

# Combe Down Surgery News

Autumn 2014

## At the Surgery

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## Flu and Shingles Vaccine

It's flu vaccine time again..... **Book an appointment Now**

We have started the annual flu vaccines already with clinics booked in throughout October including some Saturday mornings and later afternoons/evenings.

A reminder that anyone 65 and over or with any long-term health problems are eligible for a flu vaccine on the NHS. This includes all asthmatics taking a steroid inhaler, diabetics, heart, kidney or lung disease, having cancer treatment or having had a stroke. Hypertension alone is not enough. Please ask if you are in doubt about your eligibility.

<http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx>

We are also offering nasal flu vaccinations to all children age 2,3 & 4 and all children who have asthma taking a steroid inhaler.

<http://www.nhs.uk/Conditions/vaccinations/Pages/child-flu-vaccine.aspx>

In addition to flu vaccines we are also offering

**Shingles** to anyone age 70, 78 or 79 on September 1<sup>st</sup>. This is a one off opportunity to these age groups, as we cannot offer them to anyone outside these age groups. NHS rules!

<http://www.nhs.uk/Conditions/vaccinations/Pages/shingles-vaccination.aspx>

**Pneumonia Vaccine** to anyone 65 and over. This is a once in a lifetime vaccine unless you have had your spleen removed in which case you need it 5 yearly.

<http://www.nhs.uk/Conditions/vaccinations/Pages/pneumococcal-vaccination.aspx>

## Electronic Prescriptions

From 4<sup>th</sup> November 2014 we are stopping using paper prescriptions. The prescriptions will be sent directly to the chemist of your choice.

In order for this to run smoothly you need to go to your preferred pharmacy and ask them to 'nominate' them as your preferred pharmacy.

This has many advantages. A few points of clarity;

1. No lost scripts, with the pathway of all scripts being track able.
2. You will still get a print out of your prescription list from the pharmacy.
3. Ultimately it will be quicker but we would still ask you to allow 48hours for the scripts to be processed

In order to make the repeat prescription process as quick as possible we would prefer to receive as many requests as possible via the Systems One request on the surgery website.

<https://systmonline.tpp-uk.com/Login?PracticeId=L81065&Date=20141001200438>

To access this you will need a login & Password, which you can get from the Doctor or nurse at your appointment or from the receptionist (with photo identity)

### Stoptober – Stop Smoking Month

Some things never change! We continue to advise and help anyone who smokes, to stop. It is clearly bad for your long-term health.

The NHS are having a month promoting stopping smoking

<https://stoptober.smokefree.nhs.uk>

If you want some hands on help to stop please talk to the receptionists.

### E-mails

Things are changing with less and less being sent by post. We are planning on using e-mails more for correspondence, particularly sending clinic appointments and reminders for flu vaccines etc. In the long term, we will be doing more consultations and advice by e-mail but this is a huge change in our workload, which needs to be clearly addressed locally and nationally.

In the meantime if you are happy for us to e-mail you **please let us have your e-mail address**. You can either give the details to the receptionist or enter your own details on logging on to your records via the repeat prescription login.

### On line facilities

- In order to use these, you will need to get your user name & password from the surgery, either at your next appointment with a Dr or Nurse or from the receptionists (in this case you will need to show photographic ID).
- If you loose your password you can change it on line.

- You can book and cancel appointments online
- You can change your details online, including adding e mail and mobile numbers
- There is an App, which can be down loaded from the login page to access the online services.

### Missed Appointments.

We are constantly looking at how we can provide more appointments or use the appointments we have more wisely.

However;

10% of all appointments booked on line are not attended and

7.4% of appointments booked directly with the surgery are not attended.

This is a huge waste and causes both the surgery and those unable to get an appointment significant frustration.

**If you are unable to attend you appointment PLEASE Let the surgery know.**

This can be done easily on line or by a phone call. The appointment can then be offered to someone else and you will find it easier to get an appointment in the future.

### Katrina Hayes –Nurse practitioner

Many of you will have met Katrina who has been with us for the last 9 months. She is a very experienced acute care nurse who has worked for many years in the walk in centre. She works closely with the doctors. If you phone asking for an appointment that day the receptionist will ask you some brief details to asses if Katrina can help you or you need to see one of the Doctors.

