

SPINNEY NEWSLETTER

SPRING 2002 EDITION For patients of Spinney Surgery

MENS HEALTH EVENING

Thursday 18th April, 2002
7.30pm Methodist Church Hall,
St Ives.

All men are invited to come and just drop in to our MOT stands, or come for the evening. and hear about heart disease

Weight, height, fat ratios!
blood pressure
Wine, healthy snacks!
smoking cessat'on, alcohol info

Exerc'se info

Cholesterol

party bags to take away!

If you can let us know, if you are coming, then we can make sure we have enough!

PRO ACTIVE STUDY

Cambridge University have asked us to take part in a research study which aims to reduce the onset of diabetes in the offspring (aged 30-50) of patients with Type 2 diabetes by increasing their activity levels. Type 2 diabetes usually occurs later on in life and is often controlled by diet or tablets. If either of your parents developed diabetes later in life, and you would like to be involved in the study, or if you have diabetes and your children are aged between 30-50, please contact Debbie Wheatley on 01480 484007.

Spinney Website

It's coming soon!

www.spinney-surgery.org.uk

Links for ordering repeat prescriptions, helpful information about services, links to other organisations, Practice and Staff Information

Calling all Carers

Did you know about these local events for Carers ??

A social event on 21 April.

A 'Pamper Yourself Day' on 24 April.

A Crafts Day on 12 May.

For more details of these & other events put on locally

- ring Carers Project Worker on 415141, or the Carers UK Hunts Branch on 415173, or

- put yourself on the Mailing List by ringing 415173, or see 'Cambridshire Carers Newsletter' which is usually in the Surgery Waiting Room.

SPINNEY CARERS PROJECT EVENT -

An early notice for all patients about a WELFARE BENEFITS Day at the Spinney Surgery. It is being arranged for September and is an opportunity for all patients to check entitlements - if you are off work, or a Carer, or disabled or... Fliers will be available at the Surgery with more details nearer the time of the event.

Calling all Carers

Huntingdon Parent Carer Forum " The newly formed Huntingdon Parent Carers Forum held its first meeting on Tuesday 15th January at the Primrose Centre in Huntingdon. The group has been formed to give a voice to parents of children with disabilities, and is open to any parent or carer of a child under the age of 19 years who has a physical disability, special educational needs, learning disability or complex multiple disabilities.

We have a core group of 8 parents who are committed to taking the group forward.

At the moment we are meeting once a month and have the support and expertise of Estelle Mitchell Carers Project worker, and Sally Tubberdy from Hunts Forum.

We are in the process of setting up a telephone line and e-mail address. In the meantime patients of the Spinney Surgery can contact the group via Sue Bellamy, Tel 01480 352641, e-mail bellamysue@aol.com

I am a parent of a child with severe multiple learning disabilities and my family have been patients of the Spinney Surgery for 14 years. "



The Young Carers Project has extended its activities - contact Jo on 456170.



Spinney Patients Association.

The Association has been very active on your behalf for the last seven years. At last year's AGM a new committee was appointed and they are keen to build on the successes of the past take the Association into the new Millenium and help the patients and surgery alike to deal with the health challenges of modern life.

Your new committee members names and addresses and contact numbers can be found on the SPA Board in the lobby at the Surgery. There are even photographs to help you recognise them.

All are as keen as mustard to take the Association forward and have ambitious plans for helping the Surgery revamp the Newsletter and make sure it gets published and circulated and for running a series of events for you dealing with a range of health issues. Details of these are found separately in this letter.

These events and the objects of the SPA can only be achieved with your support. Do feel free to contribute your views on anything relating to the Surgery to your doctor or Practice Manager in the first instance and to the SPA if appropriate. Don't forget that the Spinney Patients Association is for you. The Association provides a link between patients and doctors and their staff, it aims to help the surgery:

- (a) develop and improve the way in which care is provided to patients and
- (b) provide health education and health promotion information on the basis of prevention is better than cure.

We look forward to seeing you at all or some of the events planned.

Ian Langworthy – Chairman – SPA

Telephone Triage

At the surgery we have a number of ways of helping patients with their problems. These include consultation with a doctor, nurse or health visitor, a telephone consultation with a doctor, nurse or health visitor, or our receptionists may be able to help you with administrative problems.

We are very keen to ensure that patients have a consultation with the most appropriate person when they ask for an appointment. This may mean it is necessary for our receptionists to ask for some more information about the nature of your problem. Our receptionists are highly trained and have ongoing training. They will ask your permission to make further enquiries and then hopefully give you an appointment with the most appropriate person.

A telephone consultation with a doctor or nurse may be able to sort out your requirements or it may become clear during the telephone call that you need to see a doctor or nurse in person. This can then be arranged.

A telephone consultation to you will be booked with a doctor or nurse and you will be told the time the doctor or nurse will be 'phoning. This will hopefully avoid you hanging around waiting unnecessarily and also allow you to put yourself in a position where you are able to talk freely.

We are hoping to develop this process over the next few months and it will continually be kept under review. Feedback from our patients is always very valuable and it would be helpful if you could let us know of any problems or good experiences you may have had.

Nursing Services – changes in access to services.

