

Brook Lane Surgery Newsletter

June 2024

Dr R J Sexton and Partners welcome
you to Brook Lane Surgery



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hiowicb-

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OPENING TIMES

From 1st July we will change our opening hours. We will **open at 8am and close at 6.30pm, Monday to Friday.**

Outside of these hours the surgery is open for those patients with pre-booked appointments only.

WHEN WE ARE CLOSED

If you require urgent medical help when we are closed, **call 111**, or visit www.111.nhs.uk

In an emergency call 999.

CHANGES TO SERVICES

We are continually striving to improve patient experience and are currently trialling some changes.

SIT AND WAIT CLINIC

Mondays between 2pm and 4pm. This clinic is for **urgent concerns**. This is not a pre-bookable clinic, booking starts at the reception desk at 2pm, arrive by 4pm to be seen. Do not arrive before 2pm. Be aware we have limited parking.

APPOINTMENT RELEASE TIMES

All **urgent** on the day appointments are released when the surgery opens. From 1st July this will be at 8am.

Routine and **follow-up** appointments are released at 12noon. These appointments continue to be for 3 working days' time or 2 weeks' time.

Due to demand, appointments fill quickly when released. You can call us or use digital services to book these appointments.

Pharmacies can help you with a number of conditions without you needing to see a GP. Our reception team can refer you to a pharmacy.

REPEAT PRESCRIPTION ORDERING

From 1st July we are introducing a prescriptions team.

You have 3 ways to order repeat prescriptions:

- Use digital apps and services. If you want help setting these up, please let us know.
- Email: hiowicb-hsi.brooklane-prescriptions@nhs.net
- Call 01489 574063 between 10:30am and 12:30pm

Please allow 3 to 5 working days before collection from your pharmacy.

Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied

SELF-REFERRAL SERVICES

Did you know there are a number of services that you can now self-refer to?

Physiotherapy — The Southern Health Musculoskeletal (MSK) service provides high quality MSK care to patients living across Hampshire.

They offer a patient centred approach to managing MSK problems such as neck, back, shoulder and knee conditions.

Their physiotherapists provide a comprehensive assessment and a range of treatments and management plans to support patients to achieve their goals.

If you are over 18, you can self-refer at the following link: <https://www.southernhealth.nhs.uk/our-services/a-z-list-of-services/physiotherapy/Physiotherapy-form>

Talking Therapies — This is a service delivered in partnership between Southern Health NHS Foundation Trust and Solent Mind. The service uses a range of talking therapies to treat a range of mental health problems, including anxiety, depression and low mood, Obsessive Compulsive Disorder, and Post Traumatic Stress Disorder. They are also able to help patients who are living with a long term physical condition. You do not need to have seen a GP or have a diagnosed condition to access this service.

Any patients over the age of 16 are able to self-refer at: <https://www.italk.org.uk/>

Hearing Aids — If you are over 55 years of age, need a hearing test, are not already on an NHS hearing pathway, and think you might benefit from free NHS hearing aids, you can now self-refer to one of the local Audiology services.

Please contact your chosen Scrivens Hearing Care clinic on one of the following numbers: St Mary's Treatment Centre 0800 027 5102, Scrivens Havant 02392 483445, Scrivens Gosport 02392 581719, Scrivens Waterlooville 02392 262054

Vasectomy — Patients can self-refer for a vasectomy through Mid Hampshire Healthcare at the following link: <https://form.jotform.com/240844727447363>

Weight Management — Do you have a BMI of 30+? If yes, you are invited to book an appointment with our Health and Wellbeing Coach who can offer support with weight management.



Do more with the NHS App!



- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages
- And much more...

Need help?
Get support in the app or visit
nhs.uk/helpmeapp



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Are you waiting for an appointment or treatment at an NHS hospital or treatment centre? My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.

Your hospital team will be in touch with you as soon as they can. If you are looking for an update, please check this website before contacting your hospital or GP.

Visit <https://www.myplannedcare.nhs.uk>

eConsult allows you to quickly and safely get help and advice from the surgery. It is a form-based online consultation. It will ask you a series of questions regarding your medical or administrative request and sends it through to us to decide on the right care for you.

eConsult is available from 8am Monday to Friday.

For more information, please see our website <https://www.brooklanesurgery.co.uk/pages/eConsult>

You can submit an eConsult request via the NHS App or at the following link: <https://brooklanesurgery.webgp.com/>

How does econsult work?

1



Need advice for your condition, want to help yourself or have admin requests?

Go to our practice website and click on the eConsult banner

2



Every eConsult will be reviewed by our staff. This may be clinical or admin staff depending on your request.

You may not need to see the GP but another healthcare professional.

3



You will have a response by the end of the next working day.

This may be a face to face appointment, call back, a prescription or treatment advice.

HYPERTENSION (HIGH BLOOD PRESSURE)

High blood pressure can be hard to detect because you may not have any symptoms.

The only way to know if you have hypertension is to measure your blood pressure. Being aware of your blood pressure can help to lower your risk of a fatal heart attack, a stroke, kidney disease, or vascular dementia.

This is a simple and non-invasive procedure. You can have your blood pressure measured at the surgery without having to book in advance. Please use the blood pressure machine in our reception area or your own machine at home. Please do advise us of your result so that we can document this on your medical record.

Please remember to enter your vehicle registration at Reception when using our parking facilities

Wanting to quit smoking? Please contact the surgery to request a referral to the local Stop Smoking service.



The resources on the **Healthier Together** website and app have been developed in partnership between parents and healthcare professionals from across Dorset, Hampshire and the Isle of Wight. You'll find clear information on common illnesses, including advice on what serious 'red-flag' signs to look out for, where to seek help if required, what you should do to keep comfortable and how long symptoms are likely to last. The resources provide information for parents, young people and pregnant women.

<https://www.what0-18.nhs.uk/>

Whooping cough cases are rising. Babies are at the greatest risk as they are too young to start their vaccinations. The whooping cough vaccination is safe to have from 16 weeks in pregnancy. Please contact the surgery to book your vaccine.

PATIENT PARTICIPATION GROUP (PPG)

Brook Lane Surgery's Patient Participation Group (PPG) is a group of patients and staff who meet regularly to discuss the services the surgery provide and how improvements can be made for the benefit of patients and the practice.

We have both a group that meets at the surgery and a virtual group for wider engagement. Membership is open to all patients of the surgery. Your experiences matter and the PPG enables us to work with you, our patients, to collaborate on the services we provide.

If you would like to find out more, or join the group, please email hiowicb-hsi.brooklane-ppg@nhs.net

Further information can also be found on our website <https://www.brooklanesurgery.co.uk/pages/Patient-Participation-Group>

NHS

Whooping cough cases are rising

Babies are at greatest risk as they are too young to start their vaccinations

The whooping cough vaccine is safe to have from **16 weeks** in pregnancy

Please book your vaccine at your GP surgery