



# newsletter **SUMMER 2017**

### WELL, IT LOOKS LIKE SUMMER'S HERE! DID ANYONE SEE WHAT HAPPENED TO SPRING?

Like the seasons, at Holly Tree "the times they are a-changin.." (Bob Dylan). Dr Adams and I have both reduced our sessions (please see website for details), which has enabled us to take on a new doctor at Holly Tree Surgery.

Dr Victoria Collins is well known to many of you, having previously been attached to the surgery as a GP Registrar for three years. We are absolutely delighted to welcome her back to the Holly Tree team and wish her many happy years at the practice.

Holly Tree Surgery is growing! Many new patients are joining us, which does mean that at times we get quite busy. Please bear with us at such times.

It is great to see more and more patients at the Alice Holt Park run on Saturday mornings, but you don't have to beat me every week!

A big "thank you" to all those who have donated to my son Ollie's fundraising for his scout trip to Zambia, where they are helping to build a school.

Finally, please remember the three secrets to good health:

1. Exercise
2. Exercise
3. Exercise

Wishing you a great Summer from Dr Rob Price.

### GOING TO UNIVERSITY?

Did you know that when you go off to university you will automatically be registered with a GP affiliated with the university and that GP becomes your first port of call. During the holidays when you are back home you can be seen by your local GP but you will need to register there as a temporary resident. Please allow 24 hours after completing your temporary resident registration forms before seeing a Doctor/Nurse.



### HAY FEVER

The sun is shining and most of us are looking forward to summer. However, it is also that time of year when up to one in five people in the UK are affected by hay fever, a common allergy to pollen.



95% of hay fever sufferers have an allergy to grass pollen.

However, there are different pollens which are produced at different times. Tree pollens tend to affect people from March to May (late spring to early summer), and the grass pollen season is around May to July (late spring to early summer); with weed pollens overlapping, affecting people from early spring to early autumn.

Symptoms of hay fever vary from person to person, but the most common hay fever symptoms are: runny, itchy and/or blocked nose, sneezing and itchy eyes.

You are more likely to develop hay fever if you already have asthma or eczema, and these conditions can be made worse by hay fever.

It is impossible to avoid pollen totally, so hay fever treatments may be needed. Most treatments are now available from your pharmacist, without a prescription. These include: Antihistamine tablets, antihistamine or steroid nasal sprays and eye drops.



The Met Office provides a pollen forecast. If the pollen count is high, take preventative measures before leaving the house.

If in doubt, please ask your pharmacist or doctor for advice.

**dates to remember**

Please note the **surgery will be closed** on:

**August Bank Holiday – August 28<sup>th</sup>, 2017**

## ELECTRONIC PRESCRIPTION SERVICE (EPS)



This service is primarily for patients who do not collect their medication from us – “non-dispensing patients”.

Once you have requested/ordered your repeat medication, you no longer have to re-visit the practice to pick up your paper prescription. Instead, your GP will send it electronically to the chemist you choose, saving you time. You will have more choice about where to get your medication from because it can be collected from a pharmacy near where you live, work or shop.

### How can I use EPS?

You need to choose where you want your GP to send your electronic prescription. This is called “nomination”. You can choose:

- A pharmacy
- dispensing appliance contractor (if you use one)

### Can I change my nomination or cancel it and get a paper prescription?

Nomination is very flexible and can be changed or cancelled at any time. You can do this by either:

- asking a member of staff at any pharmacy or dispensing appliance contractor, or
- asking a member of staff at your GP practice.

Tell them before your prescription is due or your prescription might be sent to the wrong place.

If you don't wish to use nomination for a particular prescription, you should let your GP practice know before the prescription is issued.

### Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will only be seen by the same people who see your paper prescription now.

You can check your nomination status at any GP, pharmacy, dispensing appliance contractor or dispensing GP practice that offers EPS.

### Did you know...

If you are on repeat medications you can request/order these online. Why not pick up an Online Services Application Form when next in the surgery. Complete the form, provide a form of photo identification and the dispensary team will provide you with instructions on how to sign-up online. (Regrettably, this service is not available to those under the age of 16). Unfortunately we are not permitted to take requests for repeat medication over the telephone for patient safety and legal reasons.

## DISPENSARY NEWS



Please remember to allow 48 hours (2 working days) before collecting your repeat prescriptions. Please also allow extra time to collect your repeat prescriptions after Bank Holidays.

In order to avoid wastage of medicines (there has been an increase recently) please only order the repeat prescription items that you require. All medication that is returned to us has to be destroyed. Please note that we can only accept the return of medication which has been dispensed from this surgery for disposal.

Thank you from the Dispensary Team.

## EXTENDED HOURS IN PRIMARY CARE

Nationally there is a project called 'extended hours in primary care' led by NHS England to look at the availability of GP services between 8am and 8pm on weekdays and at certain times during the weekend.

The Clinical Commissioning Group (CCG) is launching a new survey to understand local peoples' views on extended access to help shape these services and respond to local needs across the five localities (Farnham, Aldershot, Farnborough, Fleet and Yately) covered by the CCG.

This is the next stage in our Primary Care survey which was carried out last year, and we want local people's views to help us deliver services that meet their needs and improve access to GP services in each locality.

The survey has been divided into five local areas and we need people to complete the survey which lists the GP surgery they are registered with. The link for your locality is <https://www.surveymonkey.co.uk/r/FARNHAMLOCALITY>

Thank you for your assistance.

## LOST PROPERTY

Summer is finally here but we still have a lost property box overflowing with gloves and scarves; not to mention spectacles, books, a child's coat, sweatshirt and a colourful selection of umbrellas! Please do come and claim your lost items before we send them off to the charity shop.

**LOST  
PROPERTY**

## PARKING

We understand that it is sometimes very difficult to find a parking space in our small car park. We wish to be good neighbours to those who live close to the surgery and we kindly ask that you park considerately and with thought.

