



Our Health Education Evening on Understanding Blood Pressure, held on 1 October, went very well. Although the audience was smaller than usual, the interesting speakers were given a very good hearing. We thank all those who came, and are grateful to those who contributed to the charity boxes. We hope you enjoyed the refreshments. Special thanks to those who stayed behind to put tables and chairs away.

Dr Martin Chan has contributed an article about a health problem that affects many older men. The Practice has also provided some useful information about when doctors are available

The PPG and the Practice Manager have been collaborating in updating the annual survey of patients' attitudes. At about the time this newsletter is published, the survey will be sent electronically to all members of the Patient Reference Group (PRG); hard copies will also be available in reception until the survey closes at the end of January. Patients can join the PRG by leaving their email addresses with reception.

Finally, I am sorry I dated the previous newsletter September 2012.

As always, I welcome your comments, suggestions and questions, by email to datchet.ppg@gmail.com or by letter address to me via reception.

Bill Joy, Editor

Practice Closures and Holiday arrangements

Holiday arrangements

Monday 23 December	8.30 am – 6.00 pm
Tuesday 24 December	8.30am – 1.00pm
Wednesday 25 December	CLOSED
Thursday 26 December	CLOSED
Friday 27 December	8.30 am – 6.00 pm
Saturday 28 December	CLOSED
Monday 30 December	7.20am– 6.00 pm
Tuesday 31 December	8.30am – 1.00pm
Wednesday 1 January	CLOSED
Thursday 2 January	08.30am – 7.30 pm
Friday 3 January	08.30am – 6.00 pm

Training closures

Tuesday 14 January	1.30pm - 6.30pm
Tuesday 11 February	1.30pm - 4.30pm
Thursday 20 March	1.30pm - 6.30pm

Whole afternoon closures allow clinical staff to attend area-wide training sessions. Administrative team members are trained in-house.

Waiting Times and Late Arrivals

The DHC Team understands that delays in the surgeries and clinics are inconvenient to patients. Generally the delays are unavoidable, for example for emergencies or when a patient has to be admitted to hospital. Some appointments over-run the allocated 10 minutes because the situation is found to be more complex or serious than expected. Patients wishing to discuss more than one problem should ask Reception to book a double appointment. The Practice endeavours to inform patients on arrival of any delay and the reasons for it. For the past few months, the duration of the GPs' sessions has been increased to allow some catch-up time and so shorten the average waiting time.

GP and nurse appointments also run late because patients arrive late, sometimes the reasons are unforeseen and unavoidable. It would help the team to manage the resultant disruption if patients who know they are going to be late would contact Reception to say whether or not they will attend. Each late arrival has to be individually managed to minimize the impact on the other patients. Thus, patients who arrive late may be asked to wait until the end of the surgery or clinic or, if the delay is significant and the reason for attending is not, they may be asked to make another appointment.

Ed/KH

When are the Doctors Available?

Patients at The Datchet Health Centre are registered with the practice rather than with an individual doctor and are free to see whichever doctor they wish. The 'usual doctor' that you may see on a prescription is a way in which the patient list is allocated among the doctors for administrative purposes. The Practice encourages patients who are seeing a particular doctor to see the same GP for follow-up appointments. This makes consultation easier for both patient and doctor.

The table shows the availability of doctors. Please note it is subject to change to accommodate emergencies, sickness, other professional duties and leave.

Dr	Mon am	Mon pm	Tue am	Tues pm	Weds am	Weds pm	Thurs am	Thurs pm	Fri am	Fri pm
Watts	√	√	√	√	√	X	√	√	√	X
Wallbank	√	√	Teaching	Ante-natal Clinic	X	X	√	√	X	
Chan	√	√	√	X	√	√	X	X	√	X
Ferguson	X	X	√	√	Teaching	√	X	X	√	√
Bijjala	√	X	√	X	X	X	√	√	√	√
Makepeace	√	√	X	X	√	√	X	X	√	√
Sivanandan	X	X	√	√	√	√	√	√	X	√

There are additional same day appointments on Mondays and Fridays (and fewer pre-bookable appointments) to manage the demand after and before the weekend.

Extended Opening Hours

There are also early appointments on two mornings and late appointments one evening each week. The schedule is:-

Monday from 7:20am Dr. Chan, Dr. Makepeace and Dr. Wallbank (alternate weeks)
 Thursday 6:30 - 7:30pm Dr. Bijjala, Dr. Sivanandan and Dr. Watts
 Friday from 7:20am Dr Ferguson

From January 2014, a Practice Nurse, Danielle Young, will be offering appointments from 8.00am on Mondays and Wednesdays and from 7.30am on Fridays.

Ed/KH

Following-up Blood Tests and X-rays

When patients have had blood tests or x-rays at their doctor's request, it is important that they follow up the results by telephoning Reception after 2pm Monday to Friday, after seven days for blood tests and 14 days for x-rays. By then, the GP will have received and reviewed the results and added any necessary comment to the patient records. The comments are available to the receptionists when patients call. The receptionist will also advise if the doctor wishes the patient to book an appointment to discuss the results.

Telephone consultations are useful for such discussions if there is no need for a physical examination and if the GP hasn't specified that a face to face consultation is required. GPs have appointments for two telephone consultations after their morning and afternoon sessions. These appointments may only be booked via Reception.

