

For patients who are registered at the Spinney
SPINNEY PATIENTS ASSOCIATION

Patient Evening
"Getting Older"
Thursday 3rd April
7.30pm Crossways Hall,
Ramsey Road

This evening is aimed at patients or relatives who are moving on from middle age. Lots of guests have been invited to provide you with information, tips, help & support.

- Staff from Hinchingsbrooke Hospital
- Parkinsons Team
- Alzheimers Society
- Healthy Snacks – to eat!
- Strokes
- Community Nurses
- Lifelines
- Social Services
- Bobby Schemes
- Pharmacist
- Age Concern
- Dr. Dennis Cox – GP
- Falls Team

Come along – you know it makes sense!

If you need transport to attend, please leave a message for the Patient Association on 01480 484007

THURSDAY JUNE 19TH
Crossways Hall, 7.30pm



Healthy Hearts

Find out about how to look after your heart. We have lots of invited guests to give you information and support. If you have heart problems or you want to prevent problems, then this is the one for you!

ANNUAL GENERAL MEETING

A date for your diary –October 23rd

"Review of the LIFE programme"

Do you want to know how the participants of our revolutionary health programme got on, then come along to this meeting.



Patient Survey

In October/November the Primary Care Trust provided a questionnaire for 600 random patients of the Spinney to complete and return to them for analysis. The questionnaires were anonymous except for identifying the surgery, and consisted of 28 questions asking about a wide range of issues from satisfaction of patients with the services provided to premises and staff. We have recently received a full report of the analysis of our patient responses. The response rate was 44% which for our practice is a little lower than we usually obtain, however this may have been due to some spoilt questionnaires or it may be that the questionnaires were required to be sent back to the PCT and not the surgery with which patients are familiar. We plan to discuss the results in full with the Spinney Patients Association and also publish a full report within the practice. A very brief outline of some of the findings are below:-

- ❖ Most patients have 4 or fewer consultations a year
- ❖ Most patients got an appointment of their choice. And 70% who specifically asked to see their own doctor were seen within 3 days for a non urgent problem.
- ❖ 20% say its not important to see their own doctor
- ❖ A large number of patients were aware of and happy that the surgery has a Patient Group.
- ❖ 3% feel the appointment length is not long enough
- ❖ Reception staff were felt to be courteous and helpful

However – 80% felt that their appointment did not begin on time and lots of patients are unhappy with the parking facilities.

Obviously, it is important to look at the things we do well and things we do not so well and the practice is committed to looking at all the issues very carefully. To those patients who received and completed their form - thank you.

News From Hunts Parent Carer Forum

The group has just celebrated our first birthday with a lunch held at the Medway Centre, Huntingdon. It was well attended by parents, children and professionals. It has been a busy year forming links with many other groups in Huntingdon who work with and provide services for families with disabled children.

We have a parent represented on the HIMP Group and have also been involved in several consultations.

Sharon Camilletti from Parent Partnership who did presentations on her service. Ashling Bannon and Jill Sheldon from Social Services did a presentation on Direct Payments and the KEY Worker Project. We have met with Dr Cliona Ne Brolhan, who talked about her plans for the Child Development Clinic. We have also met with Keith Melton Educational Psychologist and Brian Gale Assistant Director of Special Education Needs to look at accessibility for children with special needs to the curriculum, physical accessibility to schools and after school clubs.

We have some money to provide training for parents and have a workshop on Aromatherapy planned in March. In June we have Paediatric Cranial Osteopath Marc Deora who has treated many children with Special Needs. He is very passionate about his work and is very keen to come and talk to our group.

We are also hoping to arrange training in Circles of Support, Self Assertiveness, Communication Skills and Managing Challenging Behaviour. Our group has produced two newsletters, distributed to health, social services, health visitors, both special schools, parents of children with special needs in mainstream school (those who are on our mailing list).

We hope to continue to offer social opportunities for parents to meet, speakers and training in the coming months and years. Most importantly we will continue to speak up for the needs and rights of disabled children and their families.

Hunts Parent Carer Forum can be contacted C/o The Primrose Centre, Primrose Lane, Huntingdon, PE29 1WG. Tel 01480 415119.

email huntsparentcarerforum@hotmail.com

James Arnold Rooms

Thanks to the generosity of Mr and Mrs Arnold through donations and fund raising activities we have been able to convert a second room to an area for our Health Visitors and new Health Care Assistant. We plan to have an official opening of James Arnold Rooms 1 and 2 at the end of March. Mr Ian Langworthy, Chairman of the SPA will declare the rooms officially open. Guests of honour will obviously be Mr and Mrs Arnold. These two rooms have extended the services we have been able to offer enormously and we are very grateful to them, their family and friends.



SUMMER HOLIDAYS

It is important to plan early for holidays. Not just for your flight, passport, accommodation and sun-cream – but those all important travel vaccinations and travel advice. If you are planning a trip, either visit our website, www.spinney-surgery.org.uk and let us know when and where you are going – we will sort out what you need and phone you back. Or, you can telephone or pop in and complete a form. Please help us help you!

SICK NOTES

We often get asked to write another sick note for patients before the current one has run out. We can't start them for a day in the future and as they are issued the day they are requested we have to overlap them. This therefore means that the doctor and the patient spend time arranging this unnecessarily and means that

patients need more sick notes to cover any one illness. If possible, please could patients wait until their current sick note has run out before getting another. We can back date the start date. Thank you.

