



Evergreen Oak & Creekmoor

Surgeries

Newsletter

Edition One | Summer 2020

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Email

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GP Partners

Dr Simon Watkins

BM 1993(Soton) DRCOG

Dr Daniel Lee

BM 1991 (Soton) DRCOG
MRCGP

Dr Thwe Oo

MB BS 1988 (Burma DMRT
DFFP)

Dr Susie Vaughton

MB BS 2003 (London) Bsc
MCRP DRCOG

Practice Manager

Caroline Baggott

Practice Nursing Team

Tracy Nelms

Caroline Davies

Charlene Elford

Ann Pearce

Admin Team

Tracey — Ops Manager

Leanne — Quality Assurance

Gail — Reception Supervisor

Kate Mandy

Kayleigh Maureen

Kitty Sue

Lorraine Yaz

Teaching and Training

Evergreen Oak is a training practice. Our trainees are fully qualified with at least 3 years of hospital experience and have chosen general practice as a career.

They are usually attached to the surgery for 4, 6 or 12 months. They provide care of the same standard as that given by other doctors in the practice and will refer to a Partner GP if necessary. We also have F2 (Foundation) doctors at the practice who are qualified doctors gaining experience in general practice after qualifying. They are supervised by one of the Partners.



Due to the current pandemic, whilst the surgery remains open, the surgery doors are closed. This to is control the number of staff and patients in the building. Our doctors are providing phone and video consultations and both nurses and GPs are seeing patients for urgent appointments. For any enquiries please contact the surgery on 01202 747496.

Alternatively use SystmOnline, NHS App or visit our website for non-urgent enquiries via the new

NHS 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a

life threatening situation. When you call 111, an advisor will ask you some ques-

tions to help assess your symptoms. Once they have

done this they will offer you advice or direct you to the best service for you in the local area.



when it's less urgent than 999

e consult

Contact your doctor online and get help by the end of the next working day or sooner

GET STARTED



NHS App

The new NHS App provides a simple and secure way for patients to access a range of NHS ser-

vices on their smartphone or device. Patients at all practices are now able to download the NHS

App where they can book appointments, request prescriptions and view medical records. You can now use the NHS App to submit an eConsult.

By using the app your personal information will be automatically filled in,





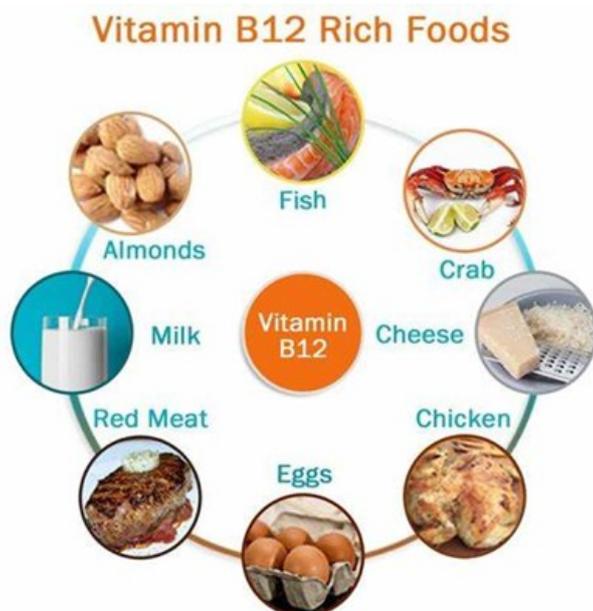
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HEALTH TOPIC

Are you Vitamin B12 deficient? Can you help yourself?

Vitamin B12 plays an important role in the body, including keeping the nervous system healthy. Most cases of vitamin B12 deficiency can be easily treated with tablets or injections to replace the missing vitamins. However, during a pandemic such as COVID-19, B12 injections are not considered an urgent treatment as the deficiency can be managed in many cases (not all) by oral tablets or diet. Therefore, you may have found the GP has switched you to oral tablets at this time. Changes to your diet to incorporate some of the following foods may help your condition.

In some cases, improving your diet can help treat the condition and prevent it coming back.



Courtesy to Surgery Staff

Becoming angry or impatient with surgery staff either in the surgery or on the telephone is unacceptable. Please show our staff respect at all times as we are here to help you.



Help & Care has been working across South-Central England for over 30 years, promoting dignity and independence for all people, particularly people living with a long-term health condition, carers and those who are isolated and/or housebound. What makes us different is our person-centred approach. We understand that each individual has different needs, so we work closely with people to understand what really matters for them and to help them lead independent and fulfilling lives, for as long as possible. Based in Bournemouth, we offer services across South-Central England.

Evergreen Oak Surgery would like to introduce Elaine Luck, our new Social Prescriber and Lindsey Rodgers, our new Self Management Coach. They typically deal with most non-clinical related issues, such as housing, social and care related problems and are a fantastic service offering support and advice. They both work from the Surgery on Fridays and are accessible via appointment / telephone appointment which can be booked by a member of the reception team

We can help you!

Important Information regarding YOUR Prescriptions

Since the 4th February 2020 paper prescriptions have now been phased out. In order to receive your medication you are required to nominate a pharmacy. Please speak to reception staff for more information. Please note, to ensure accuracy and prevent