Ed/KH

Smoking cessation clinic

A Smoking Cessation Clinic has been held at the Health Centre every Thursday evening from 5pm to 7.30pm since 24 October. It is run by Rachel Harris of SmokeFreeLife Berkshire and is one of several free clinics in the area. The Partners hope, by hosting the service at the Health Centre, the service will be more accessible to patients.

Patients who want to stop smoking and would like to attend the clinic, should contact Reception on 01753 541268. Please ask for a double appointment (20 minutes) for the first attendance.

Lower Urinary Tract Symptoms (LUTS) in Men

LUTS are very common in older men. They include symptoms such as a reduced stream of passing urine and needing to get up at night to pass urine. There are different treatments depending on the cause. Some men may even choose not to have treatment if their symptoms are not too bothersome and the cause is not serious.

What are LUTS?

The urine production system can be divided into the upper tract (kidneys and ureter) and lower tract (bladder and urethra). LUTS is very common especially in men over 65. LUTS are divided into two symptom groups:
Voiding (or obstructive) symptoms – poor stream, difficulty starting your urine flow, intermittent flow, incomplete emptying, dribbling after finishing and straining when passing urine
Storage (or irritative) symptoms – increased frequency and urgency of passing urine in the day or night and incontinence.

It is important for you to see your GP for advice should you develop any of these symptoms, or if your existing symptoms worsen.

What are the causes of LUTS?

The common causes are:

An enlarged prostate gland. This sits around the neck of the bladder and when it gets bigger can often cause voiding symptoms.

Overactive bladder. As we get older it is more common to develop bladder control problems. Your bladder may also be able to store less urine. This can lead to storage symptoms.

Water balance problems. As people get older, it becomes harder for the body to reduce the amount of urine that they pass at night. This leads to the need to pass urine more often at night. Therefore, at the age of 65 and over it can be normal to pass urine at least once a night.

Other causes – diabetes, urinary infections, bladder stones, prostate/bladder cancer and neurological conditions (e.g. multiple sclerosis).

What tests are performed?

Which are done depend on your symptoms but include:

Prostate and abdominal examination

Urine test

Blood test – check for diabetes, kidney function and PSA (prostate blood test)

Urinary frequency volume chart – for you to document each time you pass urine and the amount passed

What self help treatments are available?

Reduce fluid intake

Reduce drinking in the evening, especially in the evening if you have night time symptoms

Don't drink in the 2-3 hours before you are due to go out or when urinary frequency and urgency are likely to be inconvenient (but keep fluids over 1.5L each day)

Stop or reduce drinks that can make LUTS worse – alcoholic, fizzy and caffeine containing drinks (eg coke, energy drinks, tea and coffee)

Stop or reduce smoking (nicotine irritates the bladder)

Train your bladder – try holding on to your urine for longer

Try to relax when standing to pass urine (if starting if a problem)

Try distraction techniques, e.g., counting or breathing exercises to take your mind off your bladder (if urgency a problem)

Pelvic floor exercises – These can help you to hold onto your urine for longer and without having accidents.

You use your pelvic floor muscles if you try to interrupt your flow of urine. You should try to tighten these muscles for around 10 seconds, if possible at least 10 times a day.

What other treatments are available?

This depends on the underlying cause and also on how much your symptoms are bothering you and interfering with your quality of life. They include medication or having a procedure or operation.

You may be referred to a specialist if your symptoms have not improved with the self help measures or medication. You may also be referred if you need further tests.

Datchet Health Centre website

The DHC website (www.datchetdoctor.co.uk) has a lot of information about the Practice and also provides a secure on-line means of booking appointments and requesting repeat prescriptions. It is open to all apart from the appointments and prescriptions service, which is only accessible by patients who have a user ID and password. Reception can organise registration for these services – individual log-ins are required for each family member.

One section of the website covers the PPG (see Patients Group); it includes our recently updated Aims and Objectives and Terms of Reference. (Hard copies of these documents can be provided on request via Reception for anyone without access to the internet) There are also a number of useful links to outside health related sites.

The Partners intend to have the website upgraded. In the meantime, strenuous efforts are made to keep it up to date. Suggestions for improvement and reports of errors may be sent to the Editor.

Zero Tolerance Policy

For several months past, the level and frequency of verbal abuse to DHC staff has risen significantly. As employers, the Partners have a duty to provide a safe environment for their staff and for patients attending the Health Centre. Incidents involving verbal or physical abuse are taken extremely seriously and may be dealt with by immediate removal of the offender from the Practice list.

Patients who want help with a particular problem concerning the Datchet Health Centre should contact the Practice Manager, Mrs. Karen Holmes.

The Partners follow the NHS Zero Tolerance Policy. It aims to tackle the increasing problem of verbally abusive behaviour, violence and intimidation against staff working in the NHS. Violence is defined as "any incident where staff are abused, threatened or assaulted." This includes both verbal and physical abuse as well as threatening behaviour.

KH

Age Concern

Age Concern has a regular drop-in session at the practice on the first Wednesday afternoon of every month. The next session will be on **Wednesday 8 January from 2.00 - 4.00pm**. Please feel free to come along and see the adviser - there is no need to book an appointment. She can help with such things as benefits, assistance with jobs around the home, help with shopping or sourcing help from Social Services. Please check in at Reception if you come to see the adviser. Queries may be emailed to the Information and Advice Manager, Jaspreet Sahota on jaspreet@ageconcernsabe.org.uk

Age Concern's Slough office is at The Village, 102-110 High Street, Slough, SL1 1HL. Lots of activities and services are available there.