

# COMBE DOWN SURGERY

## Newsletter

### Summer 2014

#### At The Surgery

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#### Management and staff changes

You may have noticed some changes around the surgery in the last few weeks. Karen Slade who many of you will have met, left the practice at the end of March. She has been instrumental in most of the changes in the practice during this time and has been a great friend and support to us all.

We are very fortunate in welcoming **Emma Fletcher** as our new Practice Manager, who has an HR background and **Debbie Williams** who has worked as a receptionist with us for several years is working with her as operations manager. They are both excellent and are looking at all the non-medical side of the practice with a fresh look; the garden being freshened up is just the front of many positive changes behind the scenes.

With Karen leaving several of the team; Jules, Sylvia and Lucy who were all receptionists and Sr Rowena, who many of you knew, have also left.

We have 4 new receptionists, Lyn, Heather, Fay and Deena all starting in the last 2 months and Lucy has also joined us as a Health Care Assistant.

We are sad to see so many people go but feel fortunate in the excellent ones joining us.

Many of you will have met Katrina Hayes, our new Nurse Practitioner, who is extremely good and very popular.

We are planning on issuing tunic uniforms to all the staff with name badges, which will help you identify who's who.

Bob Weeks who has looked after our gardens for many years has also left & we thank him for his years of help.

## **Website Changes**

If you are reading this you have obviously seen Dr Robinson has updated our Website.

We hope it's easier to find your way around than the last one with more up to date details on. We would appreciate it if you could look around it and let us know if you feel anything could be improved.

## **E mails and Mobile phone numbers**

With an eye to the future and using the internet, mobile phones and computers more we are trying to ensure we have everyone's e mails and mobile phone numbers. You can either let the receptionists know your contact details, or login on the website to System One & change/add the details yourselves. You can also download a form on the website and submit online.

<https://www.igpsecure.co.uk/Details1.asp?practice=92159671>

## **Electronic prescriptions**

As from September we will be moving away from green prescription paper, with the prescriptions being sent directly to the pharmacists electronically. So hopefully the end of 'lost' prescriptions!

In order to be efficient with this it would be really helpful to us if you could order your prescriptions via our website. For this you will need a password available from the front desk (with photo ID), or from your Doctor or nurses.

Once we get nearer the time we will let you know more about this.

If you are given drugs for ongoing prescriptions by the hospital, check to see if they have been added to your repeat prescription list before contacting the surgery direct. In this way you can order them online.

## **Flu Vaccinations**

Summer is on its way but we're already thinking about flu jabs! We will be offering these from August this year rather than starting in September to offer you longer protection through next winter.

In addition to the flu vaccination, anyone over 65 is eligible for a vaccination against **pneumonia** <http://www.nhs.uk/Conditions/vaccinations/Pages/pneumococcal-vaccination.aspx>

Anyone 70 or 79 on 1<sup>st</sup> September 2014 is eligible for a Shingles Vaccine

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

Please ask at your flu vaccination appointment as these can be given at the same time.

### **Other Vaccine News**

Newborn babies born to Hepatitis B positive mothers will be offered a Hep B vaccination course starting at birth.

Meningitis C is being offered to all university freshers.

### **The Friends Summer Fete**

The friends of the surgery continue with their monthly coffee mornings and have a Summer Fete on Saturday 26<sup>th</sup> July.

The friends details can be found on their own section of the website. Their support is invaluable, providing the services of the minibus and help in the purchase of extra equipment. The Fete is always a good event and worth supporting both for the 'day out' and the cause.

### **GP Contract Changes**

Each year the government sets different priorities for the year. These change year by year due to the changes taking place within the medical world, priorities and of course money available. This forms the basis of our Contract.

This year has seen a significant change in how the contract is formulated, with priorities being focus of looking after the over 75 in a more co coordinated way and trying to identify problems early and prevent the need for hospital admission.

More information can be found about this on

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

The core changes affecting you are.

1. We will be letting anyone **over 74** know who their usual Dr is. We have done a lot of work with our records to ensure this is correct. If you disagree with us please let us know & we can change it.
2. **Online facilities.** There is a real push to get more services available on line. With Appointments, prescriptions and registration details being a start for this year. **GET YOUR ONLINE PASSWORD FROM THE RECEPTIONISTS (with photo ID) , DOCTOR OR NURSES.**  
We are also looking at sending clinic appointments by e-mail, so if you could let us have your e-mail address that would be helpful
3. **BP management.** Anyone with high blood pressure on a statin (not diabetic or having had heart attack or stroke) no longer needs the cholesterol checking once it has settled on the drugs. Blood pressure treatment targets have relaxed to 150/90 With so many people checking their BP at home we are looking at reducing the number of appointments needed for monitoring.

4. **Friend and family test.** You will have noticed lots of coloured smiley faces around the surgery. There is a machine where the self check in used to be for you to press a few buttons for feedback. It would be really helpful if you could take your time to do this.
5. **Unplanned admissions.** We have said before in our Newsletters more is being done to keep you out of hospital with urgent clinics being set up at the RUH. There are also lots of community services set up by BANES CCG & Sirona

## **BANES and Nationally**

- BANES CCG
- Out of Hours and Urgent care centre
- Early discharge and increased management of illnesses at home.
- National review of GP
- RUH, application to become a foundation Trust.

## **BANES CCG**

We are extremely fortunate in being very well supported by our CCG, which is not the case in many other parts of the country. **Jeremy Hunt**, the Health Minister has taken an interest in their work, as has the BMA. **Sir Bruce Keogh** the medical Director of NHS England is coming to talk to the GPs in July.

The focus of their work is to provide co coordinated care between the hospitals and General practices making it all work more effectively and efficiently with less frustration for both yourselves and the staff working within it.

<http://www.bathandnortheastsomersetccg.nhs.uk>

## **Out Of Hours and Urgent Care**

As from April 1<sup>st</sup> 2014 the out of hours (6pm -8am and weekends) has been covered by BANES Urgent Care centre

<http://www.bduc.nhs.uk>

This service is for people who have problems that occur when we are closed. The Emergency department is what it says, for people who are extremely unwell or have a nasty accident.

## **Early discharge and increased management of illnesses at home.**

New services being set up by the CCG & Sirona include

- Virtual ward. A team of nurses & Social workers visiting the medically complex people
- Active Aging – Health visitors will be contacting anyone over 80 to discuss their health & social care needs.
- Beds in St Martins & Paulton hospital along with some nursing homes for ‘intermediate care’, offering additional support after leaving hospital, prior to going home.

<http://www.sirona-cic.org.uk>

## **GPs Nationally**

With increased amount of care going on in the community we, as GPs and practices are working harder than ever (we have not increased Dr numbers at the surgery for over 20 years)

It is now at the stage where GPs are retiring early and young Doctors don't want to become GPs. Practices in other parts of the country are closing down as the budgets are too tight to be able to provide the care and they are unable to recruit GPs.

The BMA has launched a campaign to highlight this and try and rescue the problem. All the new reforms in the NHS depend on the solid foundation of General Practice, so this is a serious problem.

<http://bma.org.uk/working-for-change/your-gp-cares>

## **The RUH**

The RUH is applying for Foundation Status this Year. More can be found out about this on

<http://www.ruh.nhs.uk/foundationtrust/>

