

Victor Street Surgery

ISSUE 2

JUNE 2019

June Newsletter

Triage System

Surgery Opening hours

Monday - Friday
08.30 - 18.00

Please note that we close for Lunch between 12.30 - 13.30

We are accessible by telephone between 08.00 - 18.30 & for Emergencies only between 12.30 - 13.30

E.P.S.

Don't forget to sign up for our electronic prescription service.

Complete a sign - up Form at Reception today!

Once your Prescription has been signed by your GP it will automatically arrive at your local Pharmacy of Choice.

Welcome to our latest Newsletter!

Introducing New Triage System

If you have contacted the Surgery recently, you may have noticed that we have made some changes to our Same Day Duty Clinic.

We no longer operate a Same Day Sit & Wait Clinic. Instead, when you contact the surgery, we have trained our team of Receptionists to ask you for a brief nature of your symptoms in order to signpost you to get the appropriate help you require with the best possible person/service for your particular needs.

This could include booking an appointment with a GP, ANP, Nurse or signposting you to your local pharmacist, Minor Injuries Unit, A&E or even directing you to use our e-consult online or self referrals that are available.



There are many services available and it is not always appropriate for you to be booked to see your GP in the first instance.

Where the Receptionists feel you require input from a GP, they may offer to book you a telephone triage appointment on the same day with our Duty Doctor. The Doctor will assess your needs during this telephone appointment and decide on the best course of action and next steps to help you.

This will result in either a same day or routine appointment being offered to you if required. They may even be able to help you over the telephone without the need of a face to face appointment!

Why have we introduced this system?

We used to have a large number of Patients attending our same day sit & wait clinic's daily with often long waiting times for Patients to be seen.

We recognise that when patients are acutely unwell, the last thing they want to do is endure a long wait in our waiting room waiting to be assessed by a GP.

By introducing the triage system, we are able to call you from the comfort of your home, we are also able to speak to everyone who feels they need to speak to a GP on the same day, putting a plan in place to give you the appropriate help you require as well as being an easier system for the GP to manage.

It is important that you ensure that you keep the Surgery updated of any change of contact numbers as the Doctor will need this to call you. Regrettably, we are unable to give you a specific timescale in which you can expect your call from the Doctor, though in most cases they will call you back shortly.

We would ask that you try to make sure you are available to take the telephone call, however we do understand that it may not always be possible, so if you miss a call we will try once again. If you think that you have missed a call, please contact the surgery and we can check this for you.

Don't forget e-consult!
www.victorstreetsurgery.nhs.uk



Services available in Southampton

With so many local services available, it can prove difficult to work out which ones are best for you. We have compiled a list of the local services available that we hope you will find useful.

If you would like any further advice regarding any of these services, please speak to a member of our Reception team who will be happy to guide you.



Musculo-skeletal Injuries

You can now self-refer to see a Physiotherapist on the NHS. This service is available only to those over the age of 16 years. You can find the referral forms online forms.solent.nhs.uk/msk

You can also self-refer via Southampton Primary Care Ltd (SPLC) Hub Physiotherapy Service for a 40 minute 'see & treat' appointment. You may be given a programme of exercises to help with your recovery. You can refer by calling **02380 170611** or completing an online form at: southamptonprimarycare.org.uk/patients/services/physiotherapy/physiotherapy-self-referral-form

Emotional Wellbeing

Steps 2 Wellbeing

For patients suffering with low mood/ depression, anxiety or stress, Steps 2 Wellbeing is a free, confidential, NHS service, for people aged 18+. They provide a service in Southampton, for people registered at a Southampton based GP surgery an offer treatment for these conditions. Their contact number is **0800 612 7000**.

You can find them online at: www.steps2wellbeing.co.uk/support/southampton Alternatively, please arrange an appointment with a doctor to discuss your concerns further.

Podiatry Drop in Service

The Podiatry Drop in Service, for anyone who requires information or advice.

