

# HEATHERVIEW AND FERNSIDE NEWSLETTER



Spring 2019

## HAY FEVER SEASON!

As the nice weather approaches, Hay Fever can strike! There is currently no cure for Hay Fever but you can do things to ease your symptoms when the pollen count is high.

### DO

- ✓ put Vaseline around your nostrils to trap pollen
- ✓ wear wraparound sunglasses to stop pollen getting into your eyes
- ✓ shower and change your clothes after you've been outside to wash pollen off
- ✓ stay indoors whenever possible
- ✓ keep windows and doors shut as much as possible
- ✓ vacuum regularly and dust with a damp cloth
- ✓ buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

### DO NOT

- ✗ do not cut grass or walk on grass
- ✗ do not spend too much time outside
- ✗ do not keep fresh flowers in the house
- ✗ do not smoke or be around smoke – it makes your symptoms worse
- ✗ do not dry clothes outside – they can catch pollen
- ✗ do not let pets into the house if possible – they can carry pollen indoors



Sourced from: <https://www.nhs.uk/conditions/hay-fever/>

## UPDATED PRACTICE WEBSITE

### New Season New website!

Have you seen our new look practice website:  
[www.heatherviewmedical.co.uk](http://www.heatherviewmedical.co.uk). We still have some updating to do but I'm sure you'll agree that the fresh new look is much better than our previous website.



**Over 65? Book your pneumonia vaccination today!**

## MISSED YOUR APPOINTMENT?

Did you know in March 2019, ??? patients did not attend their doctor or nurse appointment at the surgery, nor did they cancel the appointment. This means that appointment was not available for another patient to book.

If you cannot make your appointment, please call reception to cancel. Many thanks.



Heatherview Medical Centre and Fernside Surgery have recently merged with four other local practices to form a new, super partnership called Shore Medical.

The four other practices are:

Wessex Road Surgery  
Lilliput Surgery  
Parkstone Tower Practice  
Poole Road Medical Centre

There is information available in the waiting room or at Reception.

## eConsult is here!

Did you know that we have recently launched a new service called – eConsult. You can visit our website and contact your GP via a special eConsult online form, which features on the left or right hand of every page of our website, so you can't miss it! Your GP will then respond to you by 6.30 pm the next working day.

You can use this form for new problems, updating your GP regarding existing problems, admin queries such as extending a fit note, requesting a GP letter, or checking progress of any referrals etc. We believe this is going to revolutionise how you contact your GP (from the comfort of your armchair at a time that suits you!)

I'm sure you'll join us in our excitement regarding this fantastic new way to access your GP, bringing Heatherview Medical Centre and Fernside Surgery racing into 21<sup>st</sup> Century!



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## Did you know.....

Save money on NHS prescriptions by prepaying for them. You can pay a set price for prescriptions for 3 or 12 months, no matter how many you need.

A prescription costs £9.00 per item, but prepaying for an unlimited number of prescriptions is

- ❖ **£29.10 for 3 months**
- ❖ **£104 for 12 months**  
(or 10 Direct Debit instalments of **£10.40**)

<https://apps.nhsbsa.nhs.uk/ppc-online/patient.do>

## Update: Twitter

To communicate regularly with our patients we have recently set up a Twitter account. If you're a tweeter, do follow us: **@HeatherviewMed1**



## Spotlight on..... Dr Anna Reidy

Dr Anna Reidy doesn't remember a time when she did not want to be a doctor. She grew up with an anaesthetist father and initially wanted to be a neurosurgeon but swiftly gave up on this idea having found out how hard it would be!

She started her medical journey in Nottingham Medical School and qualified as a GP in Exeter in 2002. She joined Heatherview when Herbert Avenue merged in 2017 and has since enjoyed working in a bigger team.

In these challenging, changing times in the NHS, which are seeing the historical models of small, family GP Practices merging to create much larger health clinics, Dr Reidy is determined to continue giving her patients the best and most thorough care that she can.

Her hobbies include reading, either romance or murderous spy novels, running, eating fine food and drinking wine!

## Get fit for FREE!

### These boots are made for walking!

**Walking for Health Scheme:** We are England's largest network of health walk schemes: helping thousands of people across the country lead a more active lifestyle.

Our group walks are led by friendly, specially trained volunteers who are on hand to provide encouragement and support, and make sure no one gets left behind.

Our walks are short and over easy terrain. They are open to everyone, but are especially aimed at those who are least active.

**Where:** Different locations

**Cost:** Free

Find out more <https://www.walkingforhealth.org.uk/walkfinder>



## VIRTUAL PATIENT PARTICIPATION GROUP (PPG)

We have a 'Virtual' Patient Participation Group and are always hoping to recruit new members. As a member of the Virtual Group you will be emailed, occasionally, to ask some questions such as what do you think about our opening times, or the quality of the care or service you have received.

We will keep our surveys short so it shouldn't take too much of your time. We would very much like our group to have representatives from all age groups and ethnic backgrounds.

**Please ask Reception if you'd like to join!**



## Heatherview Medical Centre

2 Alder Park, Alder Road, Poole, BH12 4AY Tel 01202 743678

*Opening times: 8.30 am – 1 pm and 2 pm – 6.30 pm*

## Fernside Surgery

2a Hennings Park Road, Poole, BH15 3QU Tel 01202 673520

*Opening times: 8 am – 1 pm and 2 pm – 6 pm*

<http://www.heatherviewmedical.co.uk/>