

# SPINNEY SURGERY NEWSLETTER - Spring 2008

For patients registered with the Spinney

## SPA - Patient Education Evening

### Heart Disease Evening

Tuesday April 15<sup>th</sup> 2008  
Crossways Hall, St Ives  
7.30 – 9.00pm



## HOW TO HAVE A HAPPY HEALTHY HEART

Dr. Sarah Clarke – Consultant Cardiologist  
Dr Mark Sanderson – GP  
Ann Hannan – CHD nurse

Presentation of leaving gifts to Dr. Smerdon and Dr.  
Cox

All Spinney Patients welcome

New doctors at the Spinney will be joining us to say  
hello

Doctors Smerdon and Cox will be presented by a gift from any patients who have made a donation on Tuesday 15<sup>th</sup> April at the Heart Disease Evening to be held at the Crossways Hall.

If you wish to donate and haven't done so, please ask at reception for the Spinney Patients Association collection or send your donation c/o Mr Ian Langworthy, Chairman SPA, Copleys, Red House, Market Hill, St Ives. Cambs.

## SPINNEY DOCTORS

Following on from our last newsletter when Dennis and George announced their retirements, we are now in a position to introduce our 3 new Associate Doctors, Dr Deborah Gilbert, Dr Andy Borman and Dr Amit

Sethi. They have written something about themselves by way of introduction -see below. We are really delighted to have made these appointments and we would like to explain what's going to happen over the next few months.

Sadly we are losing Clare Taylor too as her husband has a new job in Cornwall. Clare has been a fantastic asset to the Spinney and she will be greatly missed. We wish her and her family every happiness in their new home and careers.

Dennis and George's patients have been asking "**WHO WILL BE MY NEW DOCTOR?**"

You will be aware that the traditional personal list system is changing and we at the Spinney have developed a system where any patient can see any Doctor but we continue to encourage patients, if possible, to stay with the same doctor-their usual doctor- so building an ongoing relationship. Our new doctors will be part of that system and patients of George and Dennis can choose which of the three new doctors that they would like to see. As you get to know them, we hope will come to see them as your usual doctor. Dr Deborah Gilbert will be starting in March and Dr Amit Sethi will be joining in August. Some of you will have already seen Dr Andy Borman who will complete his training with us in July. As such Andy will not be able to have patients "on his list" until August. However, we would encourage any of you already seeing him to continue to do so. As it will take time for patients to choose a new doctor to see we will nominally assign all patients to a Doctor, initially to ensure all patients have a doctor who is responsible for their ongoing care during the transitional phase.

We will be assigning patients to our new doctors using the following method.

*DR. DEBORAH GILBERT WILL BE ASSIGNED THOSE PATIENTS OF DR COX WITH SURNAMENES BEGINNING "A" TO, AND INCLUDING THOSE STARTING WITH "PI" (eg Pitts)*

*DR. AMIT SETHI WILL BE ASSIGNED THOSE PATIENTS OF DR COX WITH SURNAMENES STARTING WITH "PL" UP TO, AND INCLUDING THOSE STARTING WITH "Z" AND PATIENTS OF DR. SMERDON'S WITH SURNAMENES STARTING WITH "MAN" UP TO, AND INCLUDING THOSE STARTING WITH "Z".*

*DR. ANDREW BORMAN WILL BE ASSIGNED PATIENTS OF DR SMERDON WITH SURNAMENES STARTING WITH "A" UP TO, AND INCLUDING THOSE STARTING WITH THE SURNAME "MAL".*

If you have any questions, please do not hesitate to ask our staff.

Many of you already see Dr Janie Anderson as your doctor although you may be registered with one of the partners. We would like to invite any patients who regularly see Dr Anderson as their doctor to join her list. If you would like to do so, please inform the receptionists.

Some of you will have already met Dr Priya Joshi who joined us in January as a locum while we wait for our new Associate Doctors to arrive. We are delighted Dr Joshi will remain with us until the end of July. From April till July Dr. Joshi will look after most of Dr. Smerdons patients while we wait for Dr. Sethi and Dr. Borman to officially join us. It will be a confusing time over the next few months, especially with summer holidays etc and we apologise for how unsettling all this change is for many patients. However, it will all be fine!

We hope these arrangements are clear but do ask our reception staff who will be pleased to guide and advise you. There will be another newsletter in the Autumn when all three new doctors have settled in. reviewing these new arrangements.

Finally George writes." I had hoped to be able to say good bye to my patients before leaving but, sadly, this has not proved possible. I am sorry for this but it just didn't seem to work that way. Everyone has been so kind and supportive and I am enormously touched by the messages, cards and presents I have received. Thank you.

## **Meet our New Doctors**

### **Dr Deborah Gilbert.**

I underwent my medical training in the East End of London at St Bartholomew's and the Royal London Medical School. I qualified in 2003 and spent the following year working in Essex. Then in 2004 I moved up to Cambridge to begin my GP training. During the following 3 years I worked in Addenbrookes Hospital in Medicine, Paediatrics and Obstetrics and Gynaecology. I also had the opportunity to work in Palliative Care at the Arthur Rank Hospice in Cambridge and I spent time in a community Paediatric post. I then completed my GP training whilst working as a GP Registrar at Burwell Surgery.

