APRIL 2025 | ISSUE 7

FORDINGBRIDGE SURGERY NEWS

The Fordingbridge Surgery Newsletter - Spring 2025

Working in partnership with all our patients, providing high quality care in a professional, safe and friendly manner



SPRING GREETINGS FROM FORDINGBRIDGE SURGERY

Welcome to Our Spring Newsletter!

Exciting News: Fordingbridge Surgery YouTube Channel!

As many of you may have already seen on our recent Facebook post or on the media boards in the surgery waiting rooms, we are excited to announce the launch of the Fordingbridge Surgery YouTube channel! You can find us by copying this link into your web browser: **@FordingbridgeSurgery1rs** .

Over the past few months, we've had the pleasure of working with Padua Communications, a local company, to create a series of informative videos. These videos cover important aspects of how Fordingbridge Surgery operates, including information about:

- Anima
- Our Urgent Care Service
- Healthier Together
- Self-referrals
- Nurse appointments
- The wider healthcare team

We encourage you to explore these videos and hope you find them both interesting and helpful!

Spring COVID Vaccination Clinic – Saturday 5th April 2025

As we write, our dedicated practice team is preparing for the spring COVID vaccination clinic, which will take place on Saturday 5th April. We are expecting to vaccinate over 1,200 patients in the morning, with the support of our fantastic clinical and administrative teams. We are also grateful for the wonderful volunteers who help ensure the clinic runs smoothly, guiding patients through the process seamlessly.

Friends of Fordingbridge Surgery (FOFS) – Annual General Meeting

The **FOFS AGM** will be held on **Wednesday 23rd April at 7pm** in the main surgery waiting room. We invite all interested patients to attend and learn more about what the Friends group has been doing. You can also find a summary of their recent activities on **page 11**, as well as a full list of upcoming fundraising events for the year on **page 12**.

We hope you enjoy this edition of our newsletter. As always, we welcome your feedback and suggestions!

from Practice Manager, Michelle Raymond

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YOUR WIDER GENERAL PRACTICE TEAM - HERE TO HELP YOU



What is a Primary Care Network (PCN)?

Since the NHS was created in 1948, the population has grown significantly. People are living longer, with increased frailty, and more frequent hospital admissions and lengthy stays. Many people are living with long term conditions such as diabetes, and heart disease, or suffer with mental health issues, and may need to access their local health services more often.

To meet the needs of a "Modern General Practice", **Avon Valley Primary Care Network (PCN)** brings together four local practices (Fordingbridge, Ringwood, Cornerways in Poulner and Twin Oaks in Bransgore/Burley). **Together the PCN is working towards providing greater provision of proactive, personalised, coordinated and integrated health and social care, helping target resource and efforts in the most effective way to meet changing patient needs.**

Clinicians describe this as a change from reactively providing appointments, to proactively caring for the people and communities they serve.

We want to support all our patients to make informed decisions about their health care, and to connect them to most appropriate health or social care provider, to ensure health care that is timely safe and all encompassing. **Through the PCN you now have access to a much "Wider Healthcare Team"**; including Clinical Pharmacists, Pharmacy Technician, First Contact Musculoskeletal Practitioners, Social Prescribers, Care Home Link workers, Cancer Care Coordinator, Home Visiting Paramedics, Care Navigators (helping the over 65's), Mental Health Practitioners and a Wellbeing Team. Each practice appointments booking team can signpost you to the most appropriate Healthcare Professional to meet your specific needs, which may not always be a GP. This gives you better access to GP appointments when you, or your family, really need them.
Our Spring Newsletter focus is on how our **First Contact Practitioner Musculoskeletal Team** can help you.

