



SWAN MEDICAL GROUP

Newsletter

THE SWAN SURGERY

Caring for you, by knowing you.

www.swansurgery.co.uk



www.liphookvillagesurgery.co.uk



The partners and all the staff here at Swan Medical Group would like to wish all our patients a very Merry Christmas and a Happy & Healthy New Year!

Christmas Opening

Hours

Swan Medical Group will be **closed** on the following days over Christmas & New Year:

25th & 26th December 2018

1st January 2019.



Staff Training

Swan Medical Group will be shut across both sites for mandatory staff training on **January 10th 2019** from **12.30pm**

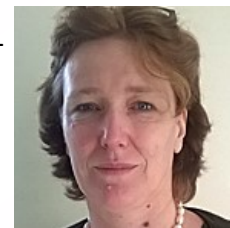


A Farewell to Dr Joanna Hobbs

Dr Hobbs sadly left Swan Medical Group on 30th November after thirteen years.

Dr Hobbs wanted to pass on a farewell to all of her patients and said that it has been a real privilege getting to know you all over the years.

Good Luck!



Thank you & Good luck Dr Hobbs, you'll be greatly missed by everyone at Swan Medical Group and we wish you all the best for the future.

Welcome to Dr Emma McEvoy

Dr Emma McEvoy will be taking care of Dr Joanna Hobbs's patient list going forward. Dr McEvoy is looking forward to getting to know you all.



NHS Health Check Update



The Swan Medical Group has been piloting a new type of **NHS Health Check** since June 2018. This was on behalf of all practices in Hampshire and will help how we identify health conditions such as poor heart health, diabetes and dementia. Due to the success of the pilot, Health Care Assistant Ella and Swan Medical Groups Nurse Supervisor Aisa were invited to London by Public Health England to participate in a workshop to help develop a digital tool for NHS Health Checks for the future. Aisa & Ella had a great day and came back with lots of ideas as to how we can improve our patient journey for these checks as well as continue to engage patients in caring for their own health.

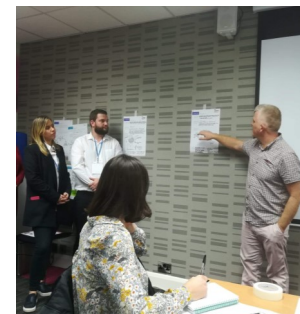


The first point of contact for veterans seeking support.

'There is a huge network of organisations supporting the Armed Forces community, so finding the right one for your needs can be tricky. We make it quick and easy by being your first point on contact for whatever support you need, whether you are based in the UK or abroad.'

Please visit the self help service desk on www.veteransgateway.org.uk to find out more information about what support you can receive as a veteran.

Please inform the surgery if you are a veteran or a spouse or are children of serving members of the military so we can ensure you are receiving the services that you may be entitled to.



Flu campaign

Just a reminder that if you are eligible and have not yet had your flu vaccination it's not too late, please contact us to book it in, or alternatively just walk into either site during 9am to 3pm.

**DON'T GET
THE FLU.
DON'T SPREAD
THE FLU.
GET VACCINATED.**

Direct to your doctor

Increased Availability—The telephone system we operate across Swan Medical Group enables our doctors to interact directly with their patients and book appointments according to their clinical need. This gives the flexibility to book appointments on the same day if necessary and avoid the long wait times to see your GP.

Call Statistics—Our central telephone hub is based at The Swan Surgery in Petersfield.

Swan Medical Group use an advanced telephone system which allows us to monitor the call volumes and we thought it would be useful to share some of our call statistics with our patients:

- On an average week Swan Medical Group receive over 3900 incoming phone calls
- On an average Swan Medical Group receive around 600 calls each day from the telephone hub.
- Monday & Friday mornings between 8am-10am are the peak busiest times on the phones with an average of over 150 incoming calls per hour. If your call is not urgent it would be advisable to avoid calling in during these busier times.

Telephone Message—We have listened to patient feedback and now shortened our welcome telephone message which means that you will now get through to the operator queue much quicker, enabling your call to be answered by our team as efficiently as possible.

We hope our patients find this beneficial and we welcome all feedback so we can continue to offer great patient services.



Dr Milton is running the Bath Half Marathon 2019 for the British Heart Foundation



Having recently completed the Jungfrau Marathon, Dr Milton is undertaking his next challenge raising money for the British Heart Foundation, by running the Bath Half Marathon in March 2019. Dr Milton is passionate about increasing awareness of prevention as a cure, empowering patients to

take control of their health, and promoting healthy living.

To learn more and to support Dr Milton's fundraising effort, visit

<https://www.justgiving.com/Peter-Milton>.

Cervical Cancer Prevention Awareness Week

Monday 21st– Sunday 27th January 2019

The best way to protect yourself from cervical cancer is by attending a cervical screening when invited.

The NHS Cervical Screening Programme invites all women from the age of 25 to 64 to attend cervical screening.

Women aged 25 to 49 are offered screening every 3 years and those aged 50 to 64 are offered screening every 5 years. You should be sent a letter confirming when it's time for your screening appointment.

Contact your GP if you think you may be overdue

Knitting for Queen Alexandra maternity ward

A few members of the Swan Medical Group team have been busy knitting squares in their spare time to make up some beautiful blankets for Queen Alexandra hospital maternity department. The more blankets we can knit for QA the better so if you have any wool you'd wish to donate or would like to help with knitting some squares then please drop them off at either

Swan Surgery or Liphook Village Surgery.

Thank you



Outpatient Prescriptions

Please be aware that Swan medical Group

no longer accept hospital outpatient prescriptions.

If you have a query about your outpatient prescription you will need to visit the hospital's pharmacy.

