

SPINNEY SURGERY NEWSLETTER - Autumn 2006

For patients registered with the Spinney

Patient Education Evening

Tuesday 17th October
Crossways Hall, St Ives
7.30 – 9.00 pm

Diabetes – Prevention and How to Live with It!

Welcoming
Dr..... consultant from
Dr. Sean Culloty – GP
Jackie Fryer – Specialist Diabetic Nurse
John McIntosh- Patient with diabetes

Come and find out more about diabetes. Are you at risk?
What would you do if you were affected by Diabetes?
What are the modern treatments? Practical advice, blood glucose measurements.....and much more

Refreshment buffet
AGM

Resuscitation Evening

This is a special event requested by patients!

What would you do in an emergency?

Could you help a member of your family or a neighbour?

Find out all about what you can do – practice the techniques with the professionals

Date: 7th November

Location: Crossways Hall

All Spinney Patients Welcome

SPINNEY PATIENT ASSOCIATION

23rd May was our Minor Illness and Nursing Services evening. Unfortunately the attendance for this meeting was not high but I am sure those who did attend found it very informative and helpful. Because we feel strongly that patients should be aware of the services we offer, we have decided to summarise the various talks in this newsletter.

Jackie Fryer, one of our triage nurses, gave a short talk about triage services.

Triage is defined as “the process of allocating treatment to patients according to a system of priorities, based on assessing the urgency of their medical needs” and this is in short what they do! Every morning from 8.00 or 8.30 – 1pm, a nurse is on duty to speak to those patients who are requesting a same day appointment with a doctor. Triage is by no means a way of trying to stop patients from seeing their doctor or the nurse, but a way of signposting them to try to avoid unnecessary or incorrect bookings. There are many options available to the triage nurses such as:-

- Same day appointment with the GP or nurse
- Come in to see the triage nurse themselves in minor illness appointments
- Phone call with GP or nurse if non urgent or ongoing problem that can be dealt with on the phone.
- Routine/advance appointment for the GP or nurse if problem is not urgent.
- There is access to the Health visitors, for the under 5 year olds, and also to District Nurses and patients can be referred to them.
- Finally, triage nurses can give advice over the phone- saving patients having to come in for an appointment.

There are detailed protocols to deal with all minor illness and injuries and many other health problems and if in doubt the nurse will always liaise with a doctor. The service works well at the Spinney and has been introduced under the very close guidance of Dr. Clare Henderson who has a special interest in this area and who has worked really hard to make sure it works well. There have been 2 patient surveys of the service, one when it first started and one recently. Satisfaction was extremely high in both surveys.

Alison Hudson the Manager from Huntsdoc talked about the out of hours service, and how patients can help ensure that the service is used properly. One of the inappropriate demands she explained, was patients running out of medication at a weekend, or forgetting or being unable to collect their prescription from their doctor prior to the weekend. Huntsdoc works very closely with the Accident and Emergency service at Hinchingsbrooke and is sited in the same building. She explained that their nurses also work to very close protocols and are highly trained to offer advice and signposting.

Dr Clare Henderson outlined the history behind the introduction of triage at the surgery and said that she hoped it would lead to

doctors being able to spend longer with patients with more complicated illnesses.

Debbie Wheatley, Managing Partner, talked a little bit about the role of the receptionist and the increasing need for staff to ask a little more about the problems that patients phone in with. This is to help ensure the patient gets to the right person at the right time. With so many services on offer, the receptionist is ideally placed to help with this, so please, if you feel able to, tell the receptionist a brief detail about why you are calling. Confidentiality is assured and staff are keen to do a good job and help you.

Flu Clinics

We hope to hold these on Saturdays 7th and 21st October this year. 8.00 – 1.00. All at risk patients will be contacted and invited to the clinics – no appointment necessary. At risk groups –

Patients with heart disease, diabetes, asthma and respiratory conditions, patients who are over 65 are all actively encouraged to have their flu jab.

Staff changes at the Spinney

Rosemary Duroe-Mayo joined us in August 2006 as our new family planning and women's health nurse. Rosemary has lots of experience and we hope patients will welcome her. Rosemary is also experienced in minor illness, diabetes and asthma.

We said goodbye to Jane Bryson, Family Planning Nurse in June after 14 years at the surgery.

Dr. Sobia Khan is joining us in August as a new GP registrar. Sobia will be working with us until July 2007 and working very closely with Drs Anderson and Sanderson.

