

SPINNEY SURGERY NEWSLETTER - SPRING 2005

For patients registered with the Spinney

SPINNEY PATIENTS ASSOCIATION

**INVITE YOU TO
A MENS HEALTH EVENING**

**CROSSWAYS HALL, RAMSEY ROAD,
ST IVES**

**ON THURSDAY 7TH APRIL
FROM 7 PM**

**MEN – COME AND HAVE A CHECK
UP... BLOOD PRESSURE,
CHOLESTEROL, BLOOD SUGAR AND
LOTS MORE**

**LIGHT HEALTHY REFRESHMENTS
AVAILABLE**

Spinney Patients Association

Your Committee have been busy again planning 3 health information evenings for the coming year.

The first is on 7th April and is the Men's Health Evening referred to elsewhere in this newsletter. Men take note. This evening is for you. Find out all you ever wanted to know or didn't want to know about the best way of living a longer and healthier life. Do come along for a health check/MOT. You wouldn't dream of running a car, in fact you wouldn't be allowed to without proper servicing and checking of oil, tyres, water etc., so why expect your body to perform well without the same TLC that you would happily lavish on your car.

This event is not confined to men, so ladies do please bring your man along.

Later in the year, on 26th May in fact at 7.30 at the Crossways Centre, we plan an evening on Digestive Disorders. Look out for more information in the Surgery and elsewhere about this evening.

Asthma and Allergies is the topic plan for the October meeting.

If you would like to be involved in the work the SPA does on your behalf, just contact one of the Committee members. Our names and addresses are on the poster in the entrance to the Surgery.

If you have any issues concerning the Spinney which you feel would be of interest to the SPA please let us know.

Some of you will have participated in the award winning Life Programme. Good news for those that did not - new programmes are being developed for later in the year and early next year so look out for information about that.

Please support the information evenings. The topics may not always be directly relevant to you at the time, but you never know what the future holds. The evenings are informative and fun, so try one. It could save your life!

DIGESTIVE DISORDERS EVENING

**IRENE DUNKLEY - SENIOR
GASTROENTEROLOGY SPECIALIST NURSE
SPEAKING**

**WANT TO KNOW MORE ABOUT
IRRITABLE BOWEL SYNDROME (IBS),
ULCERS, COLITIS OR JUST HOW TO HAVE
A HEALTHY DIGESTIVE SYSTEM.**

**COME TO THE PATIENTS EVENING ON
THURSDAY MAY 26TH AT 7.30PM
CROSSWAYS HALL, RAMSEY ROAD**

TRIAGE UPDATE

Thank you to all of you who have used this service since its conception last May. I hope you have found it useful.

The aim of this service is to assess and prioritise your needs and ensure you see a doctor or nurse appropriately. So what does it mean to you? Well, if you became seriously ill and needed to see a doctor that day, you would call the surgery and if able, tell the receptionist a little about your problems. This is important for me to be able to accurately assess your problem. You would then receive a call back from me allowing more time and privacy to discuss in more detail your symptoms. There are many conditions where I would bring you into to see me in The Minor Illness clinic. Those I cannot help will be given an appointment with the Doctor or Nurse. Sometimes patients will ring in just

for advice, or to discuss how best they can help themselves. If you have any ideas or suggestions on how to improve the service, please let us know.

Carol Ackerley, Triage Nurse.

LOCALITY COMMISSIONING IN ST IVES.

One of the new changes to NHS management locally is the formation of locality commissioning groups. This means a group of GPs (representing the five St Ives practices plus one from Papworth) meeting regularly with managers from the Huntingdonshire Primary Care Trust to discuss and plan local health services for the St Ives area. Currently, Dr. Mark Sanderson represents the Spinney on the group, and is the committee's chair. The group is in its infancy but hopes, with time, to have a greater say in how St Ives services are commissioned. If you have any views about services in our town and local villages please do not hesitate to get in contact with him via the Surgery.

