

## MJOG MESSENGER SERVICE



**Download the  
free MJOG app  
for secure  
communication  
with  
Roundstone  
Surgery**



**SPECIAL  
POINTS OF  
INTEREST:**

- MJOG
- Carers Support
- Patient Liaison Officer
- POD
- Hayfever Advice
- Smoking Advice

If you are a registered patient with us over the age of 16 and have a smart phone, download the free MJOG app today!

MJOG provides a simple and secure channel for communications between the Practice and you, including:

- Handy appointment reminders**
- Instant notifications from Roundstone Surgery**
- One-click process for cancelling appointments**
- Private and secure messaging**

MJOG can be downloaded from the App Store or Google Play.

It's really easy to use and has no hidden messaging costs.

**Please ensure that we have your  
up to date contact details**

# Carers Support



## Do you look after or help to look after someone who couldn't always manage without you?

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability.

Most carers don't recognise themselves under the term 'carer'. They are just ordinary people who, typically may be looking after:-

- a mother with **Alzheimer's Disease**,
- a partner with **Multiple Sclerosis** or
- a child with **Asperger's syndrome**

Children or young people between the ages of 5 and 25 who care for at least one family member are classed as Young Carers.

### Locally

We are very lucky in this area to have an excellent support agency entitled 'Carer Support Wiltshire' (based at Semington) who offer free and confidential information, advice and emotional support. They can be reached by telephone on 01380 871690. Their new website address is [www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk) A freephone number for carers is also available **0800 181 4118**.

They provide:-

- Information Packs
- A listening ear
- Opportunities to take breaks from the caring role eg. outings, therapeutic breaks, pampering, meals out (sorry, these are not free), craft activities etc.
- Regular Carers Groups (with speakers)
- A magazine produced 3 times a year
- Opportunities for training
- Stress management
- Relaxation techniques etc.

No distinction is made between 'live-in' carers and those who live apart from the cared-for person and help when needed.

## At the Surgery

The Practice offers:-

- Carer Health Checks with a trained Nurse/Counsellor
- Access to appointments at a time to suit you (via a password system)
- We also offer what we call a Carer Health Check Plus which is an hour long appointment comprising 3 x 20 minute appointments with The Nurse for a medical check-up, A Carer Support Worker from Carers Support, West Wilts and A representative from FAB, the Financial Assessment & Benefits Team.

Please ring the Surgery if you have any queries about any of the above.

**Carer Questionnaires can be found in the surgery waiting-room if you wish to identify yourself as a Carer**

ROUNDSTONE  
SURGERY

**PATIENT LIAISON  
OFFICER**

**Here to help**



**The Practice has a new  
Patient Liaison Officer.**

**Sophie Davies has vast experience in the surgery having previously worked alongside the Reception Team. She is a point of contact for patients to assist with any hospital based queries. Sophie's role will involve chasing appointments, hospital tests and discharge summaries as necessary as well as a point of contact**

**RECENTLY HOME  
FROM HOSPITAL?**

**SEEMS LIKE YOU'VE  
BEEN WAITING AGES  
FOR A HOSPITAL  
APPOINTMENT OR  
TEST?**

**NEED HELP WITH  
GETTING  
TRANSPORT TO  
HOSPITAL  
APPOINTMENTS?**

**DUE TO BE  
FOLLOWED UP BUT  
HAVEN'T BEEN?**

## **How Sophie Can Help You:**

- ★ Deal with your general enquiries in person, on the telephone or via email
- ★ Keep your doctor updated
- ★ Ring the hospital to chase your follow up
- ★ Make sure everything is in place following your discharge from hospital
- ★ To listen to any concerns you might have
- ★ Talk to your doctor about what you need or concerns you might have when you are discharged from hospital
- ★ Talk to you or your family to relay messages
- ★ Book Transport to take you to your appointment (restrictions apply)

Sophie is available Monday to Friday during office hours; feel free to ring her and she will be happy to help you.

Roundstone Surgery: 01225 759850  
Direct Dial: 01225 759877

She is also happy to help you via email on [sophie.davies17@nhs.net](mailto:sophie.davies17@nhs.net)

# POD

POD Prescription Ordering Direct **to order your repeat prescriptions**

**0300 123 6242**

The POD deals with repeat medications, medications required that day and Urgent Requests.,

The service has been in place for 2 years now

The POD phone line is shared with Choose and Book Referrals. This makes the phone lines busy at peak times. The advice from the POD team is please keep trying 15 minutes apart and to hold on for 2-3 mins. When you get in the queue, do not abandon it! Try to avoid contacting on a Monday as this day is particularly busy. The best times to contact are afternoons and at the end of the week. Online prescription ordering remains available

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## Hayfever Advice

Hayfever affects many people of all ages, giving symptoms of runny nose, itchy eyes and sneezing. Medications are available to treat these symptoms. These include antihistamine tablets, eye drops and nasal sprays. All these things are available over the counter from pharmacies at a lower cost than an NHS prescription.

The antihistamines we recommend are loratadine or cetirizine, the eye drops we suggest contain sodium cromoglycate and the nasal sprays are steroid based. Speak to the pharmacist about these items. If you need a prescription for these drugs and you know you suffer from hayfever please put in your prescription request in plenty of time. The most common times for hayfever are April (tree pollens) and June (grass pollens).



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## Smoke Free

**Want to stop smoking in 2019?**

You are 4 times more likely to stop smoking by using our STOP SMOKING SERVICE.

**CLINICS AVAILABLE at Roundstone Surgery - please ring for an appointment**



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Polebarn Circus

Trowbridge

BA14 7EH

Phone: 01225 759850

E-mail: [lovemead@nhs.net](mailto:lovemead@nhs.net)