

Combe Down Surgery News

Winter 2013-2014

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Katrina Hayes –Urgent Care Practitioner

As from 6th January Katrina has joined us as an Urgent Care Practitioner. She is a very experienced nurse having worked at the walk in centre in Bath for 10 years. She will be running booked surgeries on Mondays, Tuesdays and Fridays from 9am-2pm. Her appointments will be bookable on the day for minor illnesses and urgent problems. She will work closely with the Doctors and has their full support. If you phone for an appointment on the day and need to be seen with an infection or something that needs sorting out that day, the receptionists will ask you if you would like to see her. She is able to prescribe medicine without having to go through the doctors.

Changes to the nursing team

Many of you will have seen Christina in the treatment room for ear wax, smears, dressings etc. She has left us to do longer hours at another surgery. **Susan** Greenslade will be joining us on 27th January. This may cause some confusion with **Sue** Josiah being our other Treatment room nurse.

Online facilities and Prescription review

We are undergoing a major review of the systems around the repeat prescription process to improve the overall efficiency. The future of repeat prescriptions lies in more being done on line and we are looking at ways to communicate the prescriptions directly to the pharmacies online.

In order to be able to do this it is important that as many of you as possible request your repeat prescriptions on line through the surgery website.

A few key points with online 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 lose your password you will need to get another from the surgery. This frustration is necessary because of patient confidentiality.
- You can book and cancel appointments online
- You can change your details online.
- There is a Smartphone App which can be down loaded from the login page to access the online services.

A few Key points with prescriptions

- Telephone requests for repeat prescriptions will no longer be possible at all.
- Please try and order as much as you can at one time rather than in dribs & drabs throughout the month. The prescription process is very time consuming for the prescription team.
- If you are on a few medicines that have been stable for a while we can issue a years prescriptions under the 'repeat dispensing' system. With this we leave a years worth of the prescriptions at the pharmacy & you collect the medicines during the year direct from the pharmacy without having to get a prescription first from the surgery. This is particularly suitable for Thyroid, glaucoma, HRT, Asthma & contraceptive medication.

Named Doctor for anyone 75 and over

Medical care is overall better and more satisfactory for both the patient and the doctor if there is continuity of care with one Doctor. As part of the new GP contract from April 2014 anyone of 75 or over will be designated a 'named GP'. This is much as we have always tried to work but it will be more formalized. We have done some work in ensuring everyone in this age group has it recorded on the notes who their usual GP is, i.e. the one they see most. This is the name on the repeat prescriptions. If you have any queries over this then please bring it to the attention of the doctor you usually see as it can easily be changed.

To this end we strongly recommend that you try and see the same Doctor for all your ongoing problems. We appreciate this is not always possible, and for infections and acute problems it is not so important but with more appointments bookable in advance this should be possible for your ongoing health problems.

Shingles Vaccine

A reminder that anyone age 70 or 79 is eligible for a one off shingles vaccine. There was a supply problem but we now have some in stock. Further information is available on

<http://www.nhs.uk/news/2010/02February/Pages/shingles-vaccinations-old-people.aspx>

Your medical records

This is important – please refer to the home page of our website

<http://www.combedownsurgery.co.uk/index.html>

Friends Christmas Fair

The friends of the surgery had a very enjoyable and successful Christmas fair on Saturday 14th December, raising £604.55 . The friends of the surgery do a lot behind the scenes and are totally responsible for the running the mini bus which is a huge asset to the elderly and less abled. They have been generous in their support for surgery equipment and are valuable as ‘a patients view’ with how the surgery is run. They have a separate section on the website

<http://www.combedownsurgery.co.uk/friends.htm>

New Years Resolutions

All on the last newsletter but still available

Weight loss & improving your lifestyle

You can refer yourself to the BANES Healthy lifestyle service for help with weight loss & improving overall Health. You can self refer 01225 831852 <http://www.sirona-cic.org.uk/health-care-services/health-improvement/>

Problems with Alcohol?

14 units a week for women & 28units a week for men is not a lot of alcohol and many of us exceed this amount. If you are concerned about your drinking BANES offer a very comprehensive service to help you. You can self refer 01225 329411

<http://www.nhs.uk/Livewell/alcohol/Pages/Alcoholhome.aspx>

<http://www.sirona-cic.org.uk/health-care-services/health-improvement/>

Smoking – Want to stop?

If you smoke and would like to stop you can refer yourself directly to Martine our stop smoking adviser at the Surgery. She can help you with ongoing support and help with Nicotine patches, chewing gum & Champix when needed. Talk to the receptionists about an appointment. <http://www.nhs.uk/Livewell/smoking/Pages/stopsmokingnewhome.aspx>

BANES and Country wide

Although you may all have noticed small changes in the areas of the NHS you use, the overall structure of the NHS is undergoing huge change with the Health and Social care act 2012 which provides more co-ordinated Health & Social care.

<https://www.gov.uk/government/publications/health-and-social-care-act-2012-fact-sheets>

The Clinical commissioning groups ‘went live’ at the beginning of April last

year. With the services being commissioned by GPs with an in depth understanding of what services are important and how they can be co ordinated to work together.

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

As did NHS England,

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

which are the two organizations that organize all the structures behind the GP services we offer.

The overall direction of change is based around doing more in the community with Stroke services, Counselling services <http://lift.awp.nhs.uk/banes>, a comprehensive COPD team, multidisciplinary team for people with neurological problems, Heart failure nurses, nurses giving intravenous antibiotics and injections in the community, Diabetes nurses supporting the nurses in practices and offering educational sessions for diabetics and scanning for the diagnosis and management of DVT, with many more services in the pipeline. Many of these are provided by Sirona, a local not for profit organization <http://www.sirona-cic.org.uk/health-care-services/clinics>.

A lot of these services mean if you are really unwell you do not necessarily need to go to hospital but can be looked after with a lot of support at home.

A lot of the services provided by Sirona do not need a GP referral, e.g. Physio, podiatry, health with weight loss etc. The full directory of their services is on their website.

The hospital have also set up urgent review clinics for acute surgical and medical conditions, strokes and elderly care, meaning if you do need to go to hospital you can have all your investigations done quickly and discharged with a diagnosis and management plan in a short time.

So, a lot of change, but all very positive!