After qualifying as a GP in August 2007 I spent a month travelling in Queensland Australia. I returned refreshed and ready to embark upon life as a GP. Since then I have been working as a locum GP in and around Cambridgeshire.

I live in Linton and I am married to Daniel who works as a Microelectronic Engineer in Cambridge. Outside work

we enjoy cooking, running, walking (especially in the Peak and Lake Districts) and spending time with family and friends.

#### **Dr Amit Sethi.**

I am currently the Registrar at the Acorn Health Centre in Huntingdon and am looking forward to starting as one of the new GPs at the Spinney in August. I qualified from Kings College London in 2004 with degrees in Medicine and Aerospace Physiology. After living and working in Central London my wife Sarah and I moved to Huntingdon in 2005 seeking a new lifestyle with more fresh air.

We have settled in well locally and hope to spend many more years here! We both enjoy cooking and of course eating lovely food. I am a member of the St Ives Hockey Club, take advantage of the many superb local golf courses when I can and if time permits even try to get in the odd game of squash.

Among my interests are cinema, literature and anything to do with cars. Sarah and I also love to travel and do so when ever time and money permit. Some of our most memorable trips include working in the Solomon Islands and travelling across New Zealand.

I am very much looking forward to meeting the members of staff and patients of the Spinney in the summer and getting to know you all.

#### **Dr. Andrew Borman**

Hello, my name's Dr Andy Borman. I've had the pleasure of meeting many of you already as I'm currently working at the Spinney as GP Registrar under my Supervisor Dr Mark Sanderson. I'm now very happy and honoured to say that I will be carrying on from August as a full-time salaried

doctor at the surgery. I'm originally from Chesterfield in Derbyshire and trained firstly as an undergraduate at St. Andrew's University in Scotland, then, continued my clinical studies at Cambridge University. Since then I have worked as a junior doctor for four years at Addenbrookes and Hinchingbrooke Hospital and now here at the Spinney. I've lived in Chesterton, Cambridge for the past three years, and, when not working, I can often be found playing bass guitar in various musical endeavours around the town. I look forward to beginning my career as a GP in St Ives and all the challenges and that brings.

#### **TRAVELLERS**

Just to remind all you who are thinking of booking holidays or last minute cheap deals. Some destinations require you to have vaccinations prior to your visit to protect you from diseases that they may have in the country and medication (tablets) to protect you from contracting Malaria while you are away. Most required vaccinations will not be effective until two weeks after the injection has been given. We will now not be able to offer an appointment for any vacations to patients who do not give us at least two weeks notice. Patients will then be advised to attend the MASTA travel clinic in Cambridge for their travel advice. Long term travellers ie. Holidays over 4 need more complex travel advice and vaccination that more time will be needed to be allocated.

#### **Hepatitis B vaccinations**

Please also be aware that all Hepatitis B vaccines are no longer permitted to be given on the NHS. If you are a traveller, we can still give you the vaccination but the fees will need to be paid in advance of the course. If you require the vaccines for employment purposes, these can be

given if you have an employer who is prepared to pay for these. Due to regulations we are not allowed to charge our own patients for employment related Hepatitis B vaccines, so can recommend another local surgery that will provide this to you at agreed fees. Please ask at reception for more information should you require it.

### **Patient Survey 2007**

Each year we are required to undertake a standard survey of patient views about some of the services we offer. A full copy of the report is available on request, please contact [debbie.wheatley@nhs.net](mailto:debbie.wheatley@nhs.net). A short summary of the results is below.

238 questionnaires were handed out to patients attending the surgery in the autumn of 2007.

National benchmark figures are available to us for comparison. The highest score available in each question is 100%, the national comparison figure is in brackets in each case. The benchmarks are based on 232,000 respondents nationally.

Satisfaction with receptionists was rated at 83% (77% nationally). Satisfaction with opening hours 70% (67%), Availability of a particular doctor 62%

(60%) – this demonstrates that patients generally like to have continuity of care and see the same doctor each time.

Satisfaction with availability of any doctor scores higher at 74% (69%). The majority of patients were able to have an appointment with a particular doctor either the same day or within 2 working days for non urgent matters. If patients chose any doctor then the availability increased a great deal to same day or next day. As most patients know, we offer a nurse triage service to all patients requesting a same day doctors appointment.

It is disappointing that satisfaction with waiting time when at the surgery scores at 48% (57%) – this is obviously an area for us to review. Whilst many patients do appreciate the opportunity to spend time with their doctor and do not feel rushed, others find the wait frustrating. We have recruited new doctors and will be providing more surgeries, so hopefully existing surgeries will not be as long, and the potential for long waits especially at the later end of the morning will be reduced.

Satisfaction with phoning through to the practice at 75% (59%) was good and to speak to a doctor on the phone for advice was appreciated at 75% (61%). Continuity of care at 71% (69%) is obviously important to patients. Doctors questioning of patients scored highly at 86% (81%) with satisfaction around issues such as how well the doctor listens, involves the patient, puts them at ease score highly at 88% (81%). Time spent with the patient is appreciated at 84% (80%) – this could impact on waiting times as before. Finally doctors patience, caring and concern score the highest at 89% (84%).

Obviously there are always improvements to be made and we will be working with the practice team and the Patients Association over coming months to look at how we can improve.

If you have any feedback you wish to give to the Spinney Patients Association, please drop us an e mail, or a letter and we can pass it on to the Committee.