

Combe Down Surgery News

May 2015

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BANES wide

1. Planned GP support at the weekends for those who are significantly unwell.
2. Social Prescribing
3. Cancer support services, non-palliative

Care Quality Commission

Many of you will have heard about CQC as it's always in the news. It's an organization that regulates the quality of service offered, with respect to clinical, organizational and the buildings of NHS 'services providers' of which General practice is one. <http://www.cqc.org.uk>

Over the last few years we have put a lot of thought and effort into all aspects of the practice to ensure it complies with all the CQC regulations. We have not been inspected to date but are anticipating an inspection at any time. There are three areas that are worthy of mention here

- a. **Refurbishment** – you will have noticed we have smartened up the clinical rooms and toilets. This enables them to be cleaned easily with no areas for bacteria to collect. Carpets have been replaced by linoleum floors. Thank you all for being so understanding in what

was a rather noisy and messy March.

- b. **Patient Reference Group** – In order for you to be able to contribute your thoughts in a way that we can use constructively to develop services we have set up an online patient reference group.

This is a group of patients who have agreed to be contacted by email occasionally to help the practice ensure it meets the needs of its patients and identify areas for improvement.

Please look at the Website for further details

<http://www.combedownsurgery.co.uk/PRG.php>

- c. **Friends and Family Test** – This is a new contractual obligation for us so we would really appreciate it if you would go to the website

[https://www.oc-](https://www.oc-meridian.com/OCQ/completion/custom/BaNES/286.aspx?slid=152&did=CoombeDownWeb&LanguageID=0&tkn=3c0DEnfixeCYxQ5L_y_iaF7OmUyZGnd9Vac2KnCpA6APYYpWFUkN7DwTJb6Y6l6Vu3JdLCAKK11GFI2I5h_328Jg36YNA5MaMlkY7TD_j0zDGLupunXAT0ky5hgxcWQ7c)

[meridian.com/OCQ/completion/custom/BaNES/286.aspx?slid=152&did=CoombeDownWeb&LanguageID=0&tkn=3c0DEnfixeCYxQ5L_y_iaF7OmUyZGnd9Vac2KnCpA6APYYpWFUkN7DwTJb6Y6l6Vu3JdLCAKK11GFI2I5h_328Jg36YNA5MaMlkY7TD_j0zDGLupunXAT0ky5hgxcWQ7c](https://www.oc-meridian.com/OCQ/completion/custom/BaNES/286.aspx?slid=152&did=CoombeDownWeb&LanguageID=0&tkn=3c0DEnfixeCYxQ5L_y_iaF7OmUyZGnd9Vac2KnCpA6APYYpWFUkN7DwTJb6Y6l6Vu3JdLCAKK11GFI2I5h_328Jg36YNA5MaMlkY7TD_j0zDGLupunXAT0ky5hgxcWQ7c)

And complete a very brief survey that is considerably shorter than the web address!

On line facilities

We are using the online facilities more and more which makes things much more convenient for you and us. So we would encourage as many as possible for you to register for the service and use this. Go to the website to find out more details. http://www.combedownsurgery.co.uk/Online_Services.php

In summary what you can do on line

- Book appointments, including Saturday mornings and appointments for blood tests.
- Check blood results, we are developing this more to relay messages to you about blood tests.
- Request repeat prescriptions.
- Keep all your details up to date including phone numbers and e mails. It's really helpful to have these but they do need to be up to date.
- Check future & past appointment times.

Registered Doctor

As from April this year we are contractually obliged to let all patients be aware of who they consider is their own Doctor. This is on our records as 'Usual Doctor' which is not

the same as registered Dr. The reason for this is that it allows you to choose your preference rather than stay with the one you are allocated. We strongly encourage you to see the same Dr as much as possible particularly for ongoing problems. It is very difficult ensuring the entire 'usual Dr' is up to date. If you feel yours is incorrect, please let the clinical staff or receptionists know & we can change it.

Cardiovascular clinic

For the regular attenders at the cardiovascular clinics you will have noticed since Fran left these have not been quite so coordinated or comprehensive. We appointed a nurse to replace Fran who let us down at short notice and it has taken us a while to recruit another. With the development of online services and home blood pressure machines being cheap to buy we are looking at changing the format of the clinic with more self monitoring and less appointments at the surgery. We have a new nurse Debbie Heywood starting in June with the plan that all three of our treatment room nurses will all participate in cardiovascular care & monitoring, allowing more flexibility within the team.

Vitamin D for under 5's and over 65's

Although associated with Victoria Poverty, Vitamin D and Ricketts are a modern disease!! Vitamin D is absorbed through the skin from sunlight. With everyone living their lives more indoors and sunlight in England being limited up to 50% of the population are deficient in Vitamin D. For more details <http://www.nhs.uk/Conditions/vitamins-minerals/Pages/Vitamin-D.aspx>

The government recommendations are

- All children under 5 and pregnant/breastfeeding mothers have free vitamin D supplements available through the health visitors.
- Anyone over 65 are recommended to take 800IU daily available from the pharmacies. Older skin absorbs less vitamin D.

Electronic prescriptions

Many of you will be familiar with this now, requesting the prescriptions online with the completed requests going directly to the pharmacies electronically. It seems to be going really well with a lot less trouble with lost prescriptions etc. We no longer accept requests to be picked up from the surgeries; it is in your interest and safety to get all your repeat prescriptions from the same pharmacy. This can be one near work or local to home.

