

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

## COVID & Flu Vaccination Success

We are pleased to say our Autumn COVID and Flu vaccination campaign has been a huge success.

Our team have been busy delivering clinics since September, and so far 11,660 of our eligible patients have received their flu vaccinations and 12,663 patients have had their Covid Autumn Booster .

We are still offering appointments for eligible patients to have their Flu and COVID vaccinations into December, so if you have not yet had yours and wish to do so please contact the surgery for availability.

We recently introduced Surgery Pods to all waiting rooms in Swan Medical Group surgeries. The pods contain a Blood Pressure Monitor, scales and a touchscreen. The touch screen has various health questionnaires where you can submit your BP readings, weight, BMI, smoking status and so much more. All of the results go straight into your medical record and are monitored by our clinical team.

Please do have a look and give it a try next time you are in the surgery.



## Recruitment

We are delighted to announce that we have the following 2 new GP's who have recently started with us. We also have 2 more GP's, Dr Laura Carter and Dr Amy Windsor, starting with us in the New Year.

### Dr Sarah Boulter

I joined the Swan Medical Group in November 2022 and am working two days a week (Mondays and Wednesdays) from Liphook Village Surgery. I've always enjoyed discovering interesting places and setting myself new challenges. I did my undergraduate training in Cardiff and GP training in Pembrokeshire. I combine working as a GP with an interest in Palliative Care and work at a hospice on my other working days. As a rural GP I've worked on Islay and Jura in the Inner Hebrides and most recently I've just finished a second stint on The Isles of Scilly. I enjoy all aspects of General Practice and being an active part of my community. Hampshire is my mainland base, with a house in Petersfield and extended family nearby. Out of work I enjoy cold water swimming, beach-combing and whichever craft project lately takes my fancy.



### Dr Kate Parker

BM, BSc Hons, MSc, PGCE, DRCOG

My working days are Monday, Tuesday & Thursday

I completed my undergraduate training at Southampton University and Kings College London and gained a Masters in Control of Infectious Diseases at London School of Hygiene and Tropical Medicine. My GP training was based in Portsmouth rotating in ENT, Paediatrics, NICU, O&G and Acute Stroke. I have worked in local Hampshire practices and have joined Swan medical group as a salaried GP in October. I am interested in women and children's health and sports medicine. My hobbies include Triathlon and running. I enjoy travel and time spent with my family.



We are very proud to be able to share that all SMG surgeries are now certified Learning Disability Friendly sites. This means that we have a Learning Disability Champion in practice (Charlie Murray). We offer good quality Learning Disability Annual Health Checks and all service users have a Health Action Plan in place after their Annual Health Check. The surgery is person centred and reasonable adjustments are offered as appropriate.



## Cancer Awareness

This month is the national bowel cancer awareness campaign, so we'd like to remind you of the bowel screening programme and what symptoms should alert you to speak to your GP.



Bowel screening aims to detect bowel cancer at an early stage before symptoms develop and involves being sent a tube to return a poo sample in the post. When bowel cancer is diagnosed at an early stage the 5 year survival rate is 90% so we would strongly encourage you to take part in this really successful programme. Currently everyone gets invited every 2 years if you are aged 60-75 years but over the next few years the age group will be lowered to include 50-59 year olds.

The other important part of bowel cancer diagnosis is being aware of what to look out for as possible symptoms which include;

- a change in your bowel habit such as looser poo, going more often or constipation.
- Blood in your poo or bleeding from your bottom
- Tummy pain that doesn't go away
- Unexplained tiredness
- Losing weight without trying to.

If you notice any of these symptoms, it is important that you discuss them with your GP.

Below is a link to some more information about bowel cancer.

[TH0164 print at home bowel v03.pdf \(cancerresearchuk.org\)](#)



### Telephone System Updates

We are pleased to say we are now experiencing decreased waiting times for our patients to get through to us on the phone. In Sept we introduced our combined telephone system and due to a number of new starters now being fully trained, they are able to answer calls independently. We also received feedback from some patients with regards to the position in queue message not being helpful and that knowing how long they may be waiting would be more useful. We have listened to this patient feedback and have now replaced it with a more accurate call waiting time message.



A huge thank you to Tara who has given the Swan Surgery atrium garden a new lease of life!

## Swan Medical Group - Site Information

### Swan Surgery

Swan Street

Petersfield

Hampshire

GU32 3AB

Telephone: 01730 264011

### Liphook Village Surgery

The Square

Liphook

Hampshire

GU30 7AQ

Telephone: 01428 728270

### Liphook Station Road Surgery

Station Road

Liphook

Hampshire

GU30 7DR

Telephone: 01428 724768

### Liss Surgery

Hillbrow Road

Liss

Hampshire

GU33 7LE

Telephone: 01730 892262

### NEW Swan Medical Group Website Launch!

We are delighted to announce that we are launching a new Swan Medical Group website on Monday the 12<sup>th</sup> December 2022, the new website will integrate information relating to all four sites and is fully compliant with new accessibility regulations.

