

Salisbury Times



SPRING 2015

Spring has arrived at Alexander House Surgery



Surgery Staff News

We are pleased to announce that we have two new members of staff, Cynthia who has joined the reception team and Dr Jo Alexander, who will be seeing patients to help cover the increased demand for appointments over the coming year and so that our regular doctors can give our aged over 75 patients a little more time in their consultations.



dreamstime.com

Date for your Diary!

Fund Raising - Saturday 16th May

In order to help purchase items for the Practice not funded by the NHS, the Patient Participation Group will be holding a table top sale of cakes, books, plants and more.

This year's goal is to provide funding towards x2 Wall Diagnostic Stations for the GP's consultation rooms. The wall diagnostic stations house an ophthalmoscope and an otoscope used by your clinician to look into your eyes and ears.



Please support our cause by either donating items for the sale or by buying one of the many delights that will be on offer on the day!

Top Tips for patients to help you get the most from your appointment at the surgery.

- **Ask yourself** how important is it that I am seen quickly, or would I be better waiting for an appointment with a particular GP? If you have a long term condition you'll probably benefit from a GP who knows you. Do I really need to see the GP or could the nurse or pharmacist help me?
- **Don't be put off by a GP who runs late** they may be spending needed time with patients. One day you may appreciate them running late for you.
- **It's tempting to bring a list of unrelated problems** but consider what's achievable in 10 minutes. 4 problems in 10 minutes – that's 150 seconds each. It's often better to come back again and spend more time on a problem rather than squeeze as many as you can into one ten minute appointment.
- **Before you see the GP** work out in your own mind what you're worried about and highlight any particular concerns. Consider preparing short notes including how you would describe your symptoms.
- **Get to the point**, don't beat about the bush and don't keep important issues until the end.



Falls are the main reason why older people lose their independence.....

Are you at risk?

Did you know about Frimley system Falls and Falls Prevention Project ie WALC?

Simply call 0845 241 7201 and after taking some basic details the team will arrange for one of their experienced therapists to call back at a mutually agreeable time.

FEEDBACK ON YOUR SURGERY!

The Practice is always looking for ways that we can improve your experience at the Surgery and we have a Patient Participation Group which meets bi-monthly with members of the Practice. There is also a 'Virtual Group' which receives copies of the agendas and minutes and provides feedback via email.

Have your say and get your views heard.

Join our 'Virtual Patient Participation Group' - your input is welcome!



To register your interest in joining our Virtual Patient Participation Group and for information on becoming a member please contact:

Martin James Tel: 01252 544697 or email martinjean@ntlworld.com

This news sheet is produced by The PPG (Patient Participation Group).

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