Staff Changes

After a year of huge change in the practice, changes in staff are settling down with the staff we do have becoming more familiar and experienced with the systems in the surgery.

Since January we have had **Michelle** and **Sue Parfitt** joining our reception team which is now headed up by Sue Copperman who has been with us for many years and **Jayne** joining Petrina and Lucy as a Health Care assistant for bloods etc. We also have **Jade**, an apprentice who is contributing significantly behind the scenes and will progress to reception in the next few months.

Sadly **Rita is leaving Lloyds pharmacy** next to the main surgery at the end of May after 17 years. Rita has been quite extraordinary in her in depth of knowledge, not only all the medicines but also of all the people who have used Lloyds regularly over many years. She is moving on to be Pharmacist to the oncology department at the RUH, with all her expertise and personality we feel very lucky to have worked with her so long. **Gosia** will be starting leading the Lloyds pharmacy team at Combe down in mid July. **Nelly Targett**, who has been leading the district nurse team for many years has left for a post leading the district nurse teams in BANES. A great thing for the district but a sad day for us. Thankfully Jan Harrison who was part of Nelly's team is now leading the District team at the surgery.

We are proud to announce that **Sr Sue Josiah** has been awarded the Queens nurse award, which recognizes the commitment to high standards of patient care, learning and leadership. We congratulate her on this and see it as well deserved. http://www.qni.org.uk/for_nurses/awards_for_nurses

TV screen in Main Surgery reception

Many of you who have visited the surgery in the last few months will have noticed the TV screen in the large waiting area at Combe Down. We use it to keep you up to date on a 'as it happens' basis about all the changes happening within the surgery. It is ever changing and we are always pleased to have feedback and suggestions as to what else you would like to see on it.

Friends Summer Fair and Surgery Walk

The friends summer fair is always a good friendly morning that helps raise money to keep the money going and help pay for surgery equipment. The

friends are always looking for good quality bric a brac, prizes for the raffle and tombola and of course people to participate and contribute.

This year it is on **1st August** in The Avenue.

We are also planning a walk with the friends of the surgery on the **14th June**, starting at 10.00 from the main surgery & doing a short loop of the skyline walk. A £5 donation will help towards the friends running the Minibus.

Anyone one (persons or accompanied dogs) are welcome.

Mulberry Park and Sulis Down

The planned building on the old Foxhill MOD site, and at Odd Down means that over 1000 new houses will be built in our area over the next 8-10 years.

We are actively involved in discussions with the developer about how that might affect us. We have also started to review and plan our services in order to be able to grow and accommodate the additional patient numbers and at the same time maintain the high standards of care that we provide.

Staff training sessions

Our days at the surgery are becoming increasingly busy and the demands of an ever developing service including CQC mandatory training for all staff, mean that we cannot do all we have to do behind the scenes without having some team training time. This is to ensure all our staff are fully up to speed with what is going on, have completed all the ongoing training as required and get time to talk to each other as colleagues and friends. We will therefore be closing the surgery for 6 afternoons a year. There will be an on call facility for urgent problems run by BDUC via 03001231773 which is the same service as nights and weekends. The days are not consistent as they are the days covered by the Out of hour's service that enable the GPs across BANES to meet and plan primary care services.

BANES and Countrywide

Talking to friends and colleagues around the country we are always very pleased to be working in Bath. The BANES CCG is clearly ahead of the game.

A few new things being developed are;

- **Focused weekend working.** This is run by BEMS+ <http://www.bems.uk.com> and is a pilot service for Years with BANES doctors providing GP contact at the weekend at the request of the patients own surgery. This is particularly helpful for palliative care and anyone who falls ill late in the week & needs to be reviewed again before Monday.
- **My script,** social prescribing. This is a new service run by DHI <http://www.dhi-online.org.uk> which is aimed at helping people increase there resources and coping capacity through introducing them to what is available for their situation in BANES. If you feel you would benefit from this, please talk to your Doctor.
- **Macmillan Cancer Support.** The cancer teams at the RUH are developing a more comprehensive support service that goes beyond treating the cancer itself. This includes
 - post treatment groups run by the cancer nurses attached to the departments at the RUH.01225-824049 cancerinformationcentre@ruh.nhs.uk
 - CAB services for financial help with people with cancer [01761 408198](tel:01761408198) john.vickers@cab-banes.org
 - 12 weeks exercise programme at the leisure center for anyone diagnosed with cancer in the last 5 years 01225 486916 activehealth@aquaterra.org
 - Emotional support for cancer patients and their friends and carers through the Frome Charity, positive action on Cancer 01373 455255<http://www.positiveactiononcancer.co.uk>
 - Post cancer fatigue and lifestyle management programme <http://www.rnhrd.nhs.uk/174>
 - Bath Buddies support network for patients with cancer led by volunteers 07543 248714 bathbuddies@macmillan.org.uk

If you feel any of these would help you then please speak to your doctor or contact directly.

Please note these services are there for the people who are treated for cancer and need support with life thereafter. They are not linked with Dorothy House <http://www.dorothyhouse.co.uk> whose purpose is to prepare and support people during their final month or year of life. They separate charities.

The RUH

The RUH is now a foundation trust. More details can be found about this on

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