



# SONNING COMMON HEALTH CENTRE



## NEWSLETTER

Winter 2018, Issue 104

### Welcome to our December Newsletter



**Patients who live out of our catchment area** The NHS has recently changed its rules about out of catchment area registration and we have updated our out of area policy in line with this.

This change means that in some circumstances patients can stay registered with Sonning Common Health Centre when they move house. We would continue to expect you to attend the practice

for routine care, including monitoring of appropriate chronic conditions. However if you needed a home visit – even in an emergency – this would have to be arranged via 111.

Patients who live out of our catchment area must complete a form so that we have it recorded on our system. We will review every application individually. Please ask at Reception or visit our website (New Patients' tab) for more information.

**Dr Nick Smith, GP Partner**

### Patient Information - CLINICAL

#### Immunisations update

**Flu:** please make an appointment for a flu vaccine if you are eligible and have not yet had it.

**Shingles:** please call the surgery to make an appointment for a shingles vaccination if you are in the eligible age categories for this vaccine.

Do ask a member of our Reception team if you need to check your eligibility.

**Blood Tests** If you need more than one blood test, please book the same slot with Jane or Kay, our Phlebotomist. Our blood test slots are very booked up and there is a lot of pressure on these appointments. If you are unable to keep an appointment we can give your slot to another patient. Remember that the RBH runs a drop in clinic for blood tests if you are able to attend.

Quite a few surgeries are not offering blood tests and patients have to go to their local hospital instead. Please help us by telephoning Reception or emailing [schcreception@nhs.net](mailto:schcreception@nhs.net) if you are unable to keep your blood test appointment.

**Medication Reviews** We have a clinical pharmacist working with us until the end of

January 2019 to help reduce our doctors' workload. If you need a medication review please book this with the pharmacist in December or January. If you normally need an annual blood test, please book this before your annual medication review.

**Prescriptions** Please note we cannot take prescription requests over the phone. You can complete a repeat script and post it into the white prescriptions box in the foyer, register for online requests, or send an email to [schcreception@nhs.net](mailto:schcreception@nhs.net).

#### Routine and urgent appointments

- ◆ Our aim is to offer routine appointments with our doctors within seven days and urgent appointments within 24 hours.
- ◆ The timeframe for a routine appointment may be longer if you want an appointment with a particular doctor due to individual doctor availability.
- ◆ Please can we remind patients that urgent appointments must be medically urgent for that day and that we cannot offer a choice of time for urgent appointments.
- ◆ Please let us know if you are unable to keep your appointment so we can offer your appointment to another patient. You can call us or email [schcreception@nhs.net](mailto:schcreception@nhs.net).

### PREMISES - Building Work

We are starting some internal building work in January at the surgery which will enable us to create several new consulting rooms, increase our waiting room size, improve our Treatment Room and move our Dispensary.

The building work will take place from January to March and we hope that noise and disruption will be minimal. We appreciate your understanding during this time.

The Oxfordshire Clinical Commissioning Group (OCCG) is kindly helping us with this development work. We are trying to raise funds for this project and for providing improved patient facilities. Any fundraising ideas are much appreciated.

We understand that our car park will be busy during the building work and we appreciate your co-operation in parking considerately.



**CHRISTMAS AND NEW YEAR OPENING** We will be closed on **Saturday 22nd December, Sunday 23rd December, Christmas Day** and **Boxing Day** and closed on **Saturday 29th December, Sunday 30th December** and **New Year's Day**. **We will be open as normal on Christmas Eve, Thursday 27th, Friday 28th and Monday 31st December.**



Please ensure you have adequate repeat medication for the festive period - we recommend that you submit any repeat prescriptions by **6.00pm on Friday 14th December** for collection by **Friday 21st December**.



**If you need medical advice whilst the surgery is closed please contact the out of hours service on NHS 111.**

## PATIENT INFORMATION

### Dementia talks in 2019

We will be running a series of dementia talks in spring 2019, following the success of the 'Matters of Memory' day in July 2018. The talks are designed for patients with dementia and their carers and will be held at SCHC in the Palmer Room meeting room on **Tuesday 26th February, Tuesday 26th March and Tuesday 30th April** from 2-4pm. The focus will be coping with everyday living and there will be several speakers at the talks.

### Booklets

A 'Healthy Activities for all ages in and around Sonning Common' booklet is available at our Reception desk and an electronic version is on our website. Please ask for a copy when you are next at the surgery.



