

### Flu immunisation

Flu can increase the risk of more serious illnesses e.g. bronchitis and pneumonia; it can make existing conditions worse. The doctors at the DHC encourage patients in the “at risk” groups to have a yearly flu immunization. The “at risk” groups are defined by the Department of Health. This year, the following groups are classified as being “at risk”:

- All people aged 65 years and over
- People with: heart disease, kidney disease, liver disease, neurological disease, diabetes, lowered immunity, carers, pregnant women, people living in long-stay residential care homes and people who have had a stroke.

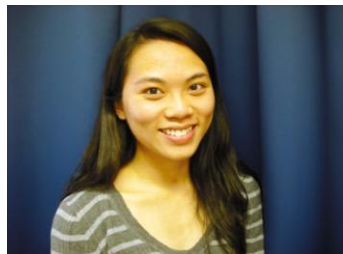
The practice offers flu immunizations from late September onwards. Clinics are organized at the health centre, at Datchet Village Hall and at Wraysbury Village Hall. A variety of appointment times are available to ensure that as many patient groups as possible are able to attend. Last year we added in a Saturday morning clinic at the DHC and this proved to be very well attended – we plan to offer this facility again this year. Please contact the health centre if you wish to make an appointment for flu immunization.

### Welcome to Dr. Iris Kwok and Dr. Christine Plenagl

Dr. Iris Kwok joined the practice on 01 August and she will work with us over a four month period. Iris is an F2 doctor, which means that she is in her second foundation year after qualifying. Dr Christine Plenagl started at the DHC on the same date but will be part of the practice team for six months. Christine is an ST2 doctor; having completed her two foundation years, she has chosen general practice as her career and is in the second year of her specialist training. We welcome both Iris and Christine into the practice team and hope that their time with us is enjoyable and rewarding.



Dr. Christine Plenagl



Dr. Iris Kwok

### The PPG needs two additional members – can you help?

The PPG meets at the DHC every four to six weeks. We are looking for two new members who have particular skills:

1. Someone with secretarial and administration skills. We need a volunteer who is able to take minutes at PPG meetings, to record them on as a Word document and to email or post them out to committee members and to perform other administrative tasks.
2. Someone with PR skills, as the group plans to engage with local businesses, organisations and other people who may wish to support the practice in a variety of ways.

If you are able and would like to help, please contact Karen Holmes, practice manager at the DHC. Thank you.

## Patient survey to help us improve

The PPG is working with the practice to set up a Patient Reference Group (PRG). The PRG will consist of all those patients who have provided the practice with their email address in addition to some people from each of the sections of the patient community identified by the PPG as being important not to miss, including those who do not use a computer! The PPG will then distribute to the PRG a survey based on what they believe to be some of the most important issues for patients who use the DHC services and facilities. The results of the survey will be considered by the PPG and the practice will be asked to respond to the salient points. The PPG will then work with the practice to agree an action plan. We hope to publish the results in a report by the end of March 2012. The process will be repeated the following year and the 2013 report will include the outcomes from the previous action plan.

If you want to be involved, please join the PRG by sending us your email on [be-pct.dhcpatient@nhs.net](mailto:be-pct.dhcpatient@nhs.net) or use the link on the practice website. If you do not use a computer, please contact Karen Homes, the practice manager.

## May we have your **email** address, please?

So far, we have collected about 500 email addresses. The target is 1000. By creating an email community of patients, we can better keep in touch with them. If you are willing for us to contact you by email, please complete the form available at reception. Even better, contact us by email at [be-pct.dhcpatient@nhs.net](mailto:be-pct.dhcpatient@nhs.net) or use the link on the practice website. We shall ensure that your email address is not shared and that it remains confidential.

## WISH and WORTH !

The Windsor Skin Health project (WISH) was run as a pilot for six months from January 2011. The project funded the provision of a dermascope and training for a lead GP in each practice within the Windsor area. Dr Mick Watts and Dr Ruth Ferguson are the lead-GPs at the DHC. A dermascope is a small hand-held gadget that contains a lens and a strong light source. The dermascope is used to examine skin lesions and moles to help to distinguish those which are benign from cancers, something that can be difficult to do with the naked eye. WISH also provided a GP-led and Windsor-based dermatology service for people with a variety of skin conditions where a further opinion and advice is required. The project proved to be extremely successful in that it resulted in a quicker diagnosis and treatment plan for many patients whose reviews of the service have been very positive. It also reduced the number of GP referrals to hospital out-patients thereby reducing pressure on the Acute Trust and reducing cost. The project was extended to the Maidenhead area (MASH) and the PCT has been so impressed with the results that it has commissioned the service for the next year.

The Windsor group of GPs has funded a similar pilot project for people who have knee problems. The project starts this autumn and will continue for a six month trial period. The Windsor orthopaedic project (WORTH) provides clinical assessments from a GP with extensive experience in knee problems and a specialist physiotherapist (Extended Scope Practitioner). The venue will be the Spire Clinic in Windsor where an orthopaedic specialist can also offer advice when required. A lead GP in each of the Windsor practices will offer support and guidance to colleagues in order to ensure that patients with knee problems are managed according to current guidelines and that the local services are used appropriately. Patients will benefit as they will receive a quicker service than at present and can be referred to the modern XRay and MRI facilities based at the Spire clinic when required. Like WISH, it is hoped that WORTH will reduce the number of GP referrals to hospital out-patients and thereby reduce pressure on the Acute Trust and reduce cost.

## Dr. Nikki Wallbank qualifies as a GP-trainer

Congratulations to Dr. Nikki Wallbank who, having completed a gruelling year of training and assessment, has qualified to become a GP-trainer. She joins Dr. Ruth Ferguson who is already a qualified GP-trainer, so that the DHC has two trainers now. Becoming a training practice has been a positive experience for the DHC as it has promoted learning and education within the practice team and has demanded that we provide a high standard of primary health care to our patients. It has also been good to welcome a variety of training doctors into the team as each offers a different perspective and they all keep us on our toes! As a team, we hope that the benefits are also noticed by our patients and partner organisations.