

SPINNEY SURGERY NEWSLETTER - Summer 2009

For patients registered with the Spinney

SPINNEY PATIENTS ASSOCIATION

The Committee would like to invite all patients to the next Education Evening on Tuesday 12th May, 2009 at the Crossways Hall, St Ives at 7.30—9pm

Backs, Bones and Bending

We are pleased to be able to present to you:-

Mr. A. Wojcik, Consultant Orthopaedic Surgeon

Jill Gamlin MBE —Consultant Physiotherapist

Dr Mark Sanderson – GP at the Spinney

We are sure this will be a most popular evening covering common orthopaedic problems as well as an opportunity to hear about physiotherapy and Physio Direct and much more. Lots of opportunities to ask questions.

Refreshments provided.

The Dermatology evening held in October was a fantastic success with lots of questions and very informative session run by Dr. Fargnoli.

Planned for the October meeting this year we have an evening which we hope will be devoted to

Medicines, Pills and Prescriptions.

13th October, 2009

The SPA has also recently kindly purchased a children's play table for our newly refurbished waiting room.

We always appreciate patient feedback, so please let us have your comments about how the SPA can support you, the patient. Please contact a member of the Committee. You can either leave written comments for the attention of Ian Langworthy, Chairman, or e mail them to debbie.wheatley@nhs.net and they will be forwarded on to the Committee.

Pre Pregnancy Counselling

This is a service currently offered at the Spinney and by all GPs in the UK. Over the coming weeks we will be working on a

new initiative here at the Spinney to

provide women considering a baby (be it a first or subsequent pregnancy) with a re-vamped pre pregnancy counselling service. Our aim is to provide a helpful, accessible and informative service to ensure a safe and healthy pregnancy and conception. We hope if you are in this position you will consider coming to see us. Dr. Amit Sethi

Staff news

Dr. Debbie Gilbert had a little baby girl in February. Mum and baby are both doing well. Many of Dr. Gilberts' patients will have met Dr. Louise Francis already. Dr. Francis is working on Tuesdays and Fridays and has already settled into the team.

We are pleased to announce that Dr. Janie Anderson is expecting her first baby in June. She will be going on maternity leave for a year at the end of April. We have been lucky to recruit Dr. Amudha Manickasamy to care for Dr. Anderson's patients from the end of May until the end of June. At the end of June, Dr. Anna Tucker will join us for approximately 11 months. We are sure patients will miss Dr. Anderson. Dr. Manickasamy and Dr. Tucker are excellent doctors joining our team and we are sure you will welcome them to the team.

Mandy Clarke joined the reception team earlier this year—Mandy has settled in really well and already has got to know many of our patients. Lynne Mounteney has joined us to help with the massive task of computerising our medical records.

Unfortunately, after many years as one of our Health Visiting Team, Anne Considine is leaving us at the end of March to work in the Cambridge area near to her home. We have been very lucky to have Anne working with us for such a long time, giving continuity of care to our patients. We will miss her very much and look forward to welcoming Georgina, our new Health Visitor to the team.

Cervical Smear Tests

We have had a number of enquiries about smear testing recently following media coverage of the Jade Goody case and so we thought an update would be useful.

As you know the NHS runs a cervical screening programme to detect early changes in the cervix which might progress to cancer if left untreated. Invitations are sent to
Women aged 25-49 every 3 years
Women aged 50-64 every 5 years
Women over 65 are invited if their 3 previous tests were not clear.

AT THE SPINNEY 419 WOMEN HAVE NOT TAKEN UP THEIR OFFER OF A SMEAR IN THE PAST YEAR

Cervical cancer is rare under the age of 25 and these women are not routinely screened. BUT ALL women under 25 (indeed all women) who develop unusual bleeding from the vagina when they are not having their period including bleeding between periods, bleeding after sex or any bleeding at all after the menopause should make an appointment with their GP.

The guidelines about when to have a smear are very strict and should women request a smear for reassurance at times outside the screening programme there is a charge of £80.00 for this test, payable at the time of the appointment.

Breast screening mammography

This is a method of detecting breast cancer at a very early stage. Recent evidence shows that the NHS Breast Screening Programme is saving 1400 lives a year. The programme provides free breast screening every three years for all women in the UK over the age of 50 years. Women between the ages of 50 years and 70 years are routinely invited. The incidence of breast cancer increases with age and around 80% of cases occur in women over the age of 50 years. If you are over 70 years old you can still have regular mammography but you must telephone 01223 217627 yourself to make an appointment. During the last screening programme in St Ives held from January 08 to December 08, 481 women registered at The Spinney were offered screening. 224 of these women did not attend. If you did not attend and you have anxieties /questions about the test please make an appointment to see your GP

Travel vaccines

It's important that when you travel to distant climes that you are protected against as many infectious diseases as possible. If you are planning a holiday abroad, please contact our reception staff and give them information about your destination and type of holiday. Your notes will be checked and we can let you know what you need to be safe. Some vaccines however are not free and one of these is Hepatitis B. The Government have advised practices that they must charge the patient for a course of these vaccinations. The current cost of this course is £123.50. Whilst this cost seems high, nothing can compare with the difficulties and health issues you would face should you contract Hepatitis B. Please consider these risks very carefully, and we are sure you will agree that the cost of the vaccines is well worth it.

We also sell malaria tablets at competitive prices, so please make sure if you are recommended to have them that you do take up this advice.

MMR

As there has been an increase in the incidence of measles, Public Health has asked that we remind all young people to have their MMR. We still have quite a few young people aged 6-24 who have not had their MMR. Please contact us if you want (or want your child) to have the vaccine – boys can have it any time by appointment. Girls - if they are having periods - need to have it whilst they are having their period. Please check with one of our nurses if you want to have this important protection and have questions.