AVON VALLEY PCN FIRST CONTACT PRACTITIONER MUSCULOSKELETAL TEAM BY LEE MCFARLAND LEAD PRACTITIONER

ABOUT THE SERVICE

The Avon Valley Primary Care Specialist Musculoskeletal practitioner team provides a range of services to individuals aged 16 and over who are registered at one of the following GP practices:

- The Fordingbridge Surgery
- Cornerways Medical Centre
- Ringwood Medical Centre
- Twin Oaks medical centre

OUR AIMS

- To provide specialist musculoskeletal services
- To provide face to face contact with expert assessments
- To provide holistic patient centred care with evidence based interventions, advice and guidance or onward referral
- To coordinate care across primary care, secondary care and community services
- To make appropriate and timely referrals or request imaging and bloods if required

AVON VALLEY PCN FIRST CONTACT MUSCULOSKELETAL PRACTITIONER TEAM BY LEE MCFARLAND CONTINUED

ACCESSING THE SERVICE

- As we are a first contact service you can book in with us directly when contacting the surgery, like you would with a nurse or GP
- You do not need to see a GP first as we are trained specialists who have enhanced skills
- Alternatively your GP or nurse may also refer into our clinic if you have a musculoskeletal problem and you see them for a separate medical problem
- You can also be booked in via triage when calling up and speaking to one of our reception team or care coordinators

WHAT WE DO

We help to provide expert face to face assessments for people with musculoskeletal problems across the four surgeries that are part of the PCN. This may include:

- A rehab plan with advice and guidance or referral to a physiotherapy service
- Advice on simple pain relief
- Steroid injections for joint and soft tissue problems
- Ordering investigations such as x rays, nerve conductions studies, ultrasound scans or blood tests to help with diagnosis and onward management
- Referrals to community services such as mental health or bereavement teams, voluntary organisations and local exercise classes or groups
- Signposting to other services such as drug and alcohol centres, smoking cessation clinics, healthy lifestyles and weight loss services, gym groups and classes
- Referrals to secondary care like orthopaedics, neurology, rheumatology, pain clinic, fracture clinics or if appropriate to urgent care
- Work together with your GP/nursing team to help support long term conditions
- Identify red flags or concerning features which may suggest a non musculoskeletal cause and refer on appropriately

WHO MIGHT HELP WITH MY CARE?

- We have a team of 3 highly trained specialists (Lee, Jody and Desiree) to help with your musculoskeletal problems with face to face clinics throughout the week at all four surgeries.
- We also offer occasional weekend clinics on Saturday mornings
- Access to an Advanced Practitioner who provides support, training and supervision for the team

OTHER PCN SERVICES

There is a wealth of information regarding PCN services on our website, so please do visit and familiarise yourself with the services on offer https://www.fordingbridgegps.co.uk/pcnservices



MEDICAL NEWS

FOCUS ON CERVICAL SCREENING - ARE YOU UP TO DATE?

Cervical screening (also known as a smear test) is a **quick and painless procedure** that could **save your life**—yet national uptake is declining. We want to encourage all eligible women to attend their screening when invited.

Our Nurses



Pictured here are our lovely friendly nurses Susie and Lynne. Both our nurses are fully trained and highly accomplished cervical screeners with many years of experience. They are able to offer an appointment personalised to individual needs.

Who is Eligible?

Cervical screening is part of the **national screening programme**, and invitations are sent via letter to your home address.

- **Ages 24.5 to 49** – Screening every **3 years**
- **Ages 50 to 65** – Screening every **5 years** (due to slower cell reproduction, particularly after menopause)

What to Expect During the Appointment

Your nurse will ask a few simple questions, including:

✓ Are you taking any hormones (e.g., contraception, HRT, thyroxine)?
✓ What was the first day of your last period?
✓ Would you like a **chaperone** (an additional nurse present for support and reassurance)?

The Procedure

- You will be given privacy behind a curtain to remove clothing from the lower half of your body.
- You'll then **lie down on the exam couch**, and a paper sheet will be provided for dignity.
- The nurse will **gently insert a speculum** into your vagina to locate your cervix.
- A **small, soft brush** is used to collect a few cells from the cervix.
- The nurse will then remove the brush and speculum, and you can get dressed

The whole procedure **only takes a few minutes**.

When Will I Get My Results?

Results are usually **sent by letter within 4 weeks**. If you don't receive yours, please **contact the surgery** so we can follow up with the lab.



