



**THE SWAN SURGERY**  
Caring for you, by knowing you.

## SWAN TRUMPETS



WINTER 2016

### DIY Blood Pressure machine

We are delighted to announce that following a very generous patient donation we have now introduced a BP machine in our waiting room, it is very easy to use and results can be dropped in at Reception.



### Electronic Consultations

Did you know you can now submit a consultation to your GP via our website? You can also seek general advice and administrative help, just visit our website [www.swansurgery.co.uk](http://www.swansurgery.co.uk) and scroll down the homepage to 'Contact our Doctors online' section.

### Blood Donation

The Blood Donations team are coming to Petersfield on the 5th of Jan 2017 at the Festival Hall, there are walk in slots and appointment bookings available, please visit [www.blood.co.uk](http://www.blood.co.uk) for full information.



### We have exciting news!

We are delighted to announce that we are planning to merge with Liphook Village Surgery (in Liphook) in a move to ensure the long-term sustainability of both Practices and to improve existing services to our patients. They will combine to form The Swan Medical Group from April 2017.

We have carefully considered what a merger will mean to you. We believe it to be the best way to ensure that we continue to provide the best service we can to our patients. We see the key reasons and benefits of the merger to be:

- ◆ Improved resilience of NHS services in the locality
- ◆ More extended hours access
- ◆ Greater choice of GP
- ◆ Improved access to a highly skilled nursing team
- ◆ Improved IT systems and telephony

We have an 'Information leaflet' which explains in full about the reasons why and the key benefits for patients going forwards and also our 'Patient FAQs' document which can help with any queries you may have, these can both be found on our website and copies are available in our waiting room.

Anyone wishing to raise any concerns can write to or email Emily Spalding, Practice Business Manager, email: [sehccg.swansurgery@nhs.net](mailto:sehccg.swansurgery@nhs.net), or via the telephone on 01730 264011.

### Fundraising update—

#### Making wishes come true

Since the last newsletter:

- I have had a bucket collection at Sainsbury's in Waterlooville.
- I ran 'The Great South Run' (10 miles), in a respectable time of 1hr 40 mins and personally raised £510 for this. (Not quite as fast as Emily Practice Manager & Kat, RA Nurse, well done to them too!).
- I have a Christmas raffle for December with lots of lovely prizes. Price is £1 a ticket if anybody would like to purchase.
- I also have another bucket collection in Rams Walk on December 17th.

So far I have managed to raise over £2300 for both charities which is wonderful so thank you to everyone so far. I will be continuing to raise funds until February 2017 so please look out for future events.

(All monies raised are going to Make a Wish foundation & Tom Prince Cancer Trust).

Nurse Fiona Scott



### **Nasal Flu for children aged 2, 3 & 4**

During the winter of 2016/17 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.

It's not too late to get your child vaccinated, please contact us to book in your child at a convenient time.



### **Management Uncut — Charlotte Bond (Assistant Practice Manager)**

I was born in Manchester although my family emigrated to Spain when I was a young lass, where I was brought up and lived for 24 years.

During my work life in Spain my main roles were in the customer service industry including running my own Internet Café business back in the days when no one had Internet access at home. I gained many diverse skills in the industry and managed a number of small teams in very busy, customer facing roles. I was also responsible for making on the spot decisions to assist customers with any problems as they arose.

Growing up in Spain was a fantastic experience and also provided me with a real life perspective of a different culture. This has helped me appreciate diversity and I'm also fluent in Spanish which can come in very useful!

I moved back to the UK in 2007 when I met Simon, my now husband of 8 years. I joined the Swan team in 2009 as Management Support moving up to Assistant Practice Manager in 2013. My main duties are to help the PM with the general day to day running of the practice, to support and manage the team, and to help patients with any questions or issues they may have. I'm here to help!



### **Joint Practice Participation Group event in Feb 2017, on Men's Health**

Swan Surgery in collaboration with The Grange Surgery (Petersfield) and Horndean Surgery (Horndean), will be working together to host a joint patient event on Saturday the 11th February 2017. The event will be focused on 'Mens Health' and will be held in the 'United Reform Church', Petersfield. We will be publicising nearer the time what this entails and it will be free to book a place, please look out for upcoming details on our website, in the local press or in Swan Surgery.

### **CQC celebration—its official, we are rated as 'Good'!**

The Care Quality Commission (CQC) inspect many organisations including GP services, following the full day inspection they produce a report and ratings for each practice. During their inspection they look at lots of areas especially if we are safe, effective, caring, responsive and well led.

On the 24th May 2016 we were inspected by CQC and in August we received our report and ratings which were 'Good' throughout. To thank our wonderful team and all their hard work, the Partners took everyone on a Medieval banquet night out in London (see photo right), we had a fantastic evening with lots of fun and laughter. Everyone got in the spirit of the era and dressed up as Ladies, Wenches, Knights & Jesters.



You can read the full CQC report on the Swan Surgery website, it mentions the many things we do well at the practice and there were no overall areas that required improvement so we are very proud indeed.

### **AMAZING MEDICAL FACTS**

- Your eyeballs are 3.5% salt
- Human teeth are almost as hard as rocks
- If you blink one eye you move over 200 muscles
- Our brain has over 100 billion nerve cells

