



Chineham Medical Practice Newsletter

Issue 8: Spring May 2019

Welcome to the Spring 2019 edition of the Chineham Medical Practice newsletter.

If you have any suggestions on what you would like to see in the newsletter, please fill out a comments card in the waiting room or speak to one of the receptionists.

For more information and news please visit the surgery website at <http://www.chinehamsurgery.co.uk/>

eConsult

Do you know about the eConsult service we offer?



Next time you need an appointment you could save time by starting an online consultation with a doctor. Someone will get back to you by the end of the next working day and you might not even have to come into the surgery. We will contact you by phone, text or email.

How it works:

Go to our website <http://www.chinehamsurgery.co.uk/>

Click on Get Started to consult our doctors online

You will be asked the same questions a doctor would in a face to face appointment

A doctor will look at your answers and we'll get back to you by the end of the next working day.

What happens next?

If the doctor thinks you need a prescription it can be sent straight to your local pharmacist

If the doctor needs more information we will get in touch to arrange an appointment

Patient Access



Have you signed up to Patient Access?

Patient Access is a secure internet system whereby patients can make and manage their appointments on-line, order repeat prescriptions and access information from their medical record.

Ordering repeat prescriptions through Patient Access is a more secure system, it removes the chance of any mistakes being made and the request goes straight to the GP.

For further details and information on how to sign up please visit <https://www.patientaccess.com/>

Basingstoke & Alton Well-being Service



Whether you are feeling lonely, or are looking to become physically active but need help with motivation, want support with building your confidence or want to find out how to take part in activities in your community the British Red Cross can help.

A Red Cross Wellbeing Connector offers drop in sessions at the practice every Wednesday from 10.00 to 12.00.

Practice Stats

Practice Population (as of May 2019)	13,768
Number of Appointments (January 1st—March 31st 2019)	9,782
Number of Missed Appointments (January 1st—March 31st 2019) - That's 7 per day!	479
Number of Telephone Calls Received (January 1st—March 31st 2019) - That's over 400 calls per day!	27,314

New Services



We are working with Andover Mind to offer accessible and holistic mental health support to our patients.

Andover

The Mind mental health worker can see patients over the age of 16 who are concerned about their well-being and mental health this may include such things as:

- ⇒ Someone who is anxious and low in mood
- ⇒ Those who have suffered an upsetting life event
- ⇒ Young people who are self-harming
- ⇒ Carers who are stress and overwhelmed
- ⇒ Those with a mental health diagnosis including serious mental illness

These appointments are bookable by our receptionists and doctors.

Improved Access

Did you know appointments are available on weekday evenings and at weekends?

You can book an appointment with a GP or nurse on weekday evenings from 18.30 to 20.00 and on Saturday mornings from 09.00 to 11.00.

To access these appointments you can either speak to a member of our reception team by popping into the practice or calling on 01256 479244, just as you would do with a regular day-time appointment.

If available, you will be offered an appointment either here at The Chineham Medical Practice or at Whitewater Health or The Clift Surgery.

Sunday Morning Appointments

Pre-bookable appointments are also available on **Sunday mornings from 09.00 – 13.00** and on **bank holidays**.

These appointments will be held at the **North Hampshire Urgent Care premises** on the **Basingstoke and North Hampshire Hospital site**.

To book you can either speak to a member of our reception team by popping into the practice, or calling on 01256 479244 during normal practice hours.



**When it's less urgent
than 999**

Remember you can always speak to a medical professional when the surgery is closed and it's not an emergency by dialling 111. The service is available from 6:30pm to 8am weekdays and all day at weekends and on bank holidays.

For more information on the 111 service from the NHS, please visit <https://111.nhs.uk>

Hospital Accident & Emergency departments should only be used with genuine life threatening emergencies

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please contact us on **01256 479244**.

You can also make a routine appointment for an adult using the online booking service. Ask our receptionists for more information.



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