FOCUS ON CERVICAL SCREENING - ARE YOU UP TO DATE? CONTINUED

Understanding Your Results

The **lab tests for HPV (Human Papillomavirus)**—the leading cause of cervical cancer. While teenagers are now vaccinated against HPV, routine screening is still essential.
You will receive one of four possible results:

✅ 1. **Inadequate Sample** – A technical issue meant the sample couldn't be processed. Please book a repeat test.

✅ 2. **HPV Negative – This is the best result!** Your body is processing the virus naturally, and no further action is needed. Your next routine screening will be in **3 or 5 years**.

🟡 3. **HPV Positive but Cytology Negative** – You have HPV, but your cells look normal. **Most people carry HPV at some point**, and your immune system often clears it. You'll be invited for another smear in **12 months** to check again.

🔴 4. **HPV Positive and Cytology Positive** – Some cell changes were detected. **This does not mean cancer**. Cervical cancer takes **10–20 years** to develop. You will automatically be referred to **Salisbury Hospital for further checks**, where any concerning areas can often be treated **on the same day** under local anaesthetic.

If You Feel Nervous About Attending

We understand that some patients find cervical screening difficult or stressful. Here are some ways we can help:

💙 Bring a **friend or family member** for support.
🎵 **Listen to music** on headphones during the procedure.
⏳ Book a **longer appointment** (40 minutes) so you don't feel rushed.
💬 Arrange a **pre-appointment chat** with a nurse to discuss your concerns.
💊 Take **paracetamol or ibuprofen** beforehand to reduce discomfort (ibuprofen also helps relax muscles).
🏥 If attending the surgery feels too difficult, we can **refer you to Salisbury Hospital**, where any abnormalities can be treated immediately if necessary.

If you have any concerns or would like to discuss how we can make the experience easier for you, **please get in touch**. Our friendly nurses are happy to help!

PARK RUN

As a Parkrun practice affiliated with Moors Valley, the surgery encourages staff and patients to take part in parkrun.

What is Parkrun?

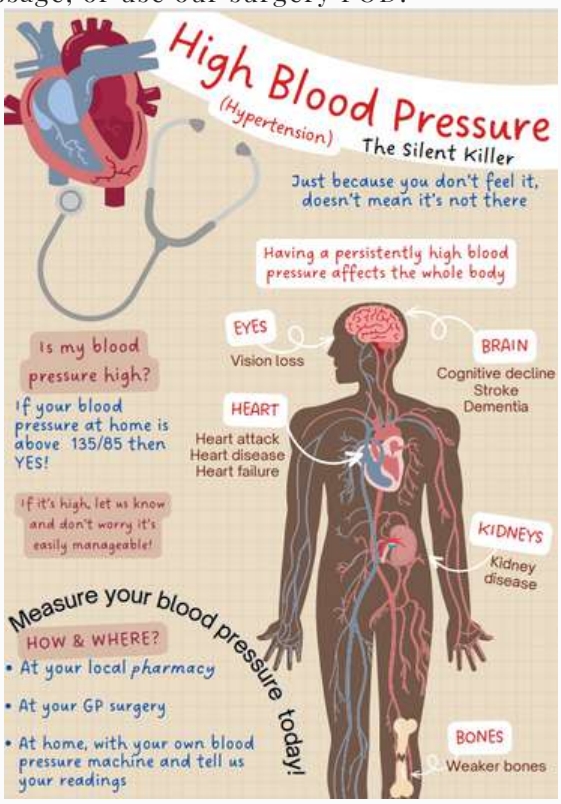
"Parkrun is a free, community event where you can walk, jog, run, volunteer or spectate. parkrun is 5k and takes place every Saturday morning. junior parkrun is 2k, dedicated to 4-14 year olds and their families, every Sunday morning. Parkrun is positive, welcoming and inclusive, there is no time limit and no one finishes last. Everyone is welcome to come along." Improve your health and wellbeing through increased physical activity, skill development, friendships and socialising, mutual support and personal empowerment.
https://www.parkrun.org.uk/



MEDICAL NEWS

KNOW YOUR NUMBERS

We send lots of reminders to submit your blood pressure readings - see the graphic below for details of how high blood pressure can affect your health. Please send us your readings when you get your text message, or use our surgery POD!



