

For patients registered with the Spinney

## **SPA EVENING & AGM** **LIVING WITH CANCER** **Thursday 21<sup>st</sup> October** Crossways Hall, Ramsey Road Junction, St Ives. 7.30pm

One in three of us alive today will develop cancer, but it is estimated that by the year 2020 the figure will be one in two. So, inevitably, we are all going to need information on cancer, either for ourselves or for a loved one. This evening we hope to provide straightforward, sensible and yet sensitive advice and information on a wide series of topics relating to cancer. Join us for an interesting and informative evening with healthy refreshments

### **FLU CLINICS**

**Yes I know it's supposed to be summer but the Flu Season will be with us before we know it..**

**If you are aged over 65 or have one of the following conditions you are strongly advised to have a flu vaccination.**

- ✓ Asthma or other respiratory (breathing problems)
- ✓ Diabetes
- ✓ Heart or kidney disease
- ✓ If you are immuno-suppressed or care for someone who is
- ✓ If you are a carer

**Clinics will be running in late September and through October. Please contact us in September to make an appointment for this very important vaccination.**

#### **Fact about flu!**

Even during a winter where the incidence of flu is low, 3-4000 deaths nationally may be attributed to 'flu';

## **Spinney Patients Association**

### **Who are we?**

We are a small group of patients of the Spinney surgery chaired by Ian Langworthy- check out our mug shots and details on the notice board in the lobby!

### **What do we do?**

We arrange informative and interesting evenings (hopefully) 2-3 times each year to which you are all welcome. We aim to address current medical issues and provide more in-depth information on a variety of topics of interest to us all.

### **Why do we do it?**

We are supported and encouraged by all the Spinney staff who believe, as we do, that we can make a contribution to the excellent and comprehensive medical service you receive from the practice.

### **Do we succeed?**

To be honest – not always. Our meeting on H.R.T. was practically standing room only. Other topics have not received quite as enthusiastic a reception but we keep trying.

### **What can you do to help us?**

If possible, come to our meetings – we always provide delicious 'eats'. Also, any suggestions of topics for discussion would be much appreciated – an envelope marked 'S.P.A.' and handed in at reception would do the trick or try the suggestions box in the waiting room.

**Your S. P. A. needs YOU**

### **SATURDAY MORNINGS.....**

National changes to the GP contract means that with effect from 1<sup>st</sup> July, 2004 out of hours services are covered now provided by Huntsdoc. Saturday morning surgeries are no longer held at the Spinney Surgery. The service provided by Huntsdoc is for patients requiring urgent medical attention and their services can be contacted by dialling 01480 447800.

Please remember that as the surgery is now closed on Saturdays, you need to bear this in

mind when arranging to collect your repeat prescription. Please try to arrange to come in through the week to collect it, rather than last thing in the week - this should avoid any problems with availability and ensure you get the drugs you need in time for the weekend. Thank you.

### **HALF DAY CLOSING SESSIONS.**

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

Tuesday 14<sup>th</sup> September

Thursday 21<sup>st</sup> October

Wednesday 10<sup>th</sup> November

Tuesday 25<sup>th</sup> January 2005

Thursday 17<sup>th</sup> February 2005

Wednesday 16<sup>th</sup> March 2005

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

### **New Staff at the Spinney**

We would like to welcome Jane Bailey our new receptionist. Diane McPhee who works in the administration team. Paula Williams – student counsellor and Dr. Rachel Leonard, GP registrar who will be working closely with Dr. Smerdon. We would like to encourage Dr. Smerdon's patients to consult with Dr. Leonard if they wish.

### **TELEPHONE TRIAGE SERVICE**

We are pleased to announce that our telephone triage service run by Nurse Carol Ackerley is going very well and initial surveys undertaken show that it is being very well received by patients. It works like this - If you require a same day appointment, the reception staff have many options to offer you. It may be that one of our Practice Nursing Team can help by appointment or on the telephone, or that another member of the Primary Health Care Team is most suitable for your needs. It may be that the Triage Nurse will contact you back and assess the situation and offer the best course of action for you. Obviously our reception staff don't wish to intrude but may need to ask you just a little bit about what's going on, so that they can help you in the best way.

### ***New Contract for Primary Care***

Some patients will be aware of national changes to the way general practice and primary care is funded and managed. These came into effect from 1<sup>st</sup> April, 2004. The majority of aspects of the New Contract are around standards of care for patients with certain illnesses. These are; coronary heart disease, diabetes, asthma, mental health, hypothyroidism, stroke, epilepsy, cancer and high blood pressures. The standards are set by the Department of Health and are around making sure patients have regular checks and that all aspects of care are covered. For example, the standards of care for a patient with coronary heart disease are:

- ✓ That the patient has had a specialist opinion
- ✓ That the blood pressure is measured annually and that it falls within the appropriate range
- ✓ That they have an annual cholesterol test and that the result falls within the appropriate range
- ✓ That the practice knows the patients smoking status and has offered smoking cessation advice
- ✓ That the patient has a flu jab annually

As you can see the standards are fairly comprehensive and we have approximately 280 patients with coronary heart disease.

We are actively working towards all of these standards and building on work we have always done, such as in house diabetes, asthma and coronary heart disease clinics. We have been sending questionnaires to patient and inviting patients to attend for various appointments with the doctor, nurse of health care assistant. Some of you may get more than one letter – we apologise for this, this is more to do with the volume of standards being worked on and patients having more than one illness that requires monitoring.

