

SPINNEY SURGERY NEWSLETTER - Autumn 2009

For patients registered with the Spinney

doing really well. We have a photo of baby Alexandra in the lobby!

SPINNEY PATIENTS ASSOCIATION

TUESDAY 13TH OCTOBER AT 7.30PM

Crossways Hall, Ramsey Road, St Ives.

All patients are welcome to join us for an information evening

"The Truth About Your Tablets."

Guest Speakers

Sue Ashwell – Chief Pharmacist, Cambridgeshire NHS
Caroline Houlton – Clinical Pharmacist, Cambridgeshire NHS
Sean Culloty – GP at the Spinney Surgery

Talks will cover topics such as "drug switches" – why and how they work, drug interactions and tips, NICE drugs, surgery systems, repeat prescriptions etc. We will have plenty of time for any questions too.

Refreshments and AGM

Patricia Stonehouse

It is with great sadness that we announce the death, on 8th July 2009, of Pat Stonehouse. Pat was a loyal and hard-working member of the Spinney Patients Association and her friendship and constant support will be sorely missed. She will also have been known to many people as a pharmacist serving the local community.

Spinney Patients Association

STAFF NEWS

Dr. Janie Anderson had a lovely little girl in June. Mum and baby are both

Dr. Amit Sethi's wife, had their adorable baby son, Robin, on Friday 7th August. All doing well.

Jo Sleight, Community Nurse, left us to work as a Practice Nurse in Somersham at the end of July. We wish her well.

NEW REGISTRAR

Dr Hannah Greenwood joined us as a GP Registrar on 7th August. She will be with us for eight months. For four months she will be working 2 days a week, and the remainder of the week, she will be working at Thorpe Hall Hospice. For the second four months, she will work at the Surgery full time.

SEASONAL FLU CLINICS

We will get our normal seasonal flu vaccines at the end of the summer. These will be prioritised for those patients who have been diagnosed with any of the following illnesses in the last year or those who have reached the age of 65.

Heart disease or stroke, diabetes or kidney disease, asthma or respiratory diseases, immunosuppression, multiple sclerosis or if you are a carer.

Clinics will be held during the mornings of

Saturday 3rd October

Saturday 17th October

Saturday 31st October.

8.30 am – 12 noon

At the time of printing, we have not been advised about any proposed timetables for vaccination against Swine Flu.

PATIENT SURVEY

The Spinney scored well in the annual practice patient survey as in previous years. A full copy of the report is available on request from Debra Wheatley.

The practice also scored well in the national survey. 51% of the 575 patients surveyed responded and of those – we achieved the following scores.

95% score in criteria - % able to get to see a doctor in two working days

99% score in criteria- % able to book an appointment 2+ days ahead

FEES

There are some services such as private forms and certificates, as well as some drugs and vaccinations which are not covered on the NHS. For these items, certain fees are chargeable to the patient or their employer. For full details of fees please see the schedule in the waiting room, or on our website. Some of these fees attract VAT. When submitting a form to be completed please enquire about the cost to ensure you are aware of this.

VACCINATIONS

The Department of Health recommends certain vaccinations for certain countries – these are usually funded by the NHS. Some patients wish to have some vaccinations which are not recommended by the NHS and are therefore not funded – in these instances the patient is expected to pay for the vaccine and its administration.

Hepatitis A vaccination. This is sometimes recommended for travel and the NHS usually funds this.

Hepatitis B vaccination. The PCT locally advise us that patients requiring Hepatitis B vaccine for travel will be required to pay for this. It is possible in the foreseeable future that the DOH will cease to fund other travellers vaccines and obviously we will publicise this if and when it happens.

It also is recommended for some “at risk” occupations (as is Hepatitis A occasionally). It is here, where it starts to get confusing!

The DOH does not acknowledge that Hepatitis A and Hepatitis B vaccinations for “at risk” occupations should be funded on

the NHS. Therefore if your employer requires you to have these vaccinations – then the Employer will be required to pay for the course prior to vaccination. If your employer refuses to fund them, or you wish to fund them yourself, the practice is unable to administer them to you – we have a reciprocal arrangement with a local surgery and we can give you their details to have these vaccinations locally for the same cost.

DNA (otherwise known as “did not attend”!)

We do get a fair number of patients who book their appointments and don’t attend. 747 from 1st January to 10th August 2009 It’s difficult for us if we are short of appointments and sometimes double appointments or even single 10 minute appointments are taken and not used. Please please do call us to cancel an appointment if you can’t come. If you DNA regularly, we may contact you to discuss this further. If you attend or cancel – then we won’t!