Do you have problems with your feet? You may find it useful to talk to a podiatrist at one of the local drop in sessions.

Drop in session run from 9am to 12pm and 1.30pm to 4pm at the following location - please be aware that no treatment will be undertaken unless considered an emergency:

Contact number (single point of access): 0300 300 2012

Adelaide Health Centre, Western Community Hospital, William Macleod Way, Southampton SO16 4XE

Dates for 2019/20

Monday 10th & Monday 24th June 2019

Monday 8th & Monday 22nd July 2019

Monday 5th & Monday 19th August 2019

Monday 9th & Monday 23rd September 2019

Monday 7th & Monday 21st October 2019

Monday 4th & Monday 18th November 2019

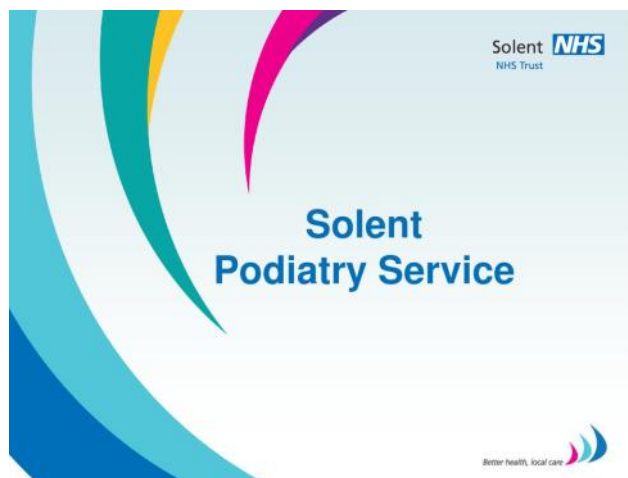
Monday 2nd & Monday 16th December 2019

Monday 30th December 2019 (morning only)

Monday 13th & Monday 27th January 2020

Monday 10th & Monday 24th February 2020

Monday 9th & Monday 23rd March 2020



TARGET Training

Our Next Surgery Closure is Wednesday 10th July 2019 when we will close at 12.30pm

Services available in Southampton continued.

No Limits

For our younger patients, you can access an alternative service called No Limits.

You can pop in to their Advice Centre without making an appointment and speak in confidence to one of their trained workers about bullying, stress, anxiety or anything else that is affecting your emotional health and well-being. They may be able to support you to deal with some of the issues that are worrying you. Relationships, housing, money, health, substance use for example.

They can also provide you with weekly Counselling sessions, where you can talk to the same counsellor each week

about anything that is bothering you. If you are aged 13-19 and suffering with confidence or anxiety issues, you can meet with other people facing similar issues at their 'Teen Safe House group.'

The telephone number for No Limits is **023 8022 4224**. Their Advice Centre is at **13 High Street Southampton, SO14 2DF**.



Life Changes Counselling



Life Changes is a community counselling service situated in Central Southampton, which is independent, confidential, and open to all individuals over 18. Their telephone number is **023 8040 5569**

Drugs & Alcohol Misuse

Southampton Drug & Alcohol Recovery Service (DARS) - Drop in centre runs at The Carronades, 2 New Road, Southampton SO14 0AA. Telephone **023 8071 7171**

Alcoholics Anonymous If you need help with a drinking problem either phone the national help line on **0800 9177 650** or contact by email: help@aamail.org

DASH (Drug & Alcohol Service for young people) **02380 224224**

FRANK - friendly, confidential drugs advice call **0300 1236600**, text **82111**, email

www.talktofrank.com/contact

Victims of Crime, Violence and Abuse

IRIS Southampton - supporting victims of Domestic Violence. Telephone: **023 812 0744**

National Centre for Domestic Violence Telephone: **0844 8044 999**

National Domestic Violence Helpline - 24 hours helpline. Freephone: **0808 200 0247**

