



DATCHET HEALTH CENTRE QUARTERLY NEWS LETTER OCTOBER 2016

This Newsletter is brought to you by the DHC Patients Participation Group (PPG)

An independent group of patients but financed by DHC

It aims to provide an interface between patients, practice and WAM CCG

REALLY A LOT TO BRING TO PATIENTS ATTENTION THIS TIME.

!! EVERY PATIENTS MUST BE AWARE !! **INTRODUCING “MANAGING THE FUTURE”**

All GP practices are suffering from lack of resource and finding competent doctors and nurses – DHC manages probably better than most. From 22 practices in the Windsor and Maidenhead (WAM) there are now only 17 due to amalgamation and closure.

There is a mood in the NHS and local CCG's to move some primary care to local 'Hubs'. DHC PPG are just one group who are not comfortable with this suggestion and it is believed that many local doctors we meet at meetings are also concerned. DHC PPG want our practice to be better funded and be able to see one of the DHC practise doctors not having to travel to a hub!

Our survey currently will also lead on it.

YOU HAVE BEEN ADVISED – WE WILL WATCH THE POSITION TO THE BEST OF OUR ABILITY BUT THIS HAS TO CONCERN EVERY PATIENT IN THE DHC PRACTICE!

‘AS I SEE IT’

PPG has three new ladies who are making a great contribution to PPG's work. Our one male member is expected to return to the fold after a break from illness – we welcome Ernie back. He provides valuable input. Ideally we would welcome additional male members and perhaps a younger mum or dad!

LEARNING CURVE – I was just a patient and I have had to get a grip with how it all works.

You will find reports from the many bodies in which we are involved. Perhaps too many but they are there and their enthusiasm for what they do is admirable.

We know Health Watch, South Central Ambulance Service, Connecting Care, plus many individual charities that assist where required. We will do our best to keep DHC Patients in the loop.

Michael Shefras MBE – PPG Chair

2016 PATIENT SURVEY

We do not know about you, but we are inundated with surveys. The PPG joins the fashion because we gain important answers as to how we can work with the practice to make it better for us all – remember PPG are patients as well.

This year it is more important than ever. We need to gauge patients' views on “Managing the Future” plans. Your answers will aid our campaign to protect our surