
morning & evening

**Pre-booked appointments only
between 7am to 8:30am and
6:30pm to 08:00pm**

SATURDAY mornings

Doctor—08:00am to 10:00am
Nurse—09:00am to 12:00pm

Pre-booked appointments only

We provide emergency on-the-day appointments with an Advanced Nurse Practitioner most days between 9am and 5:30pm, **for our registered patients only**. Phone at 8am to make an on-the-day morning appointment or 1pm for afternoon. **We do not run a walk-in GP clinic**. On-the-day appointments are limited and are on a first come first served basis.

Forthcoming Closures:

Bank Holidays, all day, on
Monday 7th May
Monday 28th May
Monday 27th August

From 12pm on Wednesday's
25th April, 23rd May, 27th June,
25th July, 26th Sept, 24th Oct,
28th November.

Useful Contacts:
Out of Hours—111
Sexual Health—0300 300 2016
Dental—111

New Staff

We welcome new members of staff to the Practice. **Dr Klemenz**, who will be joining the Practice in June, replacing Dr Lawson, and our **Advance Nurse Practitioners, Freeman Chakonda and Carole Phillips**, who are already with us, along with **Olivia** in reception and **Lesley** in Admin.

Sexual Health Clinic

This is done on Tuesday mornings on a pre-booked basis, term time.

Chaperones

Please ask for a chaperone if you want one during your consultation.

Patient Access

Did you know you can register for online services. You can update your details, make appointments, request repeat prescriptions (Contraception is not on repeat), view your patient summary, immunisations and allergies. To access this just come into the surgery with your I.D. and ask reception for your registration details.

Your Details

Please ensure you keep us informed promptly of any changes to your phone number or address.

This is very important in case we need to contact you in an emergency or to remind about appointments.

Missed appointments/DNA's

(Did not attend)

A DNA is recorded on your screen if you fail to attend an appointment without prior notification. We have recently experienced a high number of patients not attending their appointments.

From January 1st to March 31st 2018 there were 758 missed appointments. This equals to 126 hours of wasted time which therefore increases the waiting time to book a routine doctors appointment.

Can we please ask that if you are not able to attend, that you cancel your appointment either by phone or online and allow at least 24hour notice so we are then able to reuse that appointment.

Cervical Screening

If you are female and aged between 25 and 65, it's very important to be screened regularly. If you haven't been screened in the last three years, book in with nurse.

Smoking

Please let us know if you have a history of smoking and if you want help giving up.

The Nuffield Centre
St Michaels Road
Portsmouth
PO1 2BH
02392 736 006



Hayfever Season

Hayfever is a common allergic condition that affects up to one in five people at some point in their life. Symptoms of hayfever include sneezing, a runny nose and itchy eyes.

The symptoms of hayfever are caused when a person has an allergic reaction to pollen. Pollen is a fine powder released by plants as part of their reproductive cycle. Pollen contains proteins that can cause the nose, eyes, throat and sinuses to become swollen, irritated and inflamed.

You can have an allergy to tree pollen released during spring, grass pollen, released during the end of spring and beginning of summer and weed pollen, released anytime from early spring to late autumn.

If you suffer with hayfever and have been prescribed medication in the last year you can request more medication as a repeat prescription request via a slip at reception, on our surgery website at www.universitiesurgery.com or by patient access. Some Antihistamines are also available over the counter from Pharmacies.

Blood Pressure Monitor

Blood pressure monitoring machine

There has been a new blood pressure machine installed in the waiting room. Please feel free to use this. It is simple to use and will provide you with your blood pressure result which should be handed to the doctor or nurse you're seeing to be recorded within your records.



Diabetes & Asthma

Diabetes and Asthma

If you have either of these conditions, regular monitoring is very important, so please remember to come in for your annual review. www.diabetes.org.uk www.asthma.org.uk

Out Of Hours Services

Out of Hours Services

If the surgery is closed and you are unwell and need medical advice, there is a range of services available.

St Mary's Treatment Centre: Minor Injuries & Minor Illnesses Unit (PO3 6DW): is a walk-in centre and can treat minor injuries such as cuts, sprains and small fractures. This unit is open to all NHS patients, no appointments required. Open 7 days a week 8am to 10pm. Maps available from reception.

NHS 111: Phone 111 free of charge from landlines and mobiles, for the NHS non-emergency helpline.

Pharmacies: expert advice on a wide range of long term conditions and common illnesses such as coughs, colds and stomach upsets. Treatments and advice for minor ailments, allergies and self care.



This is a new online consultation service. Next time you need an appointment you could save time by starting an online consultation with the GP by visiting our website. We'll get back to you within 72 hours of your request and you might not even have to come in to the surgery. You can do it anytime, anywhere, even on your mobile. Go to our website and click the button to contact our Doctors online.

A Doctor would ask you the same questions in a face-to-face appointment.



PPG Meeting

Patient Partition Group (PPG) - looking for new members

Chairman of the PPG: Bernard Webster
Vice Chairman: currently vacant

PPG email address - universitiesurgery.ports.ppg@gmail.com

The next meeting is yet to be arranged but this will be advertised. If you are interested in joining and influencing the future of the Surgery, please email the above address, or ask at reception.