### Signs and Uniforms

Hopefully you will have noticed the new sign outside the main surgery with a similar one arriving at the Branch surgery soon. The surgery staff are about to start wearing uniforms and badges ensuring they are clearly identifiable. The nurses will be colour coded, identifying the nurses from the health care assistants

### The Friends and their Christmas Fair

Many of you may be unaware of the huge amount of work, a small group of patients do raising funds for and running the surgery minibus. This is an invaluable service for the

elderly patients who pay a small amount for each pick up. They have also paid for surgery equipment.

The friends run coffee mornings one Saturday a month and a Summer Fair & Christmas Coffee morning. [This year the Christmas Coffee morning is on 13<sup>th</sup> December 10.30-12](#)

It is also an opportunity to get more involved with setting up and running services at the surgery. Your views are really important to us.

The friends need new members and help with some of these events. If you are interested in becoming a friend please contact the surgery.

[http://www.combedownsurgery.co.uk/Friends\\_of\\_Combe\\_Down\\_Surgery.php](http://www.combedownsurgery.co.uk/Friends_of_Combe_Down_Surgery.php)

## [BANES and Countrywide](#)

We are lucky to live in Bath for more reasons than being a beautiful city.

BANES was found to be

- The easiest place in the country to get an appointment with your GP.
- Has the second highest percentage of people dying at home in the country.  
This is a reflection of many things, including the excellent service provided by
- Dorothy House <http://www.dorothyhouse.co.uk>
- The community services provided by Sirona <http://www.sirona-cic.org.uk>
- BANES CCG commissioning services resulting in early discharge and paying for additional help and nursing at home.  
<http://www.bathandnortheastsomersetccg.nhs.uk>
- The standard of General practice in Bath is generally very high helped by working within a small community.

## [The RUH](#)

is applying for foundation status. More details can be found about this on <http://www.ruh.nhs.uk/foundationtrust>

## [Foxhill / Mulberry Park](#)

Plans are now well underway for the development of Mulberry Park (the old Foxhill MOD site). We are having regular meetings with Curo (the developer) and other local GP practices who have patients in the area and we are looking at what health services could be provided from the proposed community centre.

At the practice we are also planning how to expand our staff, space and equipment (eg telephone system) to ensure we can continue to provide high quality care for our existing patients as well as the new residents both in Combe Down and Odd Down. We are also aware of the impact that the development is having on local residents and are helping them through what is, at times, a time of uncertainty for some.

If you have any thoughts on what health or social care you might like to see on the new

development then please let us know.

### **The future of General practice.**

Across the country, general practice is going through extremely difficult times. Primary care (GP) funding has been significantly reduced, where we are trying to provide increasing numbers of services for less money.

A lot of things that have traditionally been done in hospitals are now being done in primary care without the funding following the work.

Illnesses and healthcare have become increasingly complex requiring intense monitoring and review.

The population is getting older and therefore a lot of people have very complex multiple problems, mostly managed in primary care.

Many older GPs are retiring early and younger GPs not wanting to take on partnerships or leaving the profession completely.

Younger GPs don't want to buy into the buildings that the GPs have always owned.

Large numbers of GP training posts in the country are vacant, as young doctors do not want to enter general practice.

Some practices in other parts of the country are closing as they are unable to provide the services for the funds given or no one is prepared to own the building alone.

So big changes ahead are needed with practices working together more, more use of electronic services and everyone using the Internet more for self-help before accessing medical services.

<http://www.nhs.uk/Pages/HomePage.aspx>

A priority remains to try and preserve the core values of general practice including a named GP.

Some interesting reading is available on

<http://bma.org.uk/working-for-change/negotiating-for-the-profession/bma-general-practitioners-committee/gpc-vision>

[http://www.rcgp.org.uk/campaign-home/~/\\_media/Files/PPF/RCGP-petition-ENGLAND-2014.ashx](http://www.rcgp.org.uk/campaign-home/~/_media/Files/PPF/RCGP-petition-ENGLAND-2014.ashx)