HALF DAY CLOSING SESSIONS.

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

Wednesday 16th March 2005

Wednesday April 27th

Tuesday May 24th

Thursday June 23rd

Wednesday 20th July

Tuesday 27th September

If you need urgent medical attention during these closures please contact 01480 447800 Huntsdoc. Thankyou.

LIFE WINS HAT TRICK!

Thank you to everyone who participated in the LIFE (Lifestyle Improvement for Everyone) programme. Due to your participation and support it has now won 3 fantastic awards.

- 1) The Primary Care Award for Excellence in Weight Management 2004 presented by the National Obesity Forum
- 2) Best Practice Award 2004 presented by the Association for the Study of Obesity and

- 3) The Patient Participation Award 2004 presented by the Royal College of General Practitioners.

A very brief overview of some significant achievements for patients that participated in LIFE includes:-

** 85 patients (77%) who were overweight lost an average of 3.2kg (7lbs) during the programme

** 23 of these 85 patients (21%) lost at least 5% of their weight (recognised by health professionals as a major step towards improving an individuals health)

** 14 patients moved from an obese (BMI>30) classification into overweight (BMI>25)

** 8 patients moved from an overweight (BMI>25) to a health BMI range.

** Both waist circumferences and blood pressures reduced (important health risk parameters)

** Patients participating with a healthy BMI showed a drop in their blood pressures

** 90% of the patients participating reported increasing their fruit and vegetables

** 84% said they increased their physical activity

Well done to everyone that worked to make this programme a success and their lifestyle and future a bit healthier!

Sandy Evans and Jane Baldock

PRESCRIPTIONS

Greetings from Pam 'on prescriptions'.

Well it has now settled down a bit since the rush at Christmas and New Year.

When I first started the computerisation of prescriptions (on a little Amstrad PC in the 80's) a busy morning mean up to 40 written prescription requests....

Now the same busy morning can include over 200 requests, processed on our izzy whizzy computer system and printed by a state of the art laser printer. The channels through which we gather these requests now include e mail (www.spinney-surgery.org.uk), Fax: 01480 356159,

answerphone messages and the written on printed request slips... sometimes I feel I am being got at from all sides. Obviously we are always trying to better the service, and yet perhaps sometimes we try too hard...especially with the advent of Lloyds

collection and delivery system where despite our best efforts we still seem to end up with prescriptions not reaching their destination. One or two bits of info... my hours on the processing of prescriptions are mornings, hence answerphone messages left after midday will not be attended to until the following morning (so please understand that whilst we try to make sure urgent prescriptions get priority, we really do appreciate the two working days notice!) also your phone messages sometimes give me the number that the drug item appears on your list our lists do not correspond, so sometimes this is left to my guesswork!! To ensure you get what you want please have a go at the drugs or spell them.. in the hope of getting it right. To end, one more pointer.. I know my limitations, these include not being able to do prescriptions for the pills or potions you had many months ago, or something to cure conditions previously seen by your doctors – these I cannot do, so don't forget the Doctors and Nurses are available by phone for consultations.....

Pam 'on prescriptions'

CHOOSE AND BOOK

Many of you will have heard a little about this in the News recently....The Spinney Surgery is to be one of the first practices in the area to "go live" with Choose and Book. More information can be found on the official website www.nhs.uk/chooseandbook. However, we thought it would be helpful to explain what will happen over the next few months. Some departments at Hinchingbrooke Hospital have been chosen to pilot this type of booking – they are dermatology, gynaecology and cardiology. At the moment, if your GP decides you need to see a specialist, they write a letter, and the hospital allocates a date. That process can take several weeks and the date offered may not suit you. The new system means that you will be able to fit your hospital appointment in with your life, not the other way round. Eventually you will have a choice of where you are seen too. There are many ways of doing this and we plan to try and offer a very personalised service. One of our secretaries will take you through the options available to you. You will work out a password to make sure that your

information is secure on the computer system. You will be given a reference number so if you want to change your appointment later you can. You can either select a date and time and book your appointment while you are at the surgery. You may want to check with work, family or friends before booking your appointment. If you want to book your appointment later on the internet or telephone you can do this.

