



# Practice Newsletter

Summer 2010  
Volume 1 Issue 1

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## Welcome

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Welcome to the new and improved Quarterly Hackwood Newsletter. We aim to keep you up to date with new developments in our practice as well other local health service providers so that you may access the best quality health care. We also like to offer you a few tit-bits of topical or seasonal health advice so keep reading...

## The Patient Participation Group

We are pleased to announce that The Hackwood Partnership Patient Participation Group (PPG) has now been formed and has already held its first three meetings. We would like to thank the patients who have volunteered and look forward to working together to meet the local needs.

Meetings are quarterly and the group is able to offer feedback to the practice on the patient perspective on the services we provide. PPG's also help improve communication and help patients take more ownership and responsibility for their health.

As well as the Hackwood PPG there is also a North Hampshire Alliance PPG. This group has patient representatives from all the individual Basingstoke Surgeries who are working together to deliver services that truly meet the healthcare needs of the area. You may have participated in a brief survey (available in reception) about the healthcare services in Basingstoke for the Alliance PPG.

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*The Hackwood PPG  
welcomes your views-  
please see use  
suggestion boxes in the  
waiting areas.*

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## Refurbishment of Ground Floor Treatment room

Thank you for your patience whilst the ground floor treatment room is being refurbished. We expect the work to be completed very soon (early May). The space will be divided into two separate treatment rooms to provide additional facilities for phlebotomy and other nurse clinics.



*On-line repeat prescriptions- quick, easy and reliable!*

## Prescriptions on-line

Please visit our website at [www.hackwoodpartnership.co.uk](http://www.hackwoodpartnership.co.uk) and follow the simple instructions on-line to order your repeat medicines. This is secure and easy to use. If there are any queries with your request we will e-mail you promptly. We are already finding it more reliable than telephone requests. Watch this space for more on-line services at Hackwood...

## Obesity- the risks



Are you obese or overweight?

The two most reliable measures are the Body Mass Index and the waist circumference.

BMI= weight (in KG) divided by your height (in metres) squared. A BMI between 18 and 25 is considered healthy, 25-30 overweight (moderate health risk), 30-40 obese (high health risk) and over 40 very obese (very high health risk).

A person who carries most of their weight around their waist (apple shaped) has a higher health risk than a person who is pear-shaped (weight on the hips and thighs). Please ask our treatment room and health prevention nurses to weigh and measure you if you are concerned.

More than half the adults in the UK are heavier than recommended and about 1 in 5 are obese and this number is increasing year on year.

The risks of obesity are type 2 diabetes, stroke, high blood pressure, heart problems, some types of cancer including breast cancer and cancer of the womb, arthritis of spine, hips and knees, gallstones, menstrual problems, incontinence, sleep problems, breathing problems, deep vein thrombosis and depression. See UK government's Change4Life Campaign for more information

## The Appointment System!

Over 40% of our appointments are pre-bookable so if you know you will need to see doctor in 1 month for a review of your blood pressure medication, for example- book it now. Just under 60% of appointments are made available on the day- we cannot always guarantee you the doctor you ask for with these appointments.

Please be aware that your appointment is only 10minutes long and we do need to try and run to time (sorry- I know we don't always). In order to focus thoroughly on your problem it is best if you only bring one problem per appointment- this is for your safety and health or mistakes/rushed decisions could be made. Our experienced TRIAGE nurses are available every day for telephone advice and appointments for minor illnesses and health advice.

Each doctor has a few telephone appointments slots available with each surgery and this may be more appropriate for simple queries and advice.

## Help!!

We are getting increasing numbers of requests for urgent prescriptions when patients have forgotten to order their usual repeats. Please be aware this causes increase workload for us and slows down the whole system. Sorry to moan!

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*Did you know the surgery is open late on Mondays/Tuesdays and Thursdays until 7.30pm?*

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