Fordingbridge Surgery Health check POD



Fordingbridge Surgery and Friends are aware that there are intermittent difficulties with our elderly health check POD, which is now ten years old.

The Friends of Fordingbridge Surgery (FOFS) are fundraising to replace the POD, together with a new private, soundproofed, wheelchair accessible room providing a private space for a receptionist or dispenser to speak to patients.

The new room will be located in Main Reception, and will also house the new health check POD, providing a more secure, confidential and comfortable patient experience.



Example private room

fofs
Friends of Fordingbridge Surgery
Registered Charity Number 1094882

To donate to FOFS, please use the QR Code

THE FORDINGBRIDGE SURGERY

IMPORTANT REMINDER: FORDINGBRIDGE SURGERY DOES NOT OFFER A WALK-IN SERVICE

At Fordingbridge Surgery, we do not operate a walk-in clinic. Instead, all appointment requests are carefully triaged by our dedicated team of senior doctors to ensure that you receive the most appropriate care for your needs.

How to Request an Appointment: The best way to request an appointment is by fully completing an Anima request for your medical issue. Anima helps us by providing valuable information for our senior doctors to assess your condition accurately. It also offers safety-net advice and guidance on what to do if your symptoms worsen. By using Anima, we can triage your request efficiently, ensuring you receive timely care based on your clinical needs. This process also helps us arrange any necessary tests before your appointment, making the most effective use of the resources available to us.

Accessing the Right Clinician: Sometimes, the best clinician for your issue may not be a doctor. Depending on your symptoms, we may offer you an appointment with other healthcare professionals, such as pharmacists, First Contact Physiotherapists, or other specialists. In some cases, we may be able to refer you directly to support services such as Pharmacy First, Eyecare, or Audiology—without needing to see a doctor first. You can find the full range of self-referral services available on our website: Self-Referrals.

Urgent Care: For urgent medical issues, the surgery provides an Urgent Care Service. Our experienced clinicians will contact you by phone to assess the priority of your condition and guide you through the next steps. If needed, we may refer you to an alternative provider or back to your hospital provider for post-operative care.

Remember: All appointment requests are triaged. Please do not come to the surgery without an appointment, as we cannot offer a walk-in service. We are committed to offering you the right care at the right time, and our triage process ensures you see the most appropriate professional for your healthcare needs.

Thank you for your understanding and cooperation! THE FORDINGBRIDGE SURGERY

SPRING NEWS

DOWNS SYNDROME AWARENESS DAY: A COLOURFUL CELEBRATION OF INCLUSION

On Wednesday, 19th March, Fordingbridge Surgery took part in National Down's Syndrome Awareness Week, which ran from 17th to 21st March. In support of this important cause, our staff and the trustees of the Friends of Fordingbridge Surgery participated in the 'Lots of Socks' campaign. We proudly wore a variety of colourful and mismatched socks to raise awareness and celebrate the lives and achievements of people with Down's syndrome.

We are thrilled to announce that our efforts raised a fantastic £179.56 for the Down's Syndrome Association! A heartfelt thank you to everyone who took part and contributed to this amazing fundraising total.

If you would still like to donate and support the Down's Syndrome Association, please use the QR code below or visit our JustGiving page: https://tinyurl.com/2ssf3uks

Thank you for your generosity and support in making this event a great success!







BLISTER PACK RECYCLING SCHEME

The team at Fordingbridge Surgery were asked recently about blister pack recycling. We spotted a group in Salisbury who were successfully setting up collections. We got in touch with them and had a productive meeting, also attended by Fordingbridge Greener Living and as a result a local collection scheme has been launched.

The initial boxes have been sponsored by Friends of Fordingbridge Surgery and the Fordingbridge Greener Living group, but to keep the scheme running a donation of £1 per 50 packs is required to cover the cost of the replacement boxes. Please be aware that Packs can only be accepted at the Repair Café events, there is no facility to drop off at the surgery.

If you would like to help, please come along and have a chat with us at one of our collection events!







