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Welcome to

Dr. Adam Prewett



Dr. Adam Prewett joined the practice on 1st August as our first GP Registrar.

HOLLOW WAY IS NOW A TRAINING PRACTICE

Hollow Way Medical Centre has recently been accredited as a Training Practice for GP Registrars, who are doctors training to become general practitioners.

Dr. Martin Fleminger and Dr. Rob Bennett have trained to be GP trainers so will be primarily responsible for our trainees.

Our first GP Registrar from 1st August 2011 to 31st January 2012 is Dr. Adam Prewett (see left).

GP Registrars are fully qualified doctors and are supervised by other GPs in the practice. You may be offered an appointment with Dr. Prewett, but you can of course choose to see one of the other GPs if you prefer.

Occasionally, consultations may be video-recorded for educational purposes. This will only take place if you consent to it.

Please note that as a result of this change, we have had a room shuffle and Dr. Fleminger, Dr. Bennett and Dr. Prewett are now working upstairs.



New additions to our nursing team :

Kylie Urwin, Practice Nurse (left) and Jacqueline Wright, Health Care Assistant (right) Pictured with Vivien Gardner, Practice Nurse Team Leader

Race for Life 2011

On Sunday 26th June (a very hot day!), a team from Hollow Way Medical Centre (see right) ran or walked the 5K Race for Life in Oxford's University Park along with 7,000 other women in aid of Cancer Research UK.

Between them the team raised over £1,000. A donation box in the surgery also raised £50. Grateful thanks to everyone for their support.



WHAT TO DO WHEN YOU ARE ILL AND CANNOT WORK

SICKNESS CERTIFICATES

You do not require a doctors' sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer, the GP surgery or on the HMRC website at www.hmrc.gov.uk/forms.

EVIDENCE THAT YOU ARE SICK

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (Statutory Sick Pay).

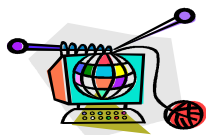
It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

STATEMENT OF FITNESS TO WORK

The 'fit' note was introduced on 6th April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

Making appointments and ordering prescriptions on-line



You can now make appointments and order repeat prescriptions from home via the practice website

www.hollowwaymedicalcentre.co.uk If you are interested in this service please ask the receptionist for details of how to register.

APPOINTMENT REMINDERS BY TEXT MESSAGE

We have recently started a trial of sending patients text message reminders the day before their appointments. We may also use texts to invite patients for health checks at a later stage.

It is obviously vital that we have your correct mobile telephone number for you to receive this service. Please let reception have your current mobile phone details so we can ensure it is correct on our computer system. There are forms on reception to complete.

If you would prefer not to receive appointment reminders by text message, please let the receptionist know.

HAVE YOUR SAY AT HOLLOW WAY!

Please join us in making Hollow Way the best practice possible for you

The Hollow Way Medical Centre team are setting up a 'virtual patient reference group'. This is a group of our patients we can **contact by email** to help us decide how to improve our surgery. We would like the group's help in deciding the questions for our **patient surveys** and in deciding **what actions we should take** as a result of those surveys. We would like to make the group as **representative** as we can of our population so will be selecting people from different backgrounds and with different health needs.

If you would like to be part of this process and would allow us to contact you with a few question now and again by email please collect a form from reception, nurse, doctor or any team member.

Looking after yourself!

What is Mindfulness? By Dr. Alison Maycock

What is Mindfulness?

Do you sometimes feel that your mind is working 19 to the dozen, that your head is about to burst, or that you can't stop worrying about something that has happened or is about to happen? For most of us the answer is probably 'Yes! That happens to me'.

Would you like to find a way to get some relief from this mental merry-go-round? To turn off the floodgates of worry? Again for most of us the answer is 'Yes, of course'. And indeed for most of us these experiences can be improved.

I am not talking about a magic wand or even a chill pill but something much more natural and organic. I am talking about learning to be more 'mindful' - that is: more aware of the here and now, and less preoccupied with the past and the future. Mindfulness helps us to get the most out of our lives, and reduces the time and the energy we spend having fretful conversations 'inside our own heads'.

How do we achieve this reduction of modern stress? Well, by practising the very ancient art of meditation. There are various guided meditation CDs available that help us do this. The starting point is setting aside a regular amount of time - maybe only 10 minutes - whenever we can. Every day is great, but once or twice per week is better than nothing.

During this time we sit quietly and notice our own breathing. Then we become aware of other bodily sensations and gradually move on to noticing our thoughts and feelings. Doing this helps us slow down and relax. It also helps us become less caught up with our worries and a bit more tuned into what is happening right now around us. It can be a great help for sleep problems too.

Here's an exercise to try. Sit on an upright chair in a quiet room with phones turned off. Close your eyes and listen to and feel your breath - on its way in and on its way out. Breathe slowly but naturally. What can you feel in your nose? In your chest? In your tummy? What can you hear? Can you feel the floor under your feet?

Keep listening to and feeling your breath. Try this for 10 minutes. How do you feel afterwards? I bet you feel calmer and more relaxed than when you started and even more alert. Go on, give it a go! There are some good CDs that can talk you through this if you would like to do more. Try John Kabat Zinn - Mindfulness for Beginners. And good luck!

