

DATCHET HEALTH CENTRE

- NEWSLETTER JUNE 2010

 **The Datchet
Health Centre**
Patient Participation Group

Our Fundraisers need your support!

We need runners, cyclists and your money!

On Sunday 26th September the practice team are organising a two-fold fundraising drive for The Friends of Datchet Health Centre charity. As you may know, the charity was established in 2003 after money had been donated to the health centre by well-wishers. The charity exists to help and support health related issues in the local community.



Dr. Watts and Dr. Shepherd will be running the Windsor Half Marathon on 26th September and are looking to organise a team of people who would like to join them. Places have been reserved for the event and if you are interested in buying a place (the fee is £24.50), please contact Karen Holmes (Practice Manager) at the health centre on 01753 541268 or e-mail her on karenholmes1@nhs.net. Dr. Watts will be organising training runs for people that are interested, and it promises to be a very social and team-orientated event. Participants are asked to raise as much money as they can for the Friends charity.



Karen Holmes will be leading a team of cyclists on the same date in the Palace to Palace bike ride. This goes from The Mall in London to The Brocas in Eton and covers a distance of 45 miles. Please contact Karen for registration details if you would like to join the Friends of Datchet Health Centre team and raise money for this worthwhile cause. The

registration fee for the event is £30 and a Just Giving fundraising page is being developed to make collection of sponsorship easier!

There is plenty of time to get fit for both these challenges and we hope that some of you will join us in taking part in one of these events on 26th September. Further details of the charity's work can be found on our website at www.datchetdoctor.co.uk.

Changes to the Appointment System

On 21st June 2010 we will be changing our appointment system following feedback from patients about their wish to be able to book appointments in advance more easily. From that date more appointments will be available for patients to book for the next day, 3 days ahead and one week ahead. Same day appointments will continue to be available for more pressing medical problems, but will no longer be used for routine matters. We hope that this will be of benefit to patients who like to plan their appointments to fit in with other commitments.

Once the new appointment system has been successfully established we will move towards offering appointment booking on the internet.

Please help us to maximise appointment availability for other patients by cancelling any unwanted appointments. This can be done by telephone (01753 541268 or 546088) or by text (07815 006 990).

Asthma evening

The Patient Participation Group (PPG) held its fourth Health Education Evening on Tuesday 27th April 2010 at Wraysbury Village Hall. The subject this year was "All About Asthma" and we invited all patients who either have asthma or an interest in asthma to attend. There were three speakers – Dr. Richard Russell a consultant chest physician, Dr. Martin Chan and Cathy O'Brien, Specialist Respiratory Nurse. There were also stallholders who attended to support the respiratory theme. At the end of the talks there was a questions and answers session, which was very interactive with some searching questions! The PPG hopes to hold a similar event on a different theme next year, taking into account

patient suggestions made on the night. Feedback from those patients who attended was very positive.

Having an ECG?

Some of you at some stage may be asked to make an appointment at the Health Centre for an ECG (Echocardiogram). There are different types of ECG tests but the one we do at Datchet is the standard or resting ECG and we thought it might be useful if we explain a little about this test.

An ECG is a simple painless test to record information about your heart beat. An ECG measures the electric signals that cause your heart to beat.

Why have one?

There are a number of reasons why you may need to have an ECG

- To check for problems with your heart if you're having symptoms such as dizziness, chest pain for an abnormal heart rate
- To check how well your heart is working before an operation
- As part of a routine health check up

An ECG can identify problems with your heart including

- A heart attack
- An enlarged heart that is working under strain
- Fast, slow or irregular heart beats called arrhythmias
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What happens during a resting ECG

A standard, resting ECG takes a few minutes. It is carried out by one of our nurses. You will be asked to undress to the waist and lie down on a bed or couch. A number of sticky patches called electrodes will be stuck onto your arms, legs and chest. These electrodes are attached to a recording machine by wires. When your heart beats, it produces electric signals which are picked up by the electrodes and transmitted to the recording machine. The machine then prints a record of your heart beat onto a paper strip. That is all there is to it!

There are other types of ECG which need to be carried out in an outpatient department in hospital. These include an exercise ECG and a 24 hour ECG

Did you know that ..

- GPs and Nurses are available for telephone conversations, subject to availability, at the end of their clinics. Useful if you just have a query you feel can be sorted out on the telephone

rather than book a 10 minute appointment.