The new service will not be available everywhere – it is being introduced slowly round the country. At first, Choose and Book will only apply to your first appointment, if you need to go back that will be organised in the usual way. For Choose and Book to work, your personal details – such as name, address, date of birth and a note about you and why you are being referred – will be held on computer and sent to your chosen hospital. Booking information will be held and sent very securely; it will only be seen by those involved in booking your appointment and caring for you at the place where you are booked. Whether its on paper or computer, everyone working in the NHS has a legal duty to keep information about you confidential.

We hope those of you who will be using this service find it easy and useful. We will be working closely with the Hospital and the Primary Care Trust to make sure everything goes smoothly.

Debra Wheatley

Asthma Reviews

We are reviewing everyone who has used the blue reliever inhaler in the last 6 months to see whether an asthma check would be helpful. If you asthma symptoms such as shortness of breath, cough, wheeze or chest tightness, or use your blue inhaler more than 3-4 times a week, your asthma is not well controlled. We will be able to discuss ways of helping you improve your breathing. If you receive a letter, please make an appointment to see me or contact me by phone. If you do not receive a letter but would like asthma reviews please also contact me.

Gill Avery – Asthma Nurse

Physiotherapy Direct.

This service has been in operation for several months now and we are regularly reviewing it with our colleagues at Hinchbrook. By and large it is a really helpful new service but there are some aspects of it that we would like to improve. We are all aware of the direct dial phone lines being very busy and the length of time it takes to get to see a physiotherapist. It is a different way of approaching the more straightforward and commoner problems to have a history taken by phone then advice given, but the physios are very experienced and work to strict guidelines and it releases them to work with more complex problems. If anyone reading this has comments about their experiences I would be pleased to have them so I can take them to the reviews.

George Smerdon

For information. Physio direct number is: 01480 434980

Medical Students

We would like to take this opportunity to say a big thank you to all the patients who have been involved with teaching Student Doctors. As a lot of you are aware there is a long tradition of teaching students from Cambridge University at the Spinney.

The way student doctors are being taught is changing as the University has recognised that the students can learn a lot in General Practice. This will mean that more students will be coming to learn with us. We are looking to create a panel of volunteers of people who are willing to come in and help us with the students. We are also looking for volunteers from people who are willing to have the students visit them at home. If you have a chronic disease like asthma, diabetes, heart

disease or you are seen at the hospital or surgery regularly and you have time during the day we would love to hear from you. The students are very interested to hear what your illness means to you.

If you are involved in any group that you think may be interesting for the students to come and visit especially if it takes place during the day please get in touch.

You may be asked whether you mind having the students at your appointment when you phone the surgery. There will always be the opportunity to say no.

If you would like further information or you would like to volunteer please contact the surgery and ask to speak to Debra Wheatley.

Janie Anderson

Contact Addresses, Telephone Numbers and E mail addresses

We would be very grateful if patients could ensure we have their up to date address, telephone number and e mail address. Although we don't use e mail as a regular means of communications we have built up quite a subscriber list which we could use in future to send out updates. Telephone numbers are very important to us, if we need to contact you quickly. We can also record mobile phone numbers on our system, obviously we would use these in more urgent cases as there are cost and coverage implications.

Many thanks for your help.

Health Visitors

Spinney Surgery Health Visitors, Anne Considine and Mandi Lewis are taking part in piloting a new antenatal health visitor contact. We will be visiting women who are 36 weeks pregnant, giving them a parent held record (red book) to take into hospital with them. At this contact we will tell women about the Health Visiting Service and local groups for parents and babies. This pilot starts on the 1st March, 2005

Anne and Mandi