



THE SWAN SURGERY
Caring for you, by knowing you.

Swan Medical Group

Newsletter— Autumn 2018



www.swansurgery.co.uk

www.liphookvillagesurgery.co.uk

Flu Clinics are coming, please contact us to book your slot

Patients who are eligible are able to walk in at any time and request a flu vaccination. The people eligible for flu vaccination this year are:

- Carers
- All pregnant women
- All children aged 2 or 3
- All patients aged 65 and over
- Any at risk children from 6 months old
- Patients with a BMI of 40 or more aged 18 years and over
- All patients of any age in a clinical risk group (these are underlying health conditions such as Heart, Kidney, Liver, Lung Disease, COPD, Diabetes, Compromised immune systems).



Our annual clinics are:

Swan Surgery:

Saturday 29th September (8-11am)

Saturday 3rd November (8-11am)

Liphook Village Surgery:

Saturday 6th October (8-11am)

Saturday 3rd November (8-11am)



Introducing the new Telephone Hub



We are delighted to announce that we have now installed a new telephone hub for the Swan Medical Group. The hub answers calls from both of our sites and this new system will clearly explain the various options that are available to you when you call in, plus it informs you of your positioning in the queue.

We have a larger team of staff answering these calls now, plus we are also able to monitor our incoming call figures to help deal better with the demand, so patients should find call waiting times in the queue are reduced.

The hub will continue to improve and develop over time, so all patient feedback is greatly appreciated, please do let us know your thoughts.

Swan Medical Group are delighted to announce that we will be taking part in the

Macmillan Coffee Morning during:

Monday - Wednesday
the 24th - 26th



WE ARE
MACMILLAN.
CANCER SUPPORT

Introducing Dr Emma McEvoy



I have recently moved to the area from Bath with my husband and young daughter. I went to medical school at the University of Sheffield and completed my junior doctor training there. I then moved to Bath to complete my GP training and I have been working at a practice in Somerset for the last 3 years. I have a particular interest in women's health. Outside of work I enjoy walking, singing, listening to folk music and exploring the Great Outdoors in my free time.

Welcome Back Dr Fiona Jacklin

We are pleased to say that Dr Fiona Jacklin is returning to her usual role at Swan Surgery on 24th September, after her 6 month sabbatical.



Thank you Dr Belinda Lewis-Jones

Dr Belinda Lewis-Jones, who has done a great job of being Dr Jacklin's locum during this time, will be finishing with us this Friday 21st September. However we're pleased to announce, that Dr Lewis-Jones will be returning to join our practice team on a permanent basis and will be working part-time at Swan Surgery from 6th November onwards.

Spread the word... there's a new Defibrillator located at The Swan Surgery!

At the start of the year, Swan Medical Group began working in partnership with newly formed organisation Saving Lives Together whose movement provides free CPR and defibrillator awareness for the general public in an effort to improve outcomes following out of hospital cardiac arrest (OHCA). One of the reasons for our poor chances of survival can be directly attributed to low bystander CPR rates and lack of confidence using a defibrillator. Following some discussions within the surgery in Petersfield, we decided to install a cabinet so that a publicly accessible defibrillator be available for anyone even during the times when Swan Surgery is closed. This will be installed on 24th September 2018 and be placed on the wall outside the surgery between Boots midnight and the surgery. It will be registered with the ambulance service so that if in the event of an emergency, the call handler can direct members of the general public to it. We are thrilled to be able to offer this to the general public and while we hope that it does not have to be used, it is great that it is there should it be required and hopefully help save a life. For more information or to book trainings contact info@savinglives-together.co.uk.



Introducing the new East Hants Home Visiting Service

Our practice is at the forefront of a new home visiting service which will provide you, our patients, with:

- an improved and more efficient service
- a faster response when you have an urgent – but non-emergency - health need

We are working with other local GP practices to provide this combined service for you. This service has gone live in our area and operates on weekdays. It will help us if you can contact us as early in the day as possible should you require a home visit. Home visits remain an exception, not the norm. To find out more, pick up a leaflet in reception or visit our website. Thank you!



Congratulations Lauren!

Our wonderful administrator Lauren got married on Friday 21st September. We hope you had a truly wonderful day and enjoy your honeymoon.