A dementia information booklet for patients and carers is also available. Please ask at Reception if you would like a copy. It is also available to read on our website:

[www.sonningcommonhealthcentre.co.uk](http://www.sonningcommonhealthcentre.co.uk)

## Patient Information - GENERAL

**Accessible Information** We can provide information in an accessible format if patients have impaired sight or hearing. Please speak to our Reception team if you need information in an accessible format.

**Contacting Us** Please give us your mobile phone number and email address if we do not have it or if it has changed. This information helps us communicate with patients about future appointments. There is a slip that you can complete at our Reception desk.

**Mobile phones** Please turn off your mobile phone before seeing our doctors, nurses and healthcare assistants. We appreciate your co-operation with this request.

**DNAs** This year so far **876 patients** have not attended appointments at the surgery. Please try to cancel your appointment if you are unable to attend and we can offer it to another patient.

## EAR WAX REMOVAL CLINIC

A new private clinic, run by a company called Tripp Hearing, will launch in February 2019. There will be an audiologist at the health centre on the third Tuesday of each month. Patients will need to book an appointment directly with the Tripp Hearing team, their contact information is on our website. You can alternatively visit their website [www.tripphearing.co.uk](http://www.tripphearing.co.uk) or ask for a business card when you are next at the health centre.

This is a private clinic for micro suction (not ear syringing), costing £85 for an appointment. The price is the same for one ear or two ears being checked and treated. If there is no wax present the audiologist will perform some tests to explore why your ear/s are feeling blocked.

Please note that our nursing team here at SCHC only provide ear syringing for:

- patients for whom the ear nose and throat department at hospital have requested ear syringing
- patients who are pre referral to Audiology (hearing clinic)

Do ask a member of our Reception team if you have any questions about this.

**TRIPP HEARING**

INDEPENDENT HEARING PROFESSIONALS

## HEALTH PARTNERS

Louise Carter runs a private **hypnotherapy clinic** at SCHC on Tuesday mornings. Please contact Louise directly to make an appointment on 0118 947 1749 or visit her website [www.positivethinkinghypnotherapy.com](http://www.positivethinkinghypnotherapy.com).



**Talking Space Plus** work with and support patients who are experiencing depression or anxiety. A **Talking Space Plus** therapist is at SCHC on Fridays. For more information visit [www.oxfordhealth.nhs.uk/talkingspaceplus](http://www.oxfordhealth.nhs.uk/talkingspaceplus), telephone **01865 901222** or email [talking-spaceplus@nhs.net](mailto:talking-spaceplus@nhs.net)

## HOW DO YOU RATE OUR SERVICE?

Did you know that you are able to rate your experience with us at [www.iwantgreatcare.org](http://www.iwantgreatcare.org). We value patient feedback and we act upon feedback, both positive and negative. If you have time to upload a review to the [iwantgreatcare](http://www.iwantgreatcare.org) website, simply go to this website and search for Sonning Common Health Centre.

## STAFF NEWS

### Doctors

**Dr Sue Ronay** is away on a sabbatical until early February. Please make an appointment with any doctor during Dr Ronay's absence.

**Dr Kim On** joined us as a salaried doctor in early August, following her GP registrar training at the health centre. Dr On works on Mondays, Tuesdays and Thursdays.

**Dr Aljoboori** is working at SCHC on Monday, Tuesday and Thursday mornings as a salaried doctor.

Welcome to **Dr Oliver Walsgrove** who joined us as a GP Registrar in



August. We will have two new GP Registrars joining us in February 2019.

**Dr Webster** has returned from maternity leave and is with us on Mondays, Tuesdays and Thursdays.

**Dr McKinlay** has reduced her sessions and is at the health centre on Wednesday afternoons, Thursday afternoons and Friday all day.

**Dr Jenny Company** has completed her GP registrar training and is no longer working at the health centre. We wish Dr Company the very best in the future.

### Nursing and HCA team

Welcome to **Janet Goldsworthy** who joined us as a HCA this spring. Janet

runs nurse assistant clinics on Tuesdays and Fridays.

### Support staff

Welcome to **Lesley Chambers** who joined us in September as a Management Assistant and our new receptionist **Isabelle Harris** who joined us in late October.



We wish you and your family a very Merry Christmas and best wishes for 2019.



From all of the team at SCHC.

