

# LOXWOOD MEDICAL PRACTICE

*Your partner for a healthier future*

**JANUARY 2019 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING**

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*Inside this issue* ● REPEAT MEDICATION ● SELF CARE FORUM  
● RURAL NORTH CHICHESTER PRACTICE PARTICIPATION GROUP INVITATION

**To ensure we maintain a high level of patient safety and care, we have implemented a new procedure for repeat medication requests.**

We ask that you must allow **3** full working days for us to process your medication request. This is from the time we receive your request to the time your medication will be ready to collect.

Your request will not be processed for authorisation if we receive it more than **10** days before it is due, unless by prior arrangement or exceptional circumstances. If you

have completely run out of your medication, our dispensary staff will not be able to authorise your request instantly. A message will be sent to your GP and you will need to return to the surgery later to collect your medication.

For your safety our staff cannot accept any requests for medication over the telephone.

**Ways to request repeat medication.**

● Our preferred method is for you to register for SystemOnline. This online facility allows you to request your

medication as well as managing your appointments and viewing parts of your medical record. See our website for more details or ask at reception.

● Email us using the secure form on our website or send all your details to [loxwood.txt@nhs.net](mailto:loxwood.txt@nhs.net)

● Fax a message to 01403 752916

● By post

● In person to the surgery and drop your request into the red box next to the dispensary.



Have you seen our new look website? [www.loxwoodmedicalpractice.co.uk](http://www.loxwoodmedicalpractice.co.uk)

## RURAL NORTH CHICHESTER PPG *a collective patient voice*

**Invite you to attend a public meeting  
on Tuesday 26th February 2019**

**3.00-5.00pm at South Downs Centre, North Street, Midhurst GU29 9DH**

Local doctors and health professionals are looking at how health and care services could best support people in and around the local rural areas, now and for the future. They have already been working to improve the support for those who are frail and older within the community, and to introduce social prescribing support in GP practices for those who can benefit from linking with wider community groups and support.

The work is also taking into account the temporary closure of the community beds at the Bailey Unit in Midhurst Community Hospital, and what is really needed for the future in this area.

To reserve a place or for more information please go to [www.coastalwestsussexccg.nhs.uk/midhurst](http://www.coastalwestsussexccg.nhs.uk/midhurst)  
If you would like to know more about this work but can't attend the meeting, or you have a question about what is being looked at, please get in touch: [contactus.coastal@nhs.net](mailto:contactus.coastal@nhs.net)

Visit [www.loxwoodmedicalpractice.co.uk](http://www.loxwoodmedicalpractice.co.uk) for all our latest news and helpful information and policies

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## We are a Self Care Aware practice

### What is self care?

Self care is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions (like headaches, colds and flu) or living with a long-term health problem, such as asthma or diabetes.

As a Self Care Aware practice we are here to help you feel able to look after your own health when it is right for you. So, when you come in for a consultation, the doctors, nurses and healthcare assistants in this practice will talk to you about what you can do to help maintain and improve your health.

### Find out more about self care

Visit our website and click on the link 'self care' in the very bottom section of our home page.

### Did you know?

- The NHS belongs to all of us – help us to keep it working smoothly by turning up for appointments
- Every time you see a GP it costs the NHS £43, on average, for a consultation
- A visit to Accident and Emergency costs £112

### Self care for healthy living

Staying healthy is important for everyone, even if you are living with a long-term condition. This means eating healthily, exercising regularly, quitting smoking and drinking in moderation.

This practice runs weight management courses, smoking cessation clinics and alcohol awareness sessions that can help you live a healthy lifestyle. Speak to the practice team for more information.

If you are not sure what changes you can make to help improve your health, NHS Choices offers a LifeCheck. Just answer a few simple questions and LifeCheck can give you advice on what changes may help you [www.nhs.uk/live-well/](http://www.nhs.uk/live-well/)

### Self care for common conditions

Did you know that one in five GP visits are for common conditions, such as backache, headache or cough?

For most people, they are not a serious health problem – you just want to know how to relieve it and you want a treatment that acts fast. You also want to know how long you're going to suffer or what you should do if your symptoms change.

The good news is that self care can help you manage most of these problems. It may mean you don't have to spend time waiting to see your GP

### Find out more about self care for common conditions

The Self Care Forum has produced Factsheets to help you take care of the most common ailments. These provide useful facts about your condition, what you can expect to happen, how to help yourself, when you should see your GP and where to find out more information. Research shows people using these Factsheets felt more able to manage their common condition.

### Self care for long-term conditions

Did you know that if you are living with a long-term condition, you will spend, on average, six hours a year with a healthcare professional and the remaining 8,754 hours managing your health for yourself?

Living with a long-term condition brings challenges and it's important to have the confidence, support and information to manage your health. Self care can help you make the most of living with your condition, rather than avoiding or missing out on things because of it. Self care puts you in control.

Research shows that people with long-term conditions who take more control of their health feel more able to cope with their health problem, have better pain management, fewer flare ups and more energy.

We are committed to helping you live your life with a long-term condition.

We will also work in partnership with you to create the right care plan for your needs. It's important to think about what you want from a care plan – it can help if you know what you want to discuss with your GP.

### Find out more about self care for long-term conditions

There is a range of free courses aimed at helping people who are living with a long-term condition to manage their condition better on a daily basis please ask our nurses for more information.



[www.selfcareforum.org](http://www.selfcareforum.org)

Visit [www.loxwoodmedicalpractice.co.uk](http://www.loxwoodmedicalpractice.co.uk) for all our latest news and helpful information and policies