PRESCRIPTIONS!

When ordering repeat prescriptions please could you request only the items that are needed, by name. The DOH recommends we prescribe one month supply at a time – but if you are going on holiday or away for another reason, then please specify this.

Unfortunately more and more patients are leaving it quite late to order their items. We do require a full 48 hours to process the prescription by checking the drugs requested, processing the prescription, the doctor has to then check the items and any related tests, sign it or arrange for any tests or check ups. If you have your drugs dispensed at the Surgery, it the prescription needs making up, checking and getting ready for you. So please, please give us sufficient time to undertake all these steps.

Although it is equally important that you don’t order your items too early, if you need to, then again please specify the reason for this on your request. This

however, should not be the norm but the exception.

If you are collecting a "controlled drug" from our Dispensary, we are required to see proof of identity on every occasion. Please could patients collecting this type of drug (very few patients require these drugs, so you will know who you are).



Thinking of trying for a baby (or another baby)?

Would help and advice be useful?

Did you know we offer a pre pregnancy counselling service?

This is designed to be a friendly, informative and approachable resource offered to all women registered at the surgery with their GP of choice

Some of the simple essential advice given during pre pregnancy counselling can reduce birth defects like spina bifida by 40-70%, improve the chances of conception and dramatically improve the chances of a safe, happy and healthy pregnancy and birth for mother and baby.

We would love to see you for a chat and hope if you are in this position you will consider coming to your usual GP.

Minor Injury Survey

In the last issue we asked patients to let us know their views about accidents and minor injuries and the services we can offer.

We had 99 patients respond to us, which was really encouraging – thank you to all those who took the time to complete the short questionnaire and return it to us.

We found out the following from you:-
1) Do you feel the Spinney is the most appropriate place to go if you were to have an accident or an injury?

Yes – 77% No/Depends – 23%

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 - 44% No - 56%

3) Would you feel confident in having your accident or injury looked after at the Surgery?

Yes - 97% No- 3%

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 - 65% No - 35%

We would like patients to contact the Surgery if they have an accident or minor injury, and we can either arrange to help get them to the right person, or for the right care at the right time.

Growing Patient Participation

A new £20,000 fund has been launched by the Growing Patient Participation campaign, to support initiatives undertaken by Patient Participation Groups (PPGs). The Making a Difference fund is being made available as part of the campaign, to offer PPGs a chance to bid for financial support to help run local initiatives.

The Growing Patient Participation campaign, a joint initiative run by the National Association for Patient Participation, NHS Alliance, Royal College of General

Practitioners and British Medical Association, and supported by the Department of Health, aims to raise awareness of the good work being done, to encourage more widespread involvement and to support the creation of PPGs in more practices. PPGs can bid for up to £4,000 of the £20,000 available, to fund a new initiative or support the continuation of valuable existing activities. All bids will be judged by a panel including the National Association for Patient Participation, PCT, PPG, GP and Practice Manager representatives. All types and sizes of initiative will be considered, however the successful bids must demonstrate that they are achievable, will respond to local patient needs, and will have a real impact on the health and well-being of the local population.

Awards will be made in two rounds. The deadline for application for the first round is 23rd November 2009. Awards will be made to successful bidders in December. The deadline for applications for the second round is 12th January 2010 and awards will be made in February. If you have an idea which you think would be applicable to this initiative, ***please write a short outline of your idea, to the Chairman of the Spinney Patients Association, Mr. Ian Langworthy, care of the Spinney Surgery address.***

Patient label here

SURGERY HALF DAY CLOSING DATES

Surgeries in the area will be closed from 1pm on the following dates:-

**Wednesday 30th September
Wednesday 14th October
Tuesday 10th November**

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

Early and Late Surgeries

Since October last year we have been holding early morning surgeries with routine doctors appointments on Monday and Tuesdays and a late surgery on Thursday evening. These have been very popular. If make an appointment for one of these clinics, please make sure when you arrive, that you use the buzzer at the left hand side of the front doors (near the bicycle rack) to be let into the building for that clinic..

JUST A REMINDER THAT WE ARE CLOSED EVERY TUESDAY AND THURSDAY LUNCHTIME BETWEEN 1 – 2PM. IF YOU REQUIRE URGENT MEDICAL ATTENTION PHONE THE SURGERY AND YOU WILL BE ATTENDED TO APPROPRIATELY

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.**