

DATCHET HEALTH CENTRE

- NEWSLETTER JUNE 09

 **The Datchet
Health Centre**
Patient Participation Group

Heart Matters Evening

*"very informative" "Witty presentations"
"Enjoyed every minute" "Excellent speakers" "A
thoroughly worthwhile evening" "Thank you for
taking this initiative" "Very enlightening" "a good
fun evening"*

These were some of the comments received from our audience at our last education evening held on 28 April where the subject was "Heart Matters". As you can tell it was a very successful evening – over 130 people attended. We had 3 excellent speakers, Dr Steve Rex, cardiology consultant, Sister Beth Ball, angiography Sister and our very own Dr Watts. Dr Adrian Dalton chaired the meeting in his usual professional way and then fielded a lively question and answer session. Many of the audience stayed at the end for refreshments, which included healthy home cooked cakes, and they were able to talk to the speakers as well as to the health experts manning the various stalls. Judging from the comments we received, it seems to have been a very worthwhile evening for everyone!

We also managed on the night to raise a wonderful £244 for the British Heart Foundation – thank you for your donations!

The PPG will be holding a similar education evening again next Spring – subject still to be decided.

Our telephone system

We recently conducted a patient survey at the Datchet Health Centre – more details on that to come later. However one of the concerns raised in that survey was about our telephone system. Just to clarify there are five telephone lines coming into the practice and the following two numbers can be used for booking appointments or general enquiries
01753 541268 or 01753 546088

Two lines are available for each of these numbers. We would ask that phone calls for test results, repeat prescriptions and general enquiries are made after 2pm as the telephones are always very busy with appointment requests in the mornings. We have 4 receptionists working during each morning or afternoon session at the surgery and all phone calls are taken in the upstairs reception office in order to protect patient confidentiality. Three receptionists

plus members of the admin team are available first thing to try and meet the high demand on the telephones first thing. You may hear the telephone ringing downstairs and note that the receptionist does not always answer it. This is because she allows external calls to be routed back upstairs for confidentiality reasons. Equally, we operate with just one receptionist downstairs and her priority is to book people in and respond to queries at the desk. The issue of telephone access to the practice will be discussed further with the partners as a result of some of the responses made in the patient survey
Karen Holmes, Practice Manager

Suspect a stroke? Act **FAST**

What is a stroke? A stroke is a brain attack. It happens when the blood supply to the brain is disrupted. Most strokes occur when a blood clot blocks the flow of blood to the brain. Some strokes are caused by bleeding in or around the brain from a burst blood vessel.

To help people recognise the symptoms of stroke quickly the Stroke Association has funded research into **FAST** which explains 3 specific symptoms of stroke:

Facial weakness – can the person smile, Has their mouth or eye dropped?

Arm weakness – can the person raise both arms?

Speech problems – can the person speak clearly and understand what you say?

Time to call **999**.

If a person has failed one of these tests, you must call 999. Stroke is a medical emergency and that person needs expert treatment as soon as possible. Prompt action can prevent further damage to the brain and help someone make a full recovery. Delay can result in death or major long-term disabilities, such as paralysis, severe memory loss and communication problems (aphasia)

So Remember **FAST**

DNA figures

DNA stands for 'did not attend'. These are the patients who make appointments and do not turn up and do not cancel.

In April this year 61 nurse appointments and 68 GP appointments (this equates to over one GP surgery per week). This is a dreadful waste of appointments so we would remind patients to try and cancel if they cannot make their appointment. Either phone or you can text through your cancellation (see 'reminders' article)

Friends of Datchet Health Centre

The Friends of Datchet Health Centre was registered as a charity in 2003. It was originally begun with money that was kindly donated to the surgery and fundraising has continued to maintain funds and support the local community with health related issues.

One of the core services supported by the charity was the provision of a specialist respiratory nurse to help identify, assess, manage and monitor the treatment of those patients with COPD – chronic obstructive pulmonary disease and also those with severe asthma. Charity funding for the role has now ended but the partners of the DHC are continuing to support the role in-house.

The charity also funds the provision of plastic medication boxes which store and display medication for a week at a time for vulnerable patients and has also funded the training of a phlebotomist and the purchase of child care where a patient has been ill. Following suggestions from patients the charity has also purchased a raised armchair in the waiting room and a wheelchair for patients who have difficulty getting to the surgery from the car park, Recently following a very generous donation from the family of a patient who sadly died we have been able to purchase a special examination couch for the surgery.

As you can see the money goes to good use. Donations are always welcome! Please contact Karen Holmes at the Health Centre on 01753 541268 if you would like to make a donation. Donations can also be made via the Just Giving website at:

www.justgiving.com/datchethealthcentre

Reminders

- There is an early morning surgery on Mondays, Tuesdays and Wednesdays between 7.10am and 8am.
- Also on Thursdays there is late surgery between 6.30pm and 8pm
- Need to cancel an appointment? - as well as telephoning, you can text your cancellation to **07815 006990**. Tell us your name, appointment date and time and who appointment with – Please do your best to help us with this - we really do need to cut down on our DNAs! (see previous article)