



WINTER 2015/16



Christmas Opening Hours

We will be open usual business hours until Christmas Eve then closed 25th to 28th December and New Years Day, then usual hours from 4th January 2016.

Dr Richard Kershaw

You may recall from our last newsletter that Dr Richard Kershaw is joining us as a Partner to replace Dr Andrew Cairns who will be retiring. Please go to our regular article GPs Uncut to find out more.

Patient Access

Patient Access is an online system where patients can book a call back from their GP, order repeat medication, view their allergies we have recorded and update their contact details, please ask at Reception if you would like to set up an account. Patient Access also has an easy to use app for IOS & android see <http://patient.info/accessapp> for more

information.



The partners and all the staff here at Swan Surgery would like to wish all our patients a very Merry Christmas and a Healthy & Happy New Year 2016.

Nurses Away Day

The Nursing team had their annual away day at the start of November, going off site to do some team building bits but mainly to focus on improving systems for our patients. Travel consultations, wound clinic, long term condition monitoring and improving efficiency within the practice were just some of the items discussed. The team, with the support of Dr Fiona Jacklin and The Practice Manager/Assistant Manager spent some time reflecting as a group and individually on what areas they felt needed improving in order to provide best care and practice for our patients. The team had a great day coming back to the surgery with renewed energy and awareness.

Patient Safety within the Surgery

The South Eastern Hampshire Clinical Commissioning Group has recently created a role for a patient safety champion within each surgery. The nominated person from Swan Surgery attended a two day course introducing the role, looking at models for patient safety and how we can improve patient safety within the practice. One of the things we feel is important to share with our patients – that generally you may not know about – is that complaints and critical incident meetings are held on a regular basis within the practice. This enables GP's, nurses and management to get together and look at what significant events have happened, what steps we can take to ensure they do not happen again and what improvements we can make to our practices to ensure the risk of them happening in the first instance, is reduced. Patient safety aims to encompass all elements from ensuring the chairs in the waiting room are of correct standard all the way through to communication between primary and secondary care and prescribing medications.

Swan Charity Support

Staff at Swan Surgery have been busy baking to raise money for charity by taking part in the Macmillan Coffee morning and selling cakes at our flu clinics during September and October. We are delighted to announce that we have raised a total of £398.08, £211.88 in aid of 'Macmillan Cancer Support', £92.54 for Medecins Sans Frontieres and £93.66 for The Tom Prince Cancer Trust. Thank you to all our staff and patients involved in helping us raise this money for some fantastic charities. We also had great fun taking part in the Petersfield Lions Quiz to help raise over £2,400 towards Holidays for Disabled People.

Dr Andrew Holden

Dr Holden will be having a hip operation and will be off for 6 weeks from early December. In his words "I will be back on the bike by Easter". I am sure you will joining us all in wishing him well for the operation and for a speedy recovery.



Flu update

There are still a number of patients who are eligible for a flu vaccination, please contact us to arrange yours as soon as possible. During the winter of 2015/16 the annual nasal spray flu vaccine will be available for children aged **two, three and four years** old as part of the NHS childhood vaccination programme. If you would like to book your child an appointment or require more information regarding a nasal flu vaccine please contact us on 01730 264546 or 264011.



GP's UNCUT— Dr Richard Kershaw

Like many people, I have found myself back in Petersfield having left Churcher's in 1995. After a fantastic (but all too short!) gap year in New Zealand I returned to Southampton University, graduating in 2001 as a sprightly Surgeon Lieutenant in the Royal Navy.



My days as a junior doctor were somewhat different in the Navy and I was lucky enough to be deployed to some fairly unique places around the world: the Falklands, Arabian Gulf and North America to name a few. However, I returned to the NHS in 2005 to start my specialist training and thought my 'calling' was to be a Surgeon. Soon realizing I missed the personal and professional satisfaction that working as a GP offered, I chose to switch allegiances and in 2008 started a training scheme at Frimley Park. I returned to Petersfield and Swan, and became part of the team as the Registrar.

Finally in 2011, after 18 enjoyable months, it was time to return to the Navy as a GP! I was privileged to work on HMS BULWARK and ILLUSTRIOUS and deploy again. However (and more importantly) during this time my wife and I, had produced a family of 3 busy boys and 2 dogs! So when the chance came to join the team at Swan as well as offer my family some stability and allow me to be at home as my boys grow up, I naturally jumped at the chance! And so, here I am.....

Taking over from Dr Cairns is a daunting prospect! As my own GP when I was at school, I know he is extremely well liked and respected – but I will relish the opportunity it presents and look forward to meeting many of you in due course. Medically, we share similar interests, such as Minor Surgery, Sports and Exercise Medicine and I am also a CAA Medical examiner– so it seems a pretty good fit! When I'm not working, (and family dependent!) I try and get out on the water where I enjoy sailing or on the golf course and a good 'hack'.

Advice for older people during times when pavements and footpaths are covered in snow/ice:

- Try to minimise the need to go out. Ask friends or neighbours to shop for you or take you to where you need to go.
- If you do decide to go out when there's snow and ice about, take time to think what you can do to reduce the risk of a fall.
- Where possible, plan a safe route from your home to where you are going, so as to avoid slopes, steps and areas that have not been cleared or gritted.
- Don't take short cuts through areas where the slipping hazards are greater.
- Ask a friend or neighbour to clear a safe path from your front door.
- Wear proper footwear for better traction on slippery surfaces. Consider fitting anti-slip crampons.
- Consider using a stick or better still, a walking pole and take slow, small steps. Try not to hurry and give yourself more time to get from A to B so you do not rush.
- Use rails or other stable objects that you can hold on to.
- If possible, wear extra layers to protect the more vulnerable parts of your body like your head, neck and spine if you do fall.
- Wipe your feet well when entering buildings
- In public places, always report unsafe conditions so other people do not get hurt.

AMAZING MEDICAL FACTS



- All babies start off with blue eyes
- You are more likely to have a bad dream in a cold room
- When you wake up your are 1cm taller than when you go to bed