Computer in the waiting room

You may have noticed that there is a computer terminal in the downstairs waiting room. This is for you to use, (though use is restricted to appropriate sites!). We want it to be an educational tool to help you learn more about the services we offer by browsing our website, and to provide information on a range of medical conditions, from diabetes to Dengue fever, or other health related topics.

You may have some specific questions about a medical condition that affects you, or you might want to know more about healthy living.

There are a number of useful sites you can access from our home page, such as www.patient.co.uk which has lots of advice sheets, for example on eczema, NHS Choices at www.nhs.uk which has a huge variety of information or www.dippex.org.uk where patients describe their own experience of having a variety of medical conditions.

We would like to encourage as many people as possible to try this. If you've not used a computer before, please ask one of our receptionists who will happily show you how to use it.

Flu vaccinations—it's that time again!

Flu is a viral infection that can affect us at any age and strikes mainly during the winter months. We catch it by breathing in droplets from the air that contain the virus. Flu is highly infectious, the symptoms start to develop over one to three days later, with the first signs being headache, a sore throat and runny nose, aching muscles, fever and shivering. Anyone can get flu, however you're more vulnerable to its effects if you have one or more of these conditions or fall into the following groups, and the Department of Health recommends that these patients receive flu immunisation:

Chronic respiratory disease, asthma, chronic heart disease, chronic kidney disease, people aged 65 and over, carers and pregnant women

If you are in one of the above groups, please make an appointment to have a flu jab. Clinics are being held throughout October and November.

HOLLOW WAY MEDICAL CENTRE
HOW TO CONTACT US:

18 Ivy Close

Cowley Oxford, OX4 2NB

Phone: 01865 777495 Fax: 01865 771472

Email: hollowwaymedicalcentre@nhs.net

Website: www.hollowwaymedicalcentre.co.uk

District Nurses: 01865 777203

Health Visitors: 01865 788893

SURGERY TIMES

The Medical Centre is open from 8.30 a.m. to 6.30 p.m. Monday to Friday. Surgery times are normally: 8.50 a.m. to 11.00 a.m. and 3.30 p.m. to 5.30 p.m. We are also open one evening a week until 8.30 p.m. on a Monday or a Thursday.

Dr. Fleminger	Mon a.m. Tues a.m., Wed, Thurs, Fri
Dr. Goldman	Mon, Tues am, Thurs a.m.
Dr. Bradbury	Tues a.m., Thurs, Fri
Dr. Chapman	Mon, Tues p.m., Wed, Fri a.m.
Dr. Bennett	Mon, Tues, Wed, Fri a.m.
Dr. Maycock	Mon a.m., Tues, Thurs
Dr. Prewett	Mon-Fri

APPOINTMENTS

Routine appointments are for 10 minutes and can be booked up to 2 months in advance. We aim to offer you a routine appointment within 48 hours.

Telephone appointments are an alternative to a face to face consultation with a GP or practice nurse. Book with the receptionist who will give you a time slot and the GP will aim to ring you back within 1 hour of that time.

Same Day Appointments are for problems which need to be seen the same day, you should phone the surgery as soon as possible after 8.30 a.m. and the duty doctor will telephone you to assess your problem, and will ask you to come down to the surgery if necessary.

Nurse appointments are available daily from 8.50 a.m. to 5.50 pm.

Phlebotomy appointments are available Monday to Friday from 1.00 p.m. to 2.00 p.m. Appointments for taking fasting bloods are available on Tuesdays 8.45-9.45 and Fridays 8.30-10.30

Health Visitor appointments are available via your HV

Midwife appointments are on Tuesday & Thursday mornings and are booked either through reception or your midwife.

Counsellor appointments are arranged through your GP

Who's Who at Hollow Way Medical Centre

Doctors	Receptionists	District Nurses	OUT OF HOURS SERVICES
Dr. Martin Fleminger	Christine Clarke	Laurienne, Emma Rebecca	If you need a doctor out of hours—i.e. after 6.30 pm. in the evenings or at weekends, please telephone the out of hours service, OXEMS, on 0845 345 8995 . Alternatively you can telephone the surgery on the usual number 01865 777495 and you will be directed to OXEMS. OXEMS is based at East Oxford Health Centre in Cowley. Please note that this is not a drop-in centre and you will need to telephone first on the above number. In response to your call, you may be given telephone advice by a doctor, be asked to attend the OXEMS base or a doctor may come to your home to visit you.
Dr. Debbie Goldman	Michelle Dennehy	Health Visitors	
Dr. Louise Bradbury	Ann Maloney	Cathy Bond	
Dr. David Chapman	Penny McCarthy	Andrea Farres— Children's nurse	
Dr. Rob Bennett	Joanne Ross	Lucy Khan—Family Support Worker	
Dr. Alison Maycock	Sue Williams	Midwives	
Dr. Adam Prewett	Health Care Assistant	Esther Floud	
Dr. Adam Prewett	Jacqueline Wright	Shelley May	
Practice Nurses	Phlebotomists	Counsellors	
Vivien Gardner	Joanne Ross	Rom Gregory	
Kylie Urwin	Ann Maloney	Susan Williams	
Practice Manager	Secretary	Housekeeper	
Christine Robinson	Julie Windsor	Jean Tunnicliffe	
Practice Administrators	Medical Records summariser		
Theresa Holloway	Hooshmand Palaniandy		
Laura Green			

NHS DIRECT 0845 4647