From April when you book consultations for travel, smears, contraception, asthma and diabetes with the nurse you will be offered allocated slots throughout the week. The

receptionists will help you choose an appropriate slot when you phone. The aim is to enable the nurses to concentrate on these routine consultations away from the more acute treatment room area. The nurses believe this will improve the quality of patient care whilst still maintaining good accessibility. We would welcome any comments, positive or negative about the changes.

Minor Illness Clinic

The Spinney Surgery Health Visitors, Anne Considine and Mandi Lewis are setting up a Minor Illness Clinic on Monday and Tuesday from 8.15 to 9.30 am and Wednesday, Thursday and Friday between 9 – 10am to give you advice on common minor illnesses such as diarrhoea and vomiting, rashes and high temperatures etc.

This service will begin after the Easter Holidays in the middle of April.

James Arnold Rooms

Some of you will have had your blood taken, or an ECG performed by Helen Mayes our Health Care Assistant. We thought it would be nice to tell you about the James Arnold rooms and how they came about. 8 Years ago, a young man, called James Arnold was one of Dr. George Smerdon's patients. He had a serious heart condition, which required him to have many blood and other tests. Lots of these were carried out at the Surgery and we got to know him so well. He loved coming the Surgery and felt at home there. Unfortunately, James died in December 93, having lost the fight with his illness. His mother and father, Isabel and Maurice decided to raise funds for needy causes, and each year Isabel organises an event for a letter of the alphabet. This year, it was D – Dr. Smerdon's Discretionary Fund. It was easy to decide that the D could also stand for DIAGNOSTIC – hence the money was put towards a refit of an old storage cupboard, which has been converted into a lovely bright, white suite with computer, couch, sunny window and a wonderful picture of Dolphins – James' favourite animal. £3000 was raised towards the room, and in fact there was enough to convert yet another room (not used much) into a second suite which can be used by District Nurses,

Students, Patients and other members of our team. We hope to have an official opening ceremony soon to thank Isabel and Maurice Arnold for their generosity and kindness. Most of all it is such a great tribute to such a lovely young man, James Arnold.

Direct Dial Numbers.

Managing Partner – 484007

Repeat Prescriptions - Pam – 484003

Secretaries

484015 (Jean)

484001 (Lorraine)

Caroline (Insurance Reports, Attendance

Allowance, Antenatal patients) - 484008

Health Visitors -356238

District Nurses - 356275

Dispensary - 484006

New Staff

Dr. Nicky Butler, GP Registrar, joined us on 1.3.02 for 14 months. She will work mainly with Dr. Rosemary Lane however; she will be working closely with all doctors and patients at the practice. If you are registered with Dr. Lane, please feel free to consult Dr. Butler as you wish.

Jean Mercer and Lorraine Stork

Jean and Lorraine joined us in November 2001 when Hazel retired (early!) and Diane moved on to Papworth Hospital Secretarial Department. Jean and Lorraine have worked hard at getting to grips with our systems and have quickly settled into our team. Their direct numbers are Jean (484015) Lorraine (484001)

Kay Crowhurst joins our team at the end of March, having worked as a Ward Clerk at Hinchingsbrooke Hospital for some years. Kay takes Dorn's position at reception and we wish Dorn the best for the future, and Kay all the best in her new role at the Spinney.

Newsletter

For some years the Patients Association has delivered the newsletter on our behalf. We are always looking for new deliverers in the St Ives and villages. If you wish to contribute to the newsletter or have any comments, please let Debbie Wheatley know.

Library Amnesty.

Our Patients' Library has been providing an information service in the form of books, videos and cassette tapes for several years now. We have operated the library loan system so that the items can be taken away from the surgery for two weeks. The library also has leaflets, which can be taken away and kept.

However it seems that perhaps some patients do not understand how the loan system works and unfortunately on a recent review of the library catalogue we found that there are many publications missing. Out of a total of 240 loan items 55 are missing from the shelves. Apart from the substantial cost to the practice, this means that the publications we have chosen as being of interest and use to our patients are no longer in the library for patients to borrow.

Could we therefore ask if you have any items belonging to the Spinney Patients Library, which are overdue for return, that you bring them back as soon as possible so that they are available for the use of all the Spinney patients.

Many thanks. ☺

General Information

On Saturday mornings we have a limited number of staff available to help you from 8 am to midday. If you require a repeat prescription, to book transport or other

non urgent administrative matter, it would really help us if you can do this during the week – preferably between 9 and 1pm.

Don't forget there are many requests, which can be dealt with other the phone. For example, requests for certificates and letters. We are introducing more direct lines so that you can call the person you require directly. Remember the number for enquiries is 01480 484000.

We are also looking at improving confidentiality for patients at our reception desk. We have put in a bid to the local Primary Care Trust to have some amendments to our reception area. We are reviewing a door/entry system on the internal reception doors. These will be used in times when there are lone worker situations and entry needs to be monitored. We will keep you up to date with this.

Test Results.

We have recently linked up with Hinchingsbrooke Hospital to receive the majority of our test results by electronic methods. This means they arrive on our computer system each morning, to be viewed by the doctors. They mark them accordingly and the results are then available to be given to patients when they contact the surgery. This has certainly reduced the amount of time it takes to receive, review and pass them back to reception – so hopefully patients are noticing an improvement.