ONLINE SERVICE: NEW WEBSITE

Our website is constantly updated and we hope you will visit fordingbridgegps.co.uk for current information on our services.

New patients can join the practice, existing patients can request medication and sick notes, cancel appointments and view the variety of self referrals that are available, which include eye problems, audiology, physiotherapy, insomnia support, weight loss and lots more - keep checking as the options are growing!

ONLINE INFORMATION: FACEBOOK



Want to keep up to date?
Follow us on facebook
www.facebook.com/FordingbridgeS6

ONLINE SERVICE: NHS APP

Patients can view and manage medication, view and cancel appointments, book blood tests and view your GP health record.

The NHS App also links to NHS111 allowing you to check your symptoms, and find other NHS services near you including dentists, pharmacies, urgent care services, hospitals, mental health services and much more. A recent addition within the NHS app service is the ability to register as a new patient with the practice, using the find services option.



ONLINE CONSULTATION: ANIMA



As part of our NHS contract, we are required to offer an online consultation service during our opening hours. Ambassadors are available to assist you with Anima.
Anima has some great benefits for patients:

- All Animas are reviewed by a senior doctor
- Able to send messages to the triaging doctor
- You can message about multiple issues
- Rapid and safe response to your query
- No long telephone queue
- You can send a request during your lunch break and before the surgery opens from 6am
- You can send a photo without having to wait to be asked to send one
- Signposting to the appropriate service for your issue which could be: pharmacist, Musculoskeletal physio, nurse, eye service
- Over eight thousand patients are already signed up at the surgery
- **Reception will soon start to use Anima for all telephone and in person appointment requests**

Follow the link to Anima from our website: www.fordingbridgegps.co.uk/

ONLINE SERVICE: HEALTHIER TOGETHER

Download the Healthier Together app or visit the website https://www.whato-18.nhs.uk/

- For 0-18
- Young people
- Pregnant women
- Clear information on common illnesses
- Parents are clearly signposted to appropriate healthcare services when required

Healthier Together
Improving the health of children and young people in Dorset, Hampshire and the Isle of Wight

YOU TUBE NEWS

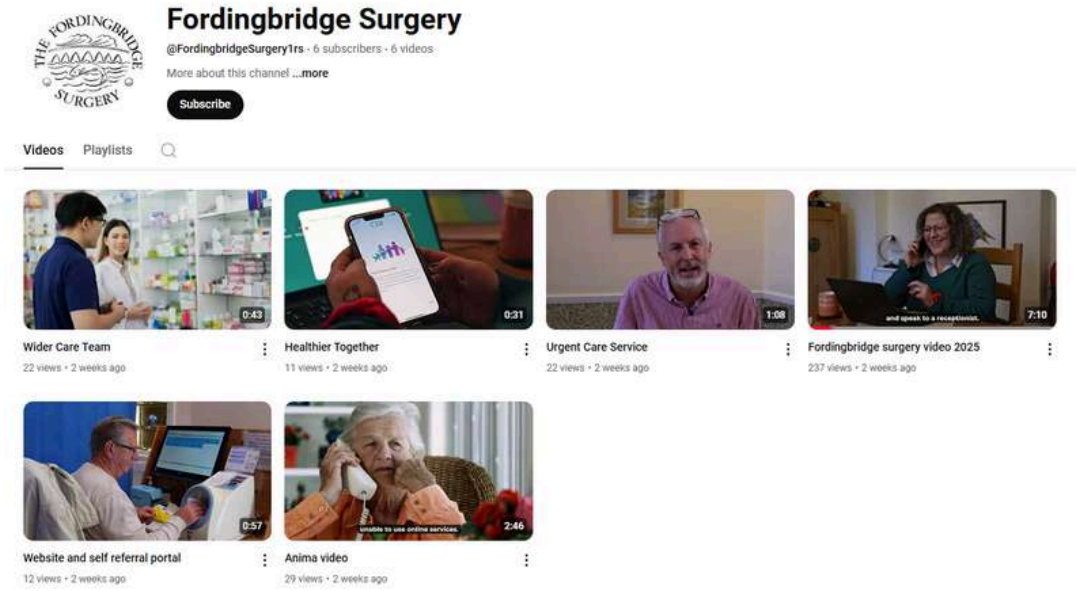
We are really pleased to announce our new YouTube Channel!

