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Bishops Waltham Surgery
Lower Lane

Bishop’s Waltham

Hampshire

SO32 1GR

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Email:

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Website:

www.

bishopswalthamsurgery.

nhs.uk

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Monday 08:00 - 18:30

Tuesday 08:00 - 18:30

Wednesday 08:00- 18:30

(Closed 13.00 - 14.00 for staff training)

Thursday 08:00 - 18:30

Friday 08:00 - 18:30

When the surgery is closed and you require medical attention, you should contact the NHS 111 service by dialing 111 from any telephone. Calls are free from landlines and mobile phones. If you are experiencing a medical emergency please call 999.

# We would like to thank all our patients for the recent support shown to us. General practice and the NHS is currently under incredible strain and over the last two years we have had a dramatic increase in the need for appointments with no increase in resources available to us. We continue to try our best to provide the highest standard of care we can with the resources available to us.

Bishops Waltham Surgery

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| **Issue 8** | **Newsletter** | **November 2023** |

We are aware that our telephone lines can often be busy with long waits to get through to the staff. Please be assured that our reception staff are working incredibly hard to provide the most appropriate appointment for each patient as quickly as they are able.

We would therefore like to make the following changes with effect from **4th December 2023** to the way in which patients book appointments and we hope this will reduce the current demands on the telephone lines particularly early in the morning period.

***Doctors Appointments***

**For URGENT queries which require a ‘same day appointment’ please telephone the surgery between 8:00am and 11:00am.**

We are aware some conditions may develop or worsen later in the day; if this is the case, please contact the reception team if you still feel you need advice that day. They will be able to discuss your case with the duty team for advice. We will always try our best to give those who need urgent medical review on the day an appointment. Please be aware that in exceptional circumstances, for later calls, if our team has reached beyond safe capacity, you may be re-directed to other services after triaging.

**For ROUTINE appointments please phone or book online from 2:00pm.**

Routine appointments for GPs will be bookable two weeks in advance and can be in the form of a telephone call or a face-to-face appointment according to your preference. Please be advised that for some conditions, face to face may be more appropriate and you will be advised by our reception team if this is the case. Appointments will be released at 2:00pm each day for two weeks in advance. Please note if you call or visit the surgery before this time you will be asked to call / come back after 2:00pm.

**For HOME VISITS**

If you are housebound and feel you require a **Home Visit,** please call between 8:00am and 11:00am if it is URGENT and after 2:00pm if ROUTINE. You will then be added to our triage list which will be reviewed each morning by our visiting team.

***Out of Working Hours Routine Appointments***

If you would like to attend an appointment in the evening or weekend, please contact reception after 2:00pm. If available, they will be able to book you an appointment at our Hub which operates from Wickham Surgery.

***Nursing Appointments***

For **URGENT** conditions which require a ‘same day appointment’ please contact the reception team between 8:00am and 11:00am.

For **ROUTINE** appointments please contact the reception team after 12 O’clock for future appointments. As nursing appointments vary considerably in length depending on the reason for the appointment, these cannot be booked online.

***Blood Tests***

These can be booked online via Patient Access, the NHS App or via our reception team. If booking via reception, then please call after 12 o’clock to get this booked in.

Please note, apart from routine chronic disease reviews our phlebotomy team will only be able to take bloods if your blood request has been put on the system by your hospital team or your GP/nurse. If you have not discussed your blood test request with a doctor first, they will be unable to take a sample.

Blood tests are transported to the hospital via transport at 3:00pm. We are therefore unable to offer appointments after this time. If you require an appointment at an alternative time, these can also be booked at Winchester Hospital. This is by appointment only which can be booked by phone or online:

Winchester blood tests: 01256 315751

www.hampshirehospitals.nhs.uk/our-services/az-departments-and-specialities/pathology-inc-blood-tests/blood-tests

***Physiotherapy Appointments***

If you have a new or ongoing difficulty with muscle or joint pains, then you can book directly with our Physiotherapist for an assessment. This can be done by contacting our reception team. He will be able to assess and advise you. If you require further referrals, investigations or there are any medical queries outstanding he will be able to liaise with the GP directly regarding this after your appointment.