Complaints procedure - changes

Hopefully a complaint isn't something you will have to make—but—of course it's a possibility. We have always had a very proactive approach to dealing with patients concerns, comments and feedback which has resulted in a lower than average number of formal complaints. From the 1st April 2009 the Health Care Commission will cease to exist. The regulations about complaints are still being worked through following an extensive consultation period but in summary, for our patients it means:-
1) Previously if you wanted to make a formal complaint you had to write to the healthcare organisation within 6 months of the incident happening or a further 6 months of you realising it had happened. This is being extended to 12 months and

12 months.

2) You are able to complain directly to the Primary Care Trust rather than the practice, although the practice will be asked to investigate the complaint and reply to the Primary Care Trust.

3) The Parliamentary and Health Service Ombudsman can become involved if the complaint is not resolved, however it must be borne in mind that this means all records will therefore be in the hands of the Ombudsman.

As the Manager of the practice and of the complaints process, I would like to reiterate that our approach to complaints or any form of feedback is a positive one, which endeavours to get to the bottom of any problems and learn from them, as well as taking on board constructive criticism. From a practical point of view, I would like to think our systems will not change much to react to the new legislation, but please look out on our website or future newsletters for updates and information. And please, remember - if you have feedback, concerns, comments, suggestions and complaints feel free to contact me on 01480 484720, or drop me a line at the surgery or e mail me at debbie.wheatley@nhs.net

Gynaecology Clinic at the Spinney

We are very pleased to announce that we are now hosting a gynaecology clinic at the surgery. One of the Consultants from Hinchingsbrooke Hospital, Dr Suzanne Hamilton is coming to The Spinney once a month and will be seeing patients referred by GPs from the local area. Dr Henderson is assisting her and increasing her own knowledge and practical skills in this area.

The Consultant will also be available for case discussion and advice for all the GPs during the session.

We feel this will be of great benefit to all the GPs and patients at The Spinney and the locality.

If your GP feels you need to see a gynaecology specialist he or she will refer you on in the usual way but you will now have the option of choosing to see the

Consultant at the surgery rather than at a hospital if you wish.

Dr. Clare Henderson

PSA testing

A lot of men ask us if they could have a PSA test. This is a blood test performed to help your GP decide if you have a prostate problem. 'Routine' measurement of PSA is not indicated under any circumstances and PSA has no proven usefulness as a screening test for prostate cancer. If your PSA is to be measured, this should only be done following discussion with your GP.

Reasons for doing a PSA test are:

- investigation of bladder outflow obstruction (poor flow of urine, passing urine at night)
- suspected cancer of the prostate
- abnormal prostate on rectal examination
- patients with a strong family history of prostate cancer (i.e. an affected father, uncle or brother)
- in the follow-up of known prostate cancer

For more information please go to the NHS Cancer Screening Programme website.
<http://cancerscreening.org.uk/prostate/>

Dr. Mark Sanderson

SURGERY HALF DAY CLOSING DATES

Surgeries in the area will be closed from 1pm on the following dates:-
Thursday 30th April
Tuesday 19th May
Tuesday 9th June
Tuesday 14th July

If urgent medical attention is required on these half days please call Huntsdoc on 01480 447800.

And finally, if you have any comments, complaints or suggestions please send them to Debbie Wheatley, Managing

Partner in writing or by e mail to debbie.wheatley@nhs.net Thankyou.

Addresses and phone numbers

Obviously with a patient list of over 10,000 patients – there will be many patients moving house or changing their phone number. It is vital that we are informed of new addresses of the whole family and any new phone numbers, both landline and mobile. If you need referral to hospital (especially if we are using the Choose and Book system for you), contacting about a prescription or an emergency visit – its vital we have this information. If you move out of our practice area however, you may be required to change practices but we can give you information about this if it happens.

Extended hours

We have been running our extended hours surgeries since October, 2008 and they seem to be very successful so far. We offer appointments from 7am on Mondays and Tuesdays and until 7.45pm on Thursday evenings. So far 243 patients have completed a satisfaction questionnaire about this and the findings are as follows (some questions weren't answered, particularly age of patient):-

Patients at early surgeries – 177 (73%)
Patients at late surgeries – 66 (27%)
Could have come during working hours – 148
124 (51%) men have attended
119 (49%) women have attended

Of the 212 who gave their age: –

Under 30 years – 33 (15%)patients
30 – 39 years – 36 (17%) patients
40 – 49 years – 44 (21%) patients
50 – 59 years – 44 (21%) patients
60 - 69 years – 44 (21%) patients

Patient label here

70 – 79 years – 9 (4%) patients
80 – 89 years – 2 (1%) patients

130 (54%) patients booked their appointment between 2 – 7 days in advance.

We plan to continue the service and hope you find it useful.

Minor Injury

In order to continue to improve and offer a more efficient service, we are conducting a short survey of our patient's views. The following questions relate to the Minor Injury Service here at the Spinney. We would be most grateful if you could tick yes or no to each question and either send in or drop off the tear off slip to us at your convenience

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1) Do you feel the Spinney is the most appropriate place to go if you were to have an accident or an injury?
Yes No

2) Do you know that the doctors and nurses at the Spinney are all specially trained in accident and emergency medicine as well as general practice?
Yes No

3) Would you feel confident in having your accident or injury looked after at the Surgery
Yes No

4) Did you know, that if you are unsure whether you should come to the Spinney or go to A&E you can always phone first to speak to one of our specially trained triage nurses?
Yes No

Please drop this in at the surgery when you can.