www.youtube.com/@FordingbridgeSurgery1rs

Together with local company Padua Communications, our staff, volunteers and Friends of Fordingbridge Trustees have put together some videos:

- Fordingbridge Surgery Video 2025 - This video includes information about Anima, Urgent Care Service, Healthier Together, self referrals, nurse appointments and the wider health care team. We hope you find it interesting and informative!
- Anima Video - Learn how to use Anima and why we triage appointments . We use Anima to make best use of our GPs' time and to direct you to other resources that may better suit your need
- Our Urgent Care Service - information about the Urgent Care Service at Fordingbridge Surgery
- Information about Healthier Together - Are you worried about your child's health? Here is a video about the Healthier Together resources recommended by Fordingbridge Surgery. https://www.whato-18.nhs.uk/
- Our wider Healthcare Team -Fordingbridge Surgery has a range of additional health care professionals that work alongside our GPs including Mental Health professionals and Musculoskeletal practitioners. Find out more on our website.
- Our website and self referral portal - Fordingbridge Surgery have a range of 'self referral' options available - details on our website https://www.fordingbridgegps.co.uk/selfref... You can refer yourself without needing to see a GP. Eye problems, wellbeing, mental health, smoking cessation, weight loss and maternity to name just a few!

We hope you find these useful and informative. Please subscribe to our channel and keep an eye out for new content!



ENGAGING WITH THE WI: AN INTRODUCTION TO THE ANIMA PROCESS



In January, our App Ambassadors and Practice Manager had the pleasure of attending the Women's Institute (WI) for their first meeting of 2025. We were warmly welcomed and had the opportunity to demonstrate the Anima process, a valuable tool for accessing healthcare services at Fordingbridge Surgery.

What We Covered in the Presentation:

- **Setting Up Your NHS Login**: We walked through the process of creating an NHS login, which is essential for accessing Anima securely
- **Registering for Anima**: We explained how to use your NHS login to register for Anima, ensuring a smooth transition into the digital system
- **Completing a Medical Request**: We demonstrated how to complete a medical request using Anima. By selecting the appropriate issue, the system generates relevant questions for the triaging doctor, ensuring that sufficient information is gathered to assess your needs
- **What to Expect from Anima**: Depending on your request, Anima may provide immediate signposting to other services, a message from your doctor, or even a link to book a face-to-face appointment with a clinician
- **Proxy Access:** We also discussed how proxy access works, allowing patients to manage requests on behalf of a third party (e.g., a spouse or child)
- **Self-Referral Options**: A highlight of the presentation was showcasing the wide range of self-referral options available on our website, empowering patients to access services directly

Q&A with Our Practice Manager:

Following the demonstration, our Practice Manager answered several important questions:

- **About Booking Appointments**: We clarified that our surgery does not operate a 'walk-in' service and explained our appointment request process, as detailed on page 6 of this newsletter
- **Why We Don't Accept Emails for Medical Questions**: We addressed concerns about why we don't accept simple medical questions via email. The reason is that each query requires detailed information for clinical safety, which Anima helps to gather. Emails are not clinically secure, lack safety-net guidance, and may not be responded to within a clinically safe time frame
- **Patient List Size and Population Growth**: We were asked about the potential increase in patient numbers due to the new housing developments in the area. We reassured attendees that our patient list size has remained stable over the past five years. Should demand increase significantly, we will respond by adjusting our staffing levels accordingly, ensuring that we continue to provide quality care

Thank you to everyone who attended the meeting and engaged with us! We look forward to more opportunities to connect with our community and share valuable information.

NEWS FROM THE FRIENDS OF FORDINGBRIDGE SURGERY

Dear Friends,

At long last, the first signs of spring are here! After a rather dark winter, we can finally enjoy the sight of flowers blooming and trees budding, bringing a sense of renewal and optimism.