Respect - help & support for men who suffer from Domestic Violence, and also for perpetrators of Domestic Violence. Freephone: **0808 802 4040**

Survivors UK - help for male rape & sexual abuse. Telephone: **020 3598 3898** (Monday-Friday, office hours)

Sexual Health, Sexuality & Contraception

Let's Talk About It - Southampton GUM Clinic - get information and access to local sexual health clinics. You can order home self-test kits for commonly screen STIs here. Telephone **0300 300 2016**

The Firgrove Centre - for anyone facing an unexpected pregnancy, thinking about abortion or experiencing emotional difficulties following an abortion, miscarriage or baby loss. **023 8078 3134**

No Limits - this is a service designed for young people **023 8022 4224**.

Chrysalis GII - charity offering support for those with gender identity issues. **01489 589111**

Minor Injuries Unit

0333 999 7613

Royal South Hants, Brintons Terrace, Southampton SO14 0YG

Monday-Friday 7.30am-10.00pm, weekends and Bank Holidays 8.00am-10.00pm (last patient accepted at 9.30pm). Patients are treated in order of priority rather than order of attendance.



Healthier Living

If you would like help & advice to stop smoking, loose weight, exercise etc. you can find information on our website www.victorstreetsurgery.nhs.uk/info.aspx?p=2

NHS Live Well Campaign www.nhs.uk/live-well

Diabetes Southampton Everybody in Southampton with diabetes should have a clear idea of what they need to do to manage their diabetes and this site has been built as a clear, helpful and easy way to help you with your care. www.diabetessouthampton.co.uk

Bereavement

If you have been recently bereaved, we appreciate the difficulties and challenges that you may be facing. Here are some services you may find helpful:

Simon Says

www.simonsays.org.uk (*Simon*)
01794 323934

Cruse Bereavement Care

www.cruse.org.uk 0844 879 3448

**Bereavement Care and Support
Southampton General Hospital**
023 8120 4587

Births, Marriages & Deaths
6A Bugle St, Southampton SO14
2LX. 023 8063 1422

Older People

Age UK Southampton - a local charity providing support and services to older people living in Southampton. 023 8036 8636

Alzheimer's Society - southampton@alzheimers.org.uk
023 8061 0159

Communicare - a friendly, local charity that enriches the quality of the lives of lonely & isolated people in & around Southampton. 023 8021 6016

Dementia UK - Helping families face dementia. 0800 888 6678

**Southampton City Council
Health & Social Care** - includes access to services such as setting up a key safe and Careline (home pendant alarm).
023 8083 3003

Cancer

Cancer Research UK - 0300 123 1022

Macmillan - Macmillan are able to support you and help you take back some control in your life with a diagnosis of cancer. From help with money worries and advice about work, to someone who'll listen if you just want to talk, they are here. 0808 808 00 00

Wessex Cancer Trust - regional Charity and organisation who are equipped to provide information, support and a listening ear. They have a team of specialist counsellors there to help deal with the emotional impact of cancer and access to complementary therapies aiming to improve wellbeing, help with pain management and increase self-confidence.
023 8051 6576

Housing & Debt

Citizen's Advice Bureau - Free, independent, impartial advice and information on most subjects to the people of Southampton. 023 8022 1406

Homeless and Housing Advice - 023 8083 2254

Step Change - Debt Charity 0800 138 1111

Surgery Telephone System

We receive lots of feedback from our Patients about our telephone system, mainly concerning the queuing system. We typically have 4 members of Staff answering calls in the morning, however our telephones are particularly busy between 8.00 am - 9.30am, so if your call is not urgent, you may wish to try calling outside of these times. On average we take in excess of 300 calls a day, the majority of these are within the first 2 hours! Our Staff work very hard to get to your call as quickly as possible, however you can help us by calling for test results and general enquiries later in the day to free the lines for those requiring Same day appointments and Home Visits.