Please visit [www.swanmedicalgroup.co.uk](http://www.swanmedicalgroup.co.uk) from the 12th December 2022 to take a look, and please let us know if you have any feedback.



# Christmas & New Year Opening Times

Please see below for our Christmas and New Year Opening Times

| Christmas Opening Times      |               |
|------------------------------|---------------|
| Sat 24th Dec (Christmas Eve) | <b>CLOSED</b> |
| Sun 25th Dec (Christmas Day) | <b>CLOSED</b> |
| Mon 26th Dec (Boxing Day)    | <b>CLOSED</b> |
| Tues 27th Dec (Bank Holiday) | <b>CLOSED</b> |
| Wed 28th Dec                 | 08:30 - 18:30 |
| Thurs 29th Dec               | 08:30 - 18:30 |
| Fri 30th Dec                 | 08:30 - 18:30 |

| New Year Opening Times       |               |
|------------------------------|---------------|
| Sat 31st Dec (New Years Eve) | <b>CLOSED</b> |
| Sun 1st Jan (New Years Day)  | <b>CLOSED</b> |
| Mon 2nd Jan (Bank Holiday)   | <b>CLOSED</b> |
| Tues 3rd Jan                 | 07:00 - 18:30 |

## \*\* INFORMATION ON ORDERING PRESCRIPTIONS OVER THIS PERIOD \*\*

Please be advised that the medication request process can take up to 5 working days.

All prescription requests should be in to us by **Monday 19th December** if they will be needed over the Christmas/New Year Period .

**If you require medical help during our closed period, please contact 111 or 999 in an emergency**

### SWAN SOCIAL PRESCRIBING TEAM

Ask a member of staff for a referral to the Social Prescribing Team if you need support this winter.



#### CHRISTMAS SUPPORT



We can help with toy parcels, hampers, decorations and visits to Santa. We can also support those in financial difficulty and anyone who is lonely or isolated this Christmas.



#### FOOD AND WARMTH



Hampshire Libraries are providing free warm spaces for everyone this winter – just drop in.

Food banks are open at Liphook, Liss and Petersfield.

We can help with winter clothing and footwear



#### AUTISM AMBASSADORS



Our Autism Ambassadors are here for support and advice. If you would like some help or an accompanied appointment, please let a member of staff know when you make your booking.

### Update Your Contact Information

The NHS is currently asking practices to ensure registration details are up to date. Mobile numbers and email addresses are extremely helpful in communicating with all our patients.

If you think we might not have your mobile number or email or have recently changed these, please update your contact details by visiting [SwanMedical.yourGP.co/Contact](https://SwanMedical.yourGP.co/Contact) OR you can scan the QR code below.



## Petersfield Men's Shed

The Petersfield Men's Shed is a group that has recently been formed for men in the Petersfield area. This has

been made with an aim to create an environment where men of all ages can go and socialise, join in with workshop activities, learn new skills and enjoy a chat over a cup of tea or coffee.

SMG are proud to have supported this amazing group, by donating furniture to help them get set up. This is a wonderful idea and something we really believe in. So please head over to their website to find out more.

About – Petersfield Men's Shed ([petersfieldmensshed.org.uk](https://petersfieldmensshed.org.uk))



## Strep A/Scarlet fever increase of cases:

On top of our usual high demand for appointments at this time of year, we are seeing a growing number of phone calls, mainly related to concerns around strep A infection/scarlet fever, following reports that there has been an increase of cases. While most children will only have a mild illness, some may become seriously unwell, so if you are concerned about your child, please seek medical help.

We are doing our best to ensure patients who need to be seen on the same day can be. We may not have capacity to see everyone and understand that delays getting through can be frustrating.

We may need to temporarily delay routine appointments to ensure urgent cases can be seen quickly. This will be done according to clinical need, and we will do what we can to reduce disruption to patients. If you are unable to attend an appointment or need to rearrange, please let us know as soon as possible, so that we can offer it to others.

Please be patient with us and if your reason for contacting us isn't urgent please consider getting back in touch on another day.

Parents or guardians of children can also download the Healthier Together App for free onto their smartphone or through the website for instant advice on many common conditions: [www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/)

Group A Streptococcus are bacteria which can colonise the throat, skin and anogenital tract. It causes a diverse range of skin, soft tissue and respiratory tract infections.

Find out more on the following link: <https://youtu.be/Qf-IgDwO8fA>

Thank you for your understanding.

# Is it Strep A?

## Look for the rash

It has a 'sandpaper' texture. On pale skin it may appear red and have a rough texture. On dark skin it may not appear red, but it will have a rough texture.



## Look at the tongue

Bright red with white coating, known as 'strawberry tongue'



## Other symptoms may include:

- Temperature
- Headache
- Body aches
- Feeling sick
- Flushed red cheeks
- Dehydration

It can be difficult to tell the difference between 'Strep A' (invasive Group A strep iGAS) and other infections, such as strep throat and impetigo.

The bacteria that causes these infections can usually be treated with prescribed antibiotics.

Your GP may suggest a phone consultation to avoid spreading the infection.

Call 999 or go to A&E if your child is having difficulty breathing