

HOOK SURGERY

NEWSLETTER

Winter 2004 Edition

We've Arrived!

Hook surgery finally moved into Merritt Medical Centre on 26th September after many years of planning. What a difference it makes! The building was not yet complete and we had a few problems with heat and hot water but gradually everything is being sorted out. We now have a modern building with much more space -and toilets! A big thank you for your patience and tolerance to all those who have been inconvenienced over this time. We hope most of the initial teething problems have been ironed out but more are sure to emerge over the next few weeks. Please help us by telling us if you think things could be improved. We welcome suggestions.

Official opening

14th January 2005

Mr Edward Davey MP will officially open Merritt Medical Centre at 2pm

on Friday 14th January 2005. Following this there will be an opportunity to have a tour of the building and a chat over tea and biscuits. Join us on this afternoon.

Look out for more modern technology!

Some time in December a new **touch screen** will arrive on the wall to the left of the door to the consulting rooms. This will enable you to check in when you arrive without having to speak to a receptionist and so should reduce the queues at peak times for those who do want to speak to some one. Remember you do need to check in either on the screen or with a receptionist so that we know that you have arrived and are ready to be called for your appointment. We will provide assistance to those using the screen for the first time but it is really quite simple and does **not** mean all your details are available to other patients.

Questionnaire

There will be a questionnaire available at our reception desk from 1st December for 3 weeks asking how we can improve our services to you. Please take the time to complete this and let us know what, in an ideal world, you would like from us. We will look seriously at all suggestions. If you do not tell us what you would like we cannot know.

Respiratory Evening

The PPG will be holding an information evening on **8th February 2005** on respiratory problems- mainly asthma and COPD (Chronic Obstructive Pulmonary Disease or Chronic Bronchitis) Dr Chinewundoh, the new respiratory consultant at Kingston Hospital, will talk to you about looking after your chest and the use of inhalers. There will be information on smoking cessation and an opportunity to measure your lung function. If you or a family member has a chronic lung condition, or if you just want to know more please come to this meeting.

Minor Ailments

Some of you have taken part in the minor ailments pilot scheme where if you are suffering from one of a list of minor ailments you can get advice and an NHS prescription from a pharmacist taking part in the scheme

without ever having to visit the surgery. This scheme is being extended for a further 6 months. If you have one of the following problems and are aged over 2 you can phone our receptionist for a reference number and attend one of the chemists listed for advice and a prescription (if they think you need it). If, when you get to the pharmacy, they find that you should be seen at the surgery we will see you as a priority according to the ailment (a fever is more urgent than a wart!)

- Acne
- Athlete's foot
- Cold
- Cough
- Diarrhoea
- Headache
- Head lice
- Hay fever
- Mouth ulcers
- Nasal congestion
- Sore throat
- Threadworms
- Thrush
- Warts and verrucas.

Come and see our new Health Care Assistant!

Janet Wilkie has now been with us 3 months and has completed much of her training. Janet is now a fully qualified phlebotomist and the majority of blood tests will be booked with her or Linda Byrne.

Janet also takes ECGs, BPs and does weight checks on those trying to lose weight. She sees many of the new patients for their initial health check. Janet has 4 surgeries a week – on Monday, Wednesday and Thursday mornings and a Friday evening. Janet is also undertaking an NVQ course in health care and will be taking on new tasks as her training progresses.

We are really very lucky to have Janet and know that patients will appreciate her pleasant manner and skills.

Walking for Health

A recent article in the British Medical Journal said – walking 2 miles per day can help prevent dementia!

If you would like to improve your fitness and protect your mental health why not try the ‘Kingston Walking for Health Scheme’?

Trained walk leaders offer walks for all levels of fitness from those used to moderate walking to those with limited mobility. All you need is a pair of stout shoes, a waterproof jacket and water. Please bring your medication if you are likely to need it.

All walks are circular and start and end close to public transport and parking facilities.

Some examples:

Richmond Park weekly walk on a Tuesday at 10.30

Hogsmill Walk every other Sunday at 2pm

Claremont Gardens weekly at 1.15-2pm on Thursdays. This is a short accessible walk for those who haven't walked for a time or have limited mobility and lasts 1 hour at a moderate pace.

If you would like to know more watch out for the schemes leaflets and newsletters in the surgery or contact Jane Reardon on 0208 547 5312 or jane.reardon@rbk.kingston.gov.uk Also contact Jane if you are interested in training as a walk leader.

Epsom and St Helier

Hospitals Redevelopment

You may have seen some publicity in the local press about the redevelopment of these two hospitals on one site. The PPG has written to Mrs Lorraine Clifton Chief Executive of the Trust and the Chairperson of the Trust Board to point out the possible implications for patients in this area.

A REMINDER OF BUSES TO MERRIT MEDICAL CENTRE

K4 arrives at 11 and 41 minutes past the hour.

Leaves Hook Library at 8 and 38 minutes past.

Leaves Cap in Hand at 6 and 36 minutes past.

Leaves Surbiton Station at 39 and 59 minutes past.

NB The route is currently “Hail and Ride” after Merrit Gardens and the return bus passes shortly after 5 and 35 minutes past the hour. This service will be replaced with a fixed bus stop.

Bus Stop in Leatherhead Road (Approx 175 yards from the Centre)

.....

If you are interested in the joining the Hook Surgery PPG please fill in this slip.

Name..... Tel No

Address

.....

465 arrives at 8 and 39 minutes past the hour between 8 and 10 am and 3 and 33 minutes past the hour between 10 am and 5 pm. Leaves Hook Library at 6 and 37 and 1 and 31 minutes past the hour respectively.

467 arrives at 17 minutes past the hour and starts from Hook Library at 15 minutes past.

Bus Stops in Bridge Road (approx 550 yards from the Centre)

71 every 8 to 10 minutes.