***Mental Health***

If you have any queries or concerns regarding your mental health, you are able to book directly with our prescribing Mental Health Nurse. She will be able to prescribe any medications relating to your mental health and do any referrals which are required. If there are any further medical queries, she will also be able to liaise directly with the GP team regarding this.

***e-Consults***

If you have an admin related query, such as a request for a Fit Note or a letter then please contact the surgery via e-Consult, and this will be referred to a GP for review. Please note that if clinical queries are sent via e-Consult you will be requested to book an appointment via the above routes. This is because we feel it is unsafe to assess medical problems in this format.

***Hospital Prescriptions***

If you have been to a hospital appointment and they have provided you with a Hospital Prescription, please collect this prescription from the hospital pharmacy do not bring this to surgery asking us to prescribe this or change it to a GP prescription to enable you to take this to a local pharmacy. We will not accept this and will ask you to return to the hospital to get your prescription.

Please allow three working days for repeat prescriptions to be processed. If you have forgotten to order your prescription on time, please be aware you may have to wait for this.

**LOCAL SERVICES – Self Referral**

We are lucky to have a number of local services available to us which allow our patients to access prompt and specialist support for their symptoms.

***Pharmacies***

As qualified healthcare professionals, pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses such as:

* Coughs, colds, flu and sore throats
* Tummy trouble, diarrhea, vomiting and constipation.
* Aches and pains
* Acne and spots
* Earache, Ear wax and discharge
* Minor Allergic Reactions
* Some women’s Health Problems

If symptoms suggest it is something more serious, pharmacists have the right training to make sure you get the help you need – for example by advising you see a GP, Nurse or other healthcare professional.

To find out more, including which pharmacies locally to you provide this service please use the following link.

[**https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/**](https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/)

***Minor Injuries***

As GP’s we do not have access to equipment such as access to urgent x-rays required to treat minor injuries. Therefore, to avoid delays to your care we would advise you attend a local Minor Injuries Unit which will be staffed by specialists who are able to assess you. **You do not require a GP referral.**

For both Adults and Children, they are able to see:

* Recent injuries
* Stitch and close wounds
* Dress wounds, cuts and grazes
* Broken bones to arms, lower leg and feet
* Sprains and strains
* Wound infections
* Minor burns
* Minor head injuries
* Minor eye injuries

The closest minor injury units to Bishops Waltham are:

**Urgent Treatment Centre, Level B, Royal South Hants Hospital, Southampton.**

**Open 7:30am to 10:00pm. Suitable for all ages**

**Gosport War Memorial Hospital, Bury Road, Gosport.**

**Open 8:00am to 10:00pm. Suitable for Age 1 year and over**

***Eye conditions***

If your child is 6 weeks or below then please contact the surgery to book an appointment for eye symptoms

To access quick and specialist advice regarding eye symptoms, please use the following link for access to the **Primary Eyecare service.**

[**https://primaryeyecare.co.uk/servces/minor-eye-conditions-service/**](https://primaryeyecare.co.uk/servces/minor-eye-conditions-service/)

**or phone** 0300 303 4922

This service provides assessment and treatment for people with recently occurring minor eye problems. This service is for **all ages**;children under 16 years must be accompanied by an adult. **You do not need a GP referral for this service.**

Once you have contacted the service you will be triaged and offered an appointment for assessment. This may be in person, via video or telephone.

