



THE SWAN SURGERY
Caring for you, by knowing you.

SWAN TRUMPETS



SUMMER 2016



Atrium news:

We are delighted to announce that our PPG in collaboration with Bedales school, have an ongoing project to redesign our Atrium, you will see it developing over the new few weeks.

Newsletter

If you would like to subscribe to our quarterly newsletter, please let our Reception team know your email address or email us with your details to sehccg.swansurgery@nhs.net and we can add you to our mailing list



Rapid Access Nurse Service

On 29th February, we welcomed Nurse Kat and Nurse Juliette to the Surgery and under the guidance of our Nurse Supervisor Aisa, this new service was launched. June marks the completion of the first quarter that the Nurse Led Rapid Access Service has been up and running for.



The aim of the service was to allow some of the less complicated ailments, injuries and emergency contraception to be managed by nurses in order to free up some time for GP's to spend on more complicated cases. A lot of time was spent training reception staff, writing protocols for the nurses and in collaboration with Dr Fiona Jacklin, policies on governance for the service. This means, that each month, a GP looks retrospectively at how cases were managed by the nursing team in order to ensure that the same quality of care is given by this team. It all looks very positive! The team is now managing approximately 13% of all calls into the surgery and about 20% of face to face GP style appointments. Audits carried out by both the nurses and the GPs suggest that quality is being assured and that patient's are receiving appropriate management for their conditions. The GPs are always on hand should the Nurse's need further support/have any concerns.

Kat, Juliette and Aisa all stem from emergency care backgrounds and are well versed in triaging patients, taking a medical history, physical examination and managing cases based on protocols. We realise that for some of our patients this may seem like quite a shift, and have provided further details of each of our nurses' backgrounds on our website www.swansurgery.co.uk in order for patients to see a little bit more about who our nurses are and what qualifications they have.

Our priority at Swan Surgery is being able to provide safe, effective and appropriate care for our patients. Decisions to set up services like this do not come lightly and whole teams within the practice were involved in the decision making process, training and implementation of the service. The service is continually audited by the GPs and nurses involved and next quarter we hope to introduce a patient satisfaction survey also. In the interim, we are welcome to any feedback and this can be done so on the Friends and Family Test or with your GP.

Making wishes come true update



Our Nurse Fiona has now completed 3 months of fundraising and have so far raised £1000, with raffles, a cake stall in Rams walk, a swimming challenge where 20 people kindly took part and car boot sales. The next event is a charity afternoon tea on 26th June at Herne Farm Leisure centre (behind Co-Op Moggs Mead). It will be a lovely feast and there are still tickets left. If anyone is interested please contact me (Fiona) on 07552767879, or at Swan Surgery. I would also like to thank everyone who has supported me on this challenge. Special thanks to my colleague Alison Prince-Duffy who has been a great help. All monies raised are going to 'Make a wish foundation' and 'Tom Prince trust' two really great charities. Further events are cake stall in Rams walk 8th July, tin shake at Sainsbury's in July and September, car boot sales August and The great South Run in October.

Healthy tips for warm weather

Here are some tips on how to stay healthy in warm weather:

- stay out of direct sun, seeking shade regularly
- drink plenty of fluids but avoid alcohol and caffeine
- eat well and healthily
- wear light coloured clothing
- use hats and sunscreen for added protection
- take care of children and elderly, check on your elderly neighbours
- transform days out into exercise, take a trip to the zoo or park
- get plenty of quality sleep



Nurses Uncut — Kat Graham



After qualifying from Southampton University in Adult Nursing, in 2006, I moved to Devon and worked in the Emergency Department for 3 years. Whilst there I attended Paediatric Emergency courses to further my education. I then moved to Hampshire to be closer to family and worked in Queen Alexandra Hospital in the Emergency Department for a further 3 years as a senior Nurse. Having obtained this hospital experience, I wanted to have more of a continual approach to primary care enhancing all aspects of patients' health and wellbeing and therefore moved to Forest End Surgery as a Practice and Emergency Nurse in 2012. There I gained a varied and wide amount of knowledge and completed a degree module of History Taking and Physical Assessment in 2013. This learning gave me a detailed evidence based approach which I can incorporate into my work, allowing me to work autonomously.

I have recently moved to Swan Surgery to assist in setting up the Rapid Access Service, reliving pressure of growing demands in rising population. The patients I am able to examine in the Rapid Access Clinic include complaints of chest pain, upper/lower respiratory tract infections, abdominal pain, urinary tract infection, rashes, infected wounds and generally unwell children to name but a few.

Patient Access Service

Patient Access is a free website/application where patients can log in securely using a computer, tablet or a smartphone to do the following:

- Book, view, amend, cancel and print telephone appointments online
- Order online, view and print a list of repeat prescriptions for drugs and medicines
- View online, export or print summary information from your record, relating to medications, allergies, adverse reactions (*new since Apr 2016*)
- View online, export or print detailed *coded information** held in your medical records

**Detail coded information will include any diagnosis, operations and results to tests.*

If you would like to apply for a Patient access account please contact reception for an application form and leaflet or go to our website to download it.

If you already have a Patient Access account but you don't have access to your online record, you can request access to this additional information, to do so please request the relevant form from reception or download from our website.



AMAZING MEDICAL FACTS

- Nobody can open their mouth all the way and stick their tongue out past their lips
- 90% of you reading this have just tried that!
- A red blood cell can circumnavigate your body in under 20 seconds
- We are about 70 percent water