Helen Mayes one of our Health Care Assistants had a healthy baby boy in July, Helen hopes to return to us in November time. Michelle Pacey has joined us a locum phlebotomist during this time.

HALF DAY CLOSING SESSIONS.

The Surgery will be closed on the following afternoons from 1pm for staff training.

27th September 2006
19th October 2006
28th November 2006
31st January 2007
22nd February 2006
20th March 2007

If you need urgent medical attention during these closures please contact 01480447800 Huntsdoc. Thankyou.

Travel & Holidays

We would like to remind patients who are travelling abroad to fill out our travel form or phone the surgery with as much notice as possible before their departure date. In order for you to be fully immunised for the places you are visiting, all necessary vaccinations and treatment needs to be given at least 2 weeks before you go. We cannot guarantee full immunity if vaccinations are given less than 2 weeks before departure. We appreciate people book last minute holidays but please bear in mind that several immunisations may be required and adequate cover may not be given.

RACE FOR LIFE

On Sunday 2nd July, 7 members of Spinney Staff took part in the Race for Life at Jesus Green, Cambridge. It was a very enjoyable and emotional event. They completed it in 50 minutes and managed to raise £584 for Cancer Research. Well done, Clare, Nikki, Jean, Lorraine, Gill, Imogen and Pam.

The Spinney and Patient wins Regional Award.

Sandy Evans (our Dietitian) and Louisa Carter (a patient) have won the British Dietetic Association and Food and Drink Federation's Celebrating Teen Success Award. The judging panel said "It was apparent very quickly that Louisa, her family and Sandy have put a great deal of hard work into achieving successful outcomes". Louisa's entry was chosen because she was making healthier lifestyle choices

and implementing The Next Generation Campaign key messages:-

- supersizing fruit and vegetables
- becoming more active
- marking smart snack choices
- downsizing high calorie foods and drinks
- making time for regular meals starting with breakfast

Well done Louisa and Sandy

ICE

In case of serious accidents paramedics will turn to a victim's mobile phone for clues to that person's identity. You can make their job much easier with a simple idea that they are trying to get everyone to adopt: "ICE" "ICE" stands for "IN CASE OF EMERGENCY". If you add an entry in the contacts list in your mobile phone under "ICE", with the name and phone number of the person that the emergency services should call on your behalf, you can save them a lot of time and have your loved ones contacted quickly. It only takes a few moments of your time to do. Paramedics know what "ICE" means and they look for it immediately. "ICE" your mobile phone now.

Patient Access – Appointment availability

We are and have always been concerned that our patients are able to see doctors and nurses when they need to see them. We operate a mixture of appointments every day for doctors, some are available to be booked in advance to enable patients to plan when they are seen and others are available if our triage nurses feel you need to be seen the same day. We operate telephone consultations with our nurses and doctors to avoid unnecessary visits to the surgery.

We try to make sure that patients can see a GP for a routine appointment within 48 hours. If you want to see a preferred doctor of your choice, sometimes you have to wait longer than this.

In order for our appointment system to work effectively we ask that patients refrain from contacting the surgery prior to 10 am unless it is something that needs urgent attention such as a visit request, urgent appointment or to cancel an appointment for that day. Please don't call for test results or general enquiries until after 10am when the receptionists will have more time to speak to you as needed.

We would like to emphasise the fact that we welcome any feedback you have regarding any of the services we offer. If you have any particular concerns or comments, please do not hesitate to contact Debra Wheatley, Managing Partner either by telephone 01480 484007, e mail at debbie.wheatley@nhs.net, or in writing to the surgery address.

GP TRAINING

The Spinney always has a doctor training to be a GP (known as a registrar) working at the surgery. Dr. Mark Sanderson and Dr. Janie Anderson have been training to be GP trainers to join the other trainers, Drs Smerdon and Lane. Recently the Eastern Deanery approved their GP Trainer Status and they will be working closely with our new registrar in August.

Medication Requests.

Many patients receive repeat prescriptions where the doctor has authorised further issues of drugs without an appointment. However many patients ring up requesting drugs not on the repeat drug list, or sometimes for drugs that have never been prescribed before. If you feel you are requesting such a drug then you will need to discuss this with your doctor (either face to face or on the phone) as the administration staff are not authorised to release such a prescription without the permission of a doctor.

QUEUES.....

To avoid queuing at reception to hand in your prescription request, why not use our area in the lobby. You can write out your request, and post it through our new letter box near the entry doors.