Symptoms which can be treated:

* Red eye or eyelids
* Dry eye, or gritty and uncomfortable eyes
* Irritation and inflammation of the eye
* Significant recent sticky discharge from the eye or watery eye
* Recently occurring flashes or floaters
* In-growing eyelashes
* Foreign body in the eye

For more serious symptoms or conditions affecting the eye, please contact **Eye Casualty**:

**For the following symptoms please attend Eye casualty immediately:**

* A chemical injury (make sure you immediately irrigate the eye with water for 15 to 20 minutes while making your way here)
* Severe trauma such as a penetrating eye injury
* Total loss of vision
* Excruciating pain
* Your eyelid is so swollen the eye cannot be seen at all.

Otherwise please contact them for triage on 023 81 206592

***Ear Wax***

As a reminder, ear wax removal is no longer something which is undertaken in the practice. This was stopped several years ago, as it is not part of our GP contract.

Find details below of a private ear wax removal service used by some of our patients. If you have any ongoing symptoms or concerns regarding your ears please book an appointment with a clinician.

Wickham Surgery (Jaine Walker): 07589 303 877; [www.waxaxe.com](http://www.waxaxe.com)

Just Ears: 03455 272727

Boots Fareham: 0345 270 1600; www.bootshearingcare.com

***Sexual Health***

For any concerns relating to sexual health or contraception (including implants and coils), the following website will give you information on all the local services which provide support.

[www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk)

***Pregnancy***

If you are newly pregnant, you can self-refer to the local maternity team maternity team:

<https://www.badgernotes.net/SelfReferral/CareLocation/SHIP>

***Mental Health Support***

For difficulties with mental health iTalk is a talking therapy service in Hampshire to support people to improve their mental wellbeing. You can self-refer via their website or by contacting them by phone. They will usually offer an initial telephone assessment and following this support can be offered face-to-face, by telephone or video call or by using their online platform. They support patients aged 16years and over.

[www.italk.org.uk](http://www.italk.org.uk)

***Mental Health Support for Young People***

There are a number of local services which provide mental health support to young people (aged 5 years and over). A summary of the services available and how to access them can be found via Hampshire Youth Access:

Website: <https://hampshireyouthaccess.org.uk>

Phone: 02382147755

There are also some helpful resources on the Hampshire Children and Adolescent Mental Health Service (CAMHS) website, including information on self/parent referrals directly to the CAMHS team.

[CAMHS (hampshirecamhs.nhs.uk)](https://hampshirecamhs.nhs.uk/)

***Bereavement support***

For bereavement support, the following services are able to offer support.

www.winchesterbereavementsupport.org.uk

www.butterfliesbereavement.co.uk

<https://www.cruse.org.uk/>

For children’s bereavement support: Winston’s Wish: [winstonswish.org](https://www.winstonswish.org/)

***Drug and Alcohol Use***

For any concerns regarding drug and/or alcohol use, you can self-refer to the local specialist services led by Inclusion. You can complete a self-referral form via their website.

<https://www.inclusionhants.org/>

**Smoking Cessation**

For advice and support regarding stopping smoking. Please contact Smoke Free Hampshire

<https://www.smokefreehampshire.co.uk>

***Weight Loss***

For support with weight loss, you can self-refer to our local service – Gloji Hampshire

<https://hampshire.gloji.org.uk>

***Dental Conditions***

As GP’s we are not trained to assess or treat dental conditions or treatments and are therefore not medico-legally covered to provide this service. For any dental concerns, please contact your dentist; if they are unable to provide you an appointment which is required, they will be able to direct you to other services.

If you do not have an NHS dentist, then please contact 111 who will be able to direct you to an urgent dental service.

<https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/>

***Transport***

If you need transport to the surgery or other local services for an appointment, please call the local volunteer service - Bishops Waltham Care Group on: **07706167011**

If you need hospital transport for an outpatient appointment or treatment, please contact the patient transport team on: **0300 123 9833**

***Age Concern***

Local branch can be contacted on **01962 868545**

This team can support anyone over the age of 55 to help people find the services they need to stay living safely and independently at home. For example:

* Support with blue bade scheme
* Local groups
* Safety in the home
* Reliable tradespeople
* Meals on wheels
* Foot care
* Support with filling in forms and documentation