

DRS MARSHALL
& SHARPLES

QUARTERLY

Patient Newsletter

SUMMER/AUTUMN 2019

Message from Dr Sharples

Welcome to the Summer/Autumn newsletter.

I think with the very hot weather we have been experiencing—although I'm a touch late writing this—we can still class it as a summer!

The practice has continued to work hard over the summer period, managing staff annual leave and the ongoing demands placed upon the practice via the powers that be and the changing targets set for General Practice.

Please do take time to read the newsletter and if you have any suggestions how we can distribute the information further please do let us know. We find patients' ideas and input really helpful and always look to improve our services to make your experience at the surgery better.

Don't forget that information can also be found on our website,

<https://www.fennycomptonandsheningtonsurgery.nhs.uk> with lots of useful links and access to services. This information is often replicated upon the notice boards in the surgeries in an attempt to reach as many patients as we can.

I was thrilled to see the excellent feedback we obtained from our recent patient survey taken by the NHS and am proud to have such a hardworking, professional and dedicated team at the surgery. We will continue to uphold the standards as we enter into the Autumn and the flu season (don't forget to book in the flu clinics) and hope you find the newsletter both informative and useful.

Dr Sharples

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Please protect your Dispensary

Rural dispensing Doctors tend to have higher overheads (i.e. more staff/branch surgeries) which are subsidised by dispensing income. Profits from the dispensary have enabled us to take on a pharmacist and extra doctor sessions to provide services for our patients. Without this income our services would be at risk.

Please support your practice by using your dispensary and not a local pharmacy and help us protect our services.

Thank you

Practice Staff News

There have been some changes to the team since the last newsletter. Sadly one of our Healthcare Assistants left us, Becky Askew. Becky left to focus on her family and wish her all the very best for the future.

Julie Kitchen, our other Healthcare Assistant is also taking some time out to focus on her own health but will be returning to us when she is better. Lots of patients have been asking about her which is very kind. Get well soon Julie. We

are hoping to welcome a new Healthcare Assistant in the next few weeks.

It also with sadness that we announce that Dr Jon Radford will be leaving the practice in October. Jon has worked here since August 2016 and is well liked by patients and staff alike. We have no doubt Jon will succeed in his new role and wish him every success for the future.

We have welcomed a new dispenser to our team, Mel Birch. Mel is providing cover

for a colleague who is currently on maternity leave after giving birth to a beautiful baby boy. He was born on the 20th July, which coincided with the 50th anniversary of man landing on the moon. We all suggested that the new baby be called Neil or Buzz but to date the parents are yet to choose a name! We wish Ellie and her new family lots of love.

**97% of
respondents find
the receptionists
helpful at this
practice**

National Patient Survey Results

NHS England conducts a national survey of patients each year between January and March. Thank you if you were one of the patients able to complete the survey. We are very proud of the results and plan to display them in the main waiting areas so that patients can see the overall results. In almost all areas of the survey the practice scored

well above the local CCG and national average.

100% of the respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment.

92% of respondents find it easy to get through on the phone, compared to the national average of 68%. We know this isn't always easy

and we're currently looking at a new telephone system that will help us to be more efficient when handling calls from our patients.

There has been a lot of media attention recently about the pressures on general practice, which continues to grow. However, its results like this that encourage us to continue to provide a high quality service to our patients.

Extended hours

In February 2019 Southam surgery was added to the list of hubs offering evening and weekend appointments to patients from any practice. The hub can offer a range of services and nursing appointments are also available. Appointments can also be offered with a pharmacist.

The service has also recently launched video consultations for patients to access. You will need to provide an email address and have a device that has a microphone and a camera.

All of the clinical staff at the various hubs can access your full medical records.



Your practice needs you.....



By cancelling your appointment if you cannot attend. The practice has a very high level of DNAs - that means did not attend - and

this means the appointment can't be offered to someone else.

We know that life is busy and there are often genuine reasons for not being able to attend. Please let us know if this is the case.

We need to make it easier for patients to cancel and we intend to have a facility on our website to allow patients to complete a simple form which is sent directly to the reception team. You can also cancel by text message when you receive a text reminder. We also want to add an option on our phone system so that patients can leave a message to cancel.

If you receive a DNA letter and feel it's incorrect or you wish to discuss it further, please speak to the Practice Manager.

The Patient Participation Group are supporting the practice in being tougher on those patients who continually fail to attend as it wastes precious resources.

We thank you for your support.

Did you know....that around 15 million GP appointments were wasted last year costing on average £216 million pounds

Planning for flu season

Yet again flu season is upon us, doesn't it come around quickly!

A lot of work is involved in preparing for flu season and the biggest challenge for the practice is the delivery of the vaccines themselves, which is out of our hands. Our vaccines are due to arrive in October and November and nearer the time we will begin to invite eligible patients to be vaccinated.

Eligible groups include:

2 & 3 year olds, 6 months to 64 years in a clinical risk group, pregnant women, Aged 65 and over, carers, care homes and social care workers.

Flu can cause severe illness in those patients with underlying health conditions and those in vulnerable groups and we would urge all eligible patients to accept the offer of a vaccination when the time comes.



Is there a good time to call us?

You will no doubt know that the practice phone lines are especially busy first thing in the morning and we would respectfully ask you to call us after 10am if your enquiry isn't urgent. This will ensure the phone lines are as free as possible to deal with patients that need our assistance urgently.

Test results are only given after 11am. You can also refer to our

website for common questions and useful telephone numbers.

A common enquiry at the moment is about travel vaccinations. A questionnaire needs to be completed and is available on our website. Once completed, you can email it to the practice to save you time.



We'd like to say a really big thank you to thank the Friends of Fenny Compton & Shenington (FOFS) for their generous donations which will help us to purchase another new couch for a consulting room. Your kind donations are used to improve the services we can offer to patients. If you would like to support this work you can make a donation by sending a cheque payable to FOFS.



What's In The News

Concerns Grow About Resistance to Antibiotics

Antibiotics are no longer routinely used to treat infections because:

- many infections are caused by viruses, so antibiotics are not effective
- antibiotics are often unlikely to speed up the healing process and can cause side effects
- the more antibiotics are used to treat trivial conditions, the more likely they are to become ineffective for treating more serious conditions

Both the NHS and health organisations across the world are trying to reduce the use of antibiotics, especially for health problems that are not serious.

The overuse of antibiotics in recent years means they're becoming less effective and has led to the emergence of "superbugs". These are strains of bacteria that have developed resistance to many different types of antibiotics. The biggest worry is that new strains of bacteria may emerge that cannot be treated with existing antibiotics.

Guidance recently released by the Department of Health and Social Care offers the following advice on self-care if you develop a middle ear infection, sore throat, sinusitis, common cold, cough or bronchitis:

- Have plenty of rest
- Drink enough fluids to avoid feeling thirsty
- Ask your local pharmacy to recommend medicines to help your symptoms
- Use a tissue and wash your hands well to help prevent the spread of your infection to your friends & family