Book through reception

- You can book an appointment with a doctor on Mondays, Tuesday and Wednesdays between 7.10 am and 8am – ideal for the early morning commuters.
- Also there is an evening surgery on Thursdays from 6.30pm to 8pm
- Want to cancel your appointment and cannot get through on the phone – then text us on 07815 006990 and give us the details
- You order repeat prescriptions on line on www.datchetdoctor.co.uk

Text Reminder System

The practice has started using a text reminder system to remind patients about their appointment the day before it is due. This will also be used for telephone slots that have been booked in advance. The practice is trying to reduce the number of patients who do not attend for pre-booked appointments as this has a marked impact on the number of appointments that are available for other people to use. Figures for March 2010 show that **78 patients did not attend their doctor's appointment** (the equivalent of five and a half GP sessions) and **48 patients did not attend a nurse appointment**. We would be very grateful if you could ensure that we have the correct mobile phone number for you to make sure that the reminder system works efficiently. Please check with the Receptionist when you attend or give us a call on 01753 541268 after 2pm.

If you are unable to attend an appointment you can cancel by either phoning us on **01753 541268 or 546088** or by text on **07815 006 990**. We will need to know your name, who the appointment is with and the date and time of the appointment. Text messages will not be acknowledged. Unfortunately even appointments that are booked on the same day are not being kept.

Training at The Datchet Health Centre

The Datchet Health Centre has applied to the Oxford Deanery to become a training practice and was successful in obtaining a grant to support the extension of the practice building to accommodate an additional doctor, a tutorial room, an extended upstairs waiting area and an upstairs disabled toilet facility. Dr. Ruth Ferguson has recently successfully completed the Trainers' Course and is now accredited to train Registrar doctors. Dr. Nikki Wallbank has started her training to become a GP-trainer and hopes to complete the course next year. We thought that it would be helpful for

patients to know a little more about what a training practice is.

What is a training practice?

A training practice is a GP-practice that is accredited to help train qualified doctors to become GPs. A training practice has to meet high standards of health care provision and organisation before being accredited. The training GPs or 'registrars' are qualified doctors who wish to become GPs. They work in a training practice for a year or so as part of their course to become a registered GP. They are part of the practice team during their stay and they see patients like any other doctor, but under supervision and with the support of the trainer and the rest of the practice team. The DHC has also applied to train 'F2' doctors from August 2010. F2 doctors who have to gain some experience in general practice as part of their training during their second year after qualifying. Sometimes, with the patient's permission, consultations will be video-recorded for training purposes.

Why become a training practice?

For some while, the DHC has considered the possibility of becoming a training practice. By becoming a training practice, it ensures that we maintain a very high standard of primary health care within a culture of learning and mutual support. A learning organisation nurtures the aim to improve through knowledge, experience, open mindedness and development. A training practice also provides patients with a greater variety of doctors and there is a net increase in the number of available appointments over the year. Patients will therefore benefit not only from the improved and expanded facilities, but also from the additional doctors working within a supportive team whose common aim is to learn, support and improve.

Bowel Cancer screen for over 60s

Those of you coming up to your 60th birthday may well be sent an invitation for bowel cancer screening – a simple test which is done at home. The NHS Bowel Cancer Screening Programme was set up in 2009 and offers screening every two years to all men and women aged 60 to 69. Those of you aged 70 and over can ask for a screening kit by calling the freephone number 0800 707 60 60.

The purpose of the bowel cancer screening aims to detect bowel cancer at an early stage (in people with no symptoms) when treatment is more likely to be effective. The screening can also detect polyps. These are not cancers, but can develop into cancers over time. These can easily be removed, reducing the risk of bowel cancer developing.

GPs are not directly involved in the delivery of the Bowel Screening Programme but they will be notified when invitations for screening are being sent out in their area. They will also receive a copy of the results letters sent to their patients.

Bowel cancer is the second biggest cancer killer and of the 100 new cases diagnosed every day, almost half will die from the disease. If caught in time, 90% of cases can be treated successfully so please make use of this screening test if offered.

You should all be aware – whatever your age – that if you suffer symptoms such as

- A persistent change in bowel habit, especially going more often or looser for several weeks
- Bleeding from the bottom without any obvious reason
- Abdominal pain, especially if severe
- A lump in your tummy

Then please make an appointment to see your GP