Calling all Carers who are patients of the Spinney Surgery.

Did you know about the Forthcoming Carers Activities??

A 'Pamper Yourself Day' - 25 April 10 to 12 or 1 to 3p.m.*

A Carers UK Social event
Speaker from Water Aid
27 April 3 to 5p.m. *

Crafts Afternoon
14 May 3 to 5p.m.*

First Aid Training
21 May 10 to 3p.m. *

CARERS MEETINGS

Carers Consortium
Open Meeting
2 April 11 to 12.30p.m. *

Alzheimers Society - Annual General Meeting on 16 May *

* = Primrose Centre, Primrose Lane, Huntingdon

ST IVES SOCIAL EVENTS

1st Thursday of every month - 3 April, 1 May from 7.30 to 9.30p.m. at the Dolphin Hotel

Telephone 415141 or 415173 for more details on any of these activities/meetings etc.

If you put yourself on the Carers UK (Hunts) Mailing List they will keep you up-to-date with what is going on. More from 415173.



The Young Carers Project have been developing many more activities - more from Jo on 456170



WE NEED YOUR VIEWS

The Spinney Carers Project will be writing shortly to all those currently on the Spinney Carers Mailing List about your views on some of the local services. If you are not already on the Carers Mailing List please ask your doctor, nurse, health visitor or at reception to add your name and address.

Video Entry System

We have recently installed a video entry system at reception. This is mainly for Saturday mornings or times when staff may be working in a lone worker situation. As you walk into the lobby you will see a silver box mounted on the wall in front of you, if the door is locked, please press the button on the box and you will be answered by one of our team.

ALTERATIONS TO OUR SURGERY

I am sure many patients will have noticed some changes at the surgery. We have recently been making amendments to our reception area to try to make it more user friendly and to improve confidentiality. We have made adjustments to the staffing at reception trying to ensure that there is a receptionist who can deal with face to face enquiries and bookings, and other staff in the background taking calls and making telephone appointments. We have replaced the seating in the waiting room, decorated, improved lighting and resurfaced the flooring. Gradually many areas of the surgery are being refurbished over coming months and we are hopeful that it will be to the taste of patients and staff alike.

New Staff Member

Joining us in February was Halyna Papworth. Halyna has come to work with us as a Health Care Assistant and is undergoing induction and training at the moment. She will join Helen taking bloods, performing ECGs and other technical tasks. Welcome.

Healthy Hearts and Diabetic Clinics

Patients will be aware that the practice offers regular diabetic checks for patients. These are

carried out by our specialist diabetic nurse, Jackie Thompson. We have recently reviewed the systems we have in place for ensuring that diabetic patients are checked and best care provided. We have written to all diabetics letting them know about our recall system and how it will work. Patients are encouraged to attend for checks as this enables the nurse to look at important health issues with them and make sure things are going smoothly.

A new clinic recently introduced is the Healthy Heart Clinic. Ann Hannan holds these clinics for patients with existing heart problems to ensure their care and treatment is as good as it can be, as well as reviewing those patients who may be at risk of developing heart disease.



Healthy Walks.

The District Councils' Healthy Walks project started at the beginning of the year. There are two walks a week, Tuesday afternoon and Thursday morning. The walks are local and last about 45-60 minutes. They would love to see more people join the walking project, so please... if you would like to find out more about Healthy Walks, please contact Anna Richardson or Jo Peadon on 01480 388469

Life Improvements For Everyone (LIFE)

Coming soon is the LIFE programme. A new idea for Spinney patients to improve their health by tackling weight, exercise, healthy eating and developing good habits. This year's course is absolutely full to bursting and we have been overwhelmed by supportive and enthusiastic patients. We plan to present a review of the patient's progress and achievements at the AGM in October.... Sandy Evans, Dietitian at the Spinney has developed this idea to enable the practice to reach a wider audience with their efforts to improve health.

MEDICATION REVIEWS

Every day the surgery issues approximately 150 repeat prescriptions to patients. A repeat prescription usually consists of regular drugs which the patient takes on a daily basis. Drugs often issued on a repeat are those for high blood

pressure, asthma, diabetes, thyroid problems and other conditions. It is very important that patients taking regular medication are reviewed from time to time. If your doctor, nurse or receptionist requests that you make an appointment for a review, please do try to attend and have the appropriate consultation. It's in your best interest!



Telephone Consultations

Have you considered that instead of making an appointment, and coming into the surgery you could use the telephone to consult your doctor or ask the nurse or health visitor for advice? The clinical staff at the Spinney are keen to offer various ways of providing care for patients, and telephone consultations have proved very popular. If you wish to talk to your doctor or a nurse please contact the surgery on 01480 492501 and if possible provide the reception staff with a brief idea of your requirements and they will arrange for the appropriate member of the team to call you back. Don't forget our Health Visitors offer Minor Illness for children advice in the mornings, so please do remember them when calling in.



SWITCH FACILITIES

Due to popular request we have recently signed up for a Switch machine which will enable patients to pay for their medication, and private fees using their **plastic**. We will be introducing this service in mid March, so please ask about it if you wish to use it. Unfortunately there will not be a facility for cash back or credit cards however we are confident patients will approve of this latest enhancement to services.

(ps: probably wont be long before we offer air-miles! - joke!)