**ARGYLL HOUSE SURGERY**

[**www.argyllhousesurgery.nhs.uk**](http://www.argyllhousesurgery.nhs.uk)

**SPRING 2019 NEWSLETTER**

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**Pharmacy First**

NO APPOINTMENT NEEDED! The demand on GP’s and other healthcare staff is increasing and putting immense pressure on practices. Your pharmacist is a qualified healthcare professional who can give you free treatment for many minor ailments. This service is suitable for the over 60’s, children and those who are entitled to free prescriptions.

For more self-care options please visit;

[www.nhs.uk](http://www.nhs.uk) [www.what0-18.nhs.uk](http://www.what0-18.nhs.uk)

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

[www.selfcareforum.org](http://www.selfcareforum.org)

**Appointment Time**

Please ensure you do not miss your appointment and turn up on time. If you are late for your appointment you may not be seen and will have to re book. Please do not bring a list of problems in for the GP. It may take the whole appointment to deal with just one problem. When you do arrive please make sure you check in with reception staff otherwise the clinicians will be unaware you have arrived and are waiting.

**Reviews**

Many patients need regular reviews for conditions such as diabetes, asthma, COPD, CHD and for medication. You will be notified by the surgery when these reviews are due. Please have any blood tests needed before hand and if requested, please bring a sample. These results are often an essential part of your review. This will help us to ensure your condition is being managed the best possible way and with the best outcome for you as the patient.

**Medication Name Changes**

Please be aware that doctors review all prescribed medication and you may find some have changed. Members of the Medication Management Team determine how

Medicine is used by the patient and NHS in the most cost effective way. This team works for the Isle of Wight CCG in partnership with the GP practices. If you have any queries regarding medication changes please contact us.

**Referrals**

Please note that referrals can be made for some procedures and treatments to Portsmouth or Southampton. The waiting time may be shorter and help may be available with the cost of travel. Please ask your GP during your appointment.

**Samples**

Please make sure your full name and date of birth is on any sample pots handed in with a completed form. If possible please bring any urine samples into surgery by 12pm to ensure a nurse is on the premises for testing and then if needed to send to the pathology lab the same day.

**Walk In Surgery**

This is every Friday afternoon from 14.30 – 16.30pm and is a ‘sit and wait ‘session. It is for ***urgent appointments only***. Please note that you will be asked by reception for a brief description as to why you need to be seen. This is so you can be assigned to the correct clinician and which maximises the efficiency of this emergency clinic and enables us to ensure that everyone is seen in a timely manner.

**Contact Details**

Please make sure we have up to date contact details for the whole family. This is vital for ensuring we can contact you in an emergency should we need to.

**Online Services**

Online services allow you to book GP appointments, manage your repeat prescription requests, view test results and view your medical records. Please speak to reception to get signed up.

**Letters and Forms**

We are getting an increasing number of requests for the doctors to write letters and complete forms for patients. For any requests a consent form will need to be filled out and can take up to 2 weeks to be completed. There will be a charge for this.

**Do Not Disturb Clinicians**

We have had a number of incidents recently where patients who have not got an appointment, have waited in the waiting room or on the landing upstairs and tried to speak to the clinicians as they go to call in other patients. This is not fair on the clinicians or other patients. You must make an appointment or speak to reception regarding any queries they have.

**Car Park**

This is a constant issue! Please park considerately and let reception know what car is yours if you are blocking other cars in.

**Blood Tests**

We do not take blood at the surgery. For routine blood tests you will need to go to Ryde Health and Wellbeing Centre in Pellhurst Road, Ryde. Opening times are Mon-Fri 8.30am to 13.45pm. If you are diabetic and requested to have fasting bloods, you will need to go to Pathology at St Mary’s Hospital, Newport. Opening times Mon-Fri 7.30am to 16.00pm. If you are non-diabetic and required to have a fasting blood test you can attend the clinic in Ryde.

**Travel Vaccinations**

If you are going abroad and need travel vaccinations, please make the appointment in plenty of time, if possible at least 8 weeks before you are due to travel, as quite often you can need a course of vaccinations that are given over a period of time.

**Bank Holidays**

We will be CLOSED on the following dates:

Bank Holiday Monday 6th May

Bank Holiday Monday 27th May

If you need medical advice over these days please call 111, see your local pharmacist or use the websites listed at the beginning of this newsletter for advice regarding self-care. If it is an emergency call 999.

**Out of Area**

If you and your family move out of area you will need to register with a new surgery. We can only accept patients who live within our catchment area with postcode PO32, PO33 and PO34.

**Forgotten Medication**

If you forget your medication whilst away in the UK and unable to wait until your return, please contact the surgery and we can ask the GP to send it electronically to a chemist near to you.

**Useful Numbers**

St Mary’s Hospital 524081

Ryde Health and Well Being Clinic 618444

Pathology 534765

Boots Chemist 562280 #3

Boots Tower House 562156

Gibbs and Gurnell 562570

Day Lewis Wootton 882473

Lloyds 563333

Tesco 0345 0269560 #2