



SurgeryNews bulletin

Working in partnership with all our patients, providing high quality care in a professional, safe and friendly environment

TELEPHONE SYSTEM UPGRADE

There will be an upgrade to the Surgery's telephone system on **Wednesday 27th November** in the afternoon. It is hoped that the system will 'go down' for no more than 15 minutes when it 'goes live' but please be aware that this may take longer if problems occur.

There will be some changes, to what you will hear when you call and additional options have been added to ensure you are directed to the most appropriate service for your call.

All calls will be recorded for training and monitoring purposes.

The Friends of Fordingbridge Surgery patient group have been involved in the implementation of this new system for the benefit of patients. We are absolutely delighted that they have funded the upgrade!

ALTERNATIVE WAYS TO BE 'SEEN'

For a quick and easy way to consult with your GP without an appointment, please visit our website www.fordingbridgeps.co.uk for access to our online consultation service; WebGP, also known as eConsult.

You may be offered an extended access appointment outside our normal working hours at Ringwood or Lymington with a GP, nurse practitioner, practice nurse, mental health practitioner or physiotherapist.

The extra funding for primary care has been given by West Hampshire CCG to provide these additional appointments for our patients to utilise so please use them.

Many things can be managed without you needing to visit the doctor. Take a look at usetherightservice.com (detailed below) or the NHS app for advice about different ways of managing your health concerns.

Use the Right Service



 Self Care Care for yourself at home Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 Pharmacy Local expert advice Minor illnesses Headaches Stomach upsets Bites & stings	 NHS 111 Non-emergency help Feeling unwell? Unsure? Anxious? Need help?	 GP Advice Out of hours: Call 111 Persistent symptoms Chronic pain Long term conditions New prescriptions	 UTCs Urgent Treatment Centres Breaks & sprains X-rays Cuts & grazes Fever & rashes	 A&E or 999 For emergencies only Choking Chest pain Blacking out Serious blood loss
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The [NHS app](#) can be used to get self-help advice, request an online consultation with your GP, manage appointments, order prescriptions or view medical records.

If you require URGENT CARE and cannot wait to see your GP, there are a number of places where you can access treatment or health advice.

NHS 111 – if you are unsure how to treat your condition, ring NHS 111. Information is also available at <https://111.nhs.uk/>

Urgent Treatment Centres across Hampshire

- [Andover War Memorial Hospital](#)
- [Lymington New Forest Hospital](#)
- [Royal South Hants Hospital \(Southampton\)](#)
- [St Mary's Urgent Treatment Centre \(Portsmouth\)](#)



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REGISTER FOR SystmOnline TODAY

Would you like to benefit from the following online services?

- Order repeat prescriptions
- Book appointments
- View and cancel appointments
- View results
- View parts of your record
- Send and receive secure messages

Please speak to a receptionist if you would like to know how you can register for SystmOnline.



NEW TEAM MEMBER



We have recruited a new **Operations Manager.** Kelly Doris joined the team on 25th November. We wish Kelly every success and are delighted to have her join the team.

COUCH TO 5K

Have you tried Couch to 5K? It is designed to get you off the couch and running 5km in just nine weeks. The plan involves three runs a week with a rest day in between and a different running schedule each week. Produced with the BBC, the app builds you up gradually with a mix of running and walking.

www.nhs.uk/live-well/exercise/get-running-with-couch-to-5k/

Please complete this form if you have changed your contact details and/or consent to the surgery contacting you

Address:	Home telephone number:
	Consent to leave an answerphone message Yes <input type="checkbox"/> No <input type="checkbox"/> Please tick one
Mobile number:	Email address:
Consent to communicate by SMS (over 16's only) Yes <input type="checkbox"/> No <input type="checkbox"/> Please tick one	Consent to communicate by Email (over 16's only) Yes <input type="checkbox"/> No <input type="checkbox"/> Please tick one

Please Nominate a Pharmacy	Please Tick One
Fordingbridge Surgery Dispensary (only available for patients living more than 1 mile in a straight line from the nearest pharmacy)	
Lloyds Pharmacy	
Fordingbridge Pharmacy	
Other Pharmacy – please specify	

Signature _____

Print Name _____

Date of birth _____

Please cut/tear off this section and hand to a member of Fordingbridge Surgery staff, thank you.