FoFS began 2025 with a fantastic **Murder Mystery Evening** at The Old Beams, Ibsley. We were incredibly fortunate to have **The Richings Players (pictured below)**, led by Evelyn Stafford-Allen, who wrote, produced, and directed Murder Mystery at the Albany Hotel, Fordingbridge especially for FoFS. The event was a great success, attended by over eighty people, and **raised an impressive £1,290** after expenses—a brilliant start to our fundraising year!

We extend our **heartfelt thanks** to the local businesses and individuals who generously supported our auction, including Vintage Port and Wines, The Old Beams, Rowancrafts, Green Gram, Gourmet Grocer, Jane the Florist, Lucinda Nicholas, Dr. Phil Downes, Regal Cinema, Hyde Country Stores, Adrian Dowding, Pennyfarthing Homes, Pippa Vinall, and Hays Travel. We are also deeply grateful to everyone who attended, those who donated auction items, those who dressed in 1940s attire, The Richings Players for their stellar entertainment, and The Old Beams for their excellent service. Most importantly, thank you to all who placed bids—your generosity is truly appreciated!



Looking ahead, we are excited to focus our 2025 fundraising efforts on a much-needed new **health pod and pod room**. This facility, to be located in main reception, will provide patients with enhanced privacy, whether using the health pod or speaking with a receptionist in confidence. More details will be available soon.

Upcoming Events:

- **Annual General Meeting** – 23rd April 2025, 7pm at the Surgery. We look forward to seeing you there!
- **Car Boot Sale** – 26th April 2025 in the surgery car park. Many of you asked when the next one would be, and we're delighted to bring it back.

More details can be found on the back page of this newsletter, along with other exciting events on the horizon.

In December 2024, FoFS proudly supported the purchase of a new examination lamp, compatible headsets for the telephone system, and new patient touchscreens. None of this would have been possible without your incredible support!

Thank you for being part of our journey. We look forward to seeing you at one of our events soon.

Best wishes, Jane Marlow,Chairman, FoFS





THE FORDINGBRIDGE SURGERY – DR P DOWNES & PARTNERS

EASTER BANK HOLIDAY 2025

THE SURGERY WILL BE **CLOSED** ON THE FOLLOWING DAYS

GOOD FRIDAY 18 APRIL 2025

EASTER MONDAY 21 APRIL 2025

When the surgery is closed, and you need urgent medical advice please call the

Out of Hours Service - 111

Or

In an emergency please dial – 999

When dropping off or collecting prescriptions please check the collection dates carefully
Please give the dispensary at least 5 working days when reordering medicines



THE FORDINGBRIDGE SURGERY – DR P DOWNES & PARTNERS

MAY BANK HOLIDAYS

THE SURGERY WILL BE **CLOSED** ON THE

MONDAY 05 MAY 2025
MONDAY 26 MAY 2025

When the surgery is closed, and you need urgent medical advice please call

Out of Hours Service - 111

Or

In an emergency please dial - 999

When dropping off or collecting prescriptions please check the collection dates carefully
Please give the dispensary at least 5 working days when reordering medicines

Thank You

Friends of Fordingbridge Surgery

FRIENDS of FORDINGBRIDGE SURGERY

Notice is hereby given of the

ANNUAL GENERAL MEETING

At

FORDINGBRIDGE SURGERY

On Wednesday 23rd April 2025 at 7.00pm

Friends of Fordingbridge Surgery
Supporting with care, compassion and consideration

SAVE THE DATES!

Saturday 26th April 2025 - Car Boot Sale
Further information coming soon!

Saturday 10th May 2025 - VE Day
Find us at the "Picnic in the Park" Celebrations

Saturday 21st June 2025
Hyde Memorial Hall Afternoon Tea

Saturday 28th June 2025
Find us at Frogham Fair

Saturday 20th September 2025
Godshill Village Hall Coffee Morning

Friday 24th October 2025
Quiz Night

Raising funds to purchase equipment to benefit the patients of Fordingbridge Surgery

FOFS Patron
Mr Ian Newman

fofs.ppg@gmail.com

Registered Charity
Number 1094882

THE FORDINGBRIDGE SURGERY