We plan to put more information about all areas of the new contract on our website to inform patients should they want to know more.

The standards in the new contract do not just cover these specific illnesses but most

procedures and systems within the practice.

We are confident that our efforts will improve patient care and would welcome any thoughts, suggestions or comments to me – Debra Wheatley, Managing Partner at [debbie.wheatley@nhs.net](mailto:debbie.wheatley@nhs.net) or telephone me on 01480 484007.

#### DRUGS AND CHILDREN EVENING

The Spinney Patients Association held an extremely interesting and educational evening on Drugs and Children on Tuesday 6th July. The practice had written to the parents or guardians of 500 children aged between 10 -16 inviting them to come to the evening. I am sorry to say that only 9 parents attended this evening, which was extremely disappointing. It would be helpful to know why patients do not attend such sessions as the SPA and the practice put a lot of time, effort and expense as well as that of the Speaker. If you were invited, but did not attend or you have any comments to offer about SPA educational evenings, we would be very pleased to hear them. Please e mail me on [Debbie.wheatley@nhs.net](mailto:Debbie.wheatley@nhs.net).

#### **Award for Ruth Dube - Community Psychiatric Nurse**

Ruth is a CPN who works very closely with the Spinney Surgery. She has recently been awarded a lifetime achievement award from the National Council for Mental Health for her work on developing post natal services. Her approach is now the blue print across the country for providing not only early recognition but also treatment and support services. Well Done Ruth..

#### **CHANGE OF ADDRESS.**

If you change address, please make sure that not only do you let the Surgery know, but that you let any hospitals that you are involved with know. We get a lot of queries from hospitals where they have written to patients who have moved. This is really important so please help.

#### **PILOT PROJECT - BOOKING OF SOME HOSPITAL APPOINTMENTS DIRECTLY BY THE SURGERY OR BY YOU, THE PATIENT.**

The Surgery is a pilot practice for a project with the National Programme for Information Technology of the Department of Health. From early next year, we will be able to book directly an appointment for three different departments at the hospital - Cardiology, Dermatology and Gynaecology. Patients will also (having been referred by their GP) be able to book this appointment themselves if they are comfortable with the way to do it. Watch this space for more news.

#### **Change4Health**

Thinking of a healthy Birthday or Christmas present!!! How about a pedometer at £10.99. These are available to Spinney patients. If interested, please speak to Jane Baldock on Monday afternoons on (01480 492501 or E-mail [janeB@gp-D81049.nhs.uk](mailto:janeB@gp-D81049.nhs.uk)). (Limited number available).

Change4Health is a new lifestyle improvement programme being offered to patients (end Sept/Oct) interested in changing their lifestyles and improving their health and losing some weight (check with Jane Baldock for more details in mid-September).

Any previous participants of the Lifestyle Improvements for Everyone (LIFE) programme that would like a summary of the group results, please contact Jane Baldock on Monday afternoon at (01480 492501 or E-Mail [janeB@gp-D81049.nhs.uk](mailto:janeB@gp-D81049.nhs.uk))

#### **ACCESS TO MEDICAL RECORDS**

This is to clarify patients' rights under the Data Protection Act 1998. Patients have a right to see their medical records, however there are certain exceptions to this.

- ✓ Access may be refused if healthcare professionals believe the information in the records is likely to cause serious harm to the patient or another person.
- ✓ details about third parties may be removed from the records.
- ✓ if you are applying for access on behalf of someone else, you will not be given information which the patient gave to his or her doctor on the understanding that it would remain confidential.

There is a fee payable of £10.00 to be paid in advance, with a formal letter of request. This letter should be addressed to Debra Wheatley, Managing Partner and the cheque made payable to the Spinney Partnership. You have a right to receive a response with 40 days of your application.

If you require further information about the regulations relating to this aspect of your records, please contact "The Patients Association - PO Box 935, Harrow, Middlesex. HA1 3YJ Telephone 02084239111 or helpline 08456084455 or website [www.patients-association.com](http://www.patients-association.com).

### **PATIENT SURVEY**

We conducted a survey called the *General Practice Assessment Survey* in June and July on 359 patients who had seen the doctor that day and asked them about their experience. The

survey has been developed for all GP practices to use in line with the New Contract. The Spinney is quite used to conducting such surveys and our patients are great at helping us with this.

We have given copies of the report to the SPA committee and we are discussing the results within the practice. Here is a summary of the results for your information. If you would like any other details or to comment, please contact me on 01480 484007 or e mail [debbie.wheatley@nhs.net](mailto:debbie.wheatley@nhs.net).

Of the 359 patients surveyed, 250 were female and 109 male. The average age was 49 years old.

85% patients said that they were satisfied with the practice (with the majority of responses being excellent and very good). 70% were satisfied with the way they were treated by reception staff. Availability of patients own doctor rated at 60% and any available doctor was 74%.

Appointments with own doctor scored at 2 working days, and the same day for any doctor. The majority of patients said they waited between 11-20 minutes with a fair number waiting between 21-30 minutes. Their satisfaction with this was scored at 49%. This is an area we continually try to address but needs more work. Interestingly the amount of time a doctor spent with the patient scored highly at 82% - maybe these two are linked. Overall satisfaction with the consultation, the way the doctor listened, explained, cared, their patience and involvement of the patient was rated highly at 83-87%. Obviously there are always things we can improve upon and we hope to do this. All in all, we were pleased with the results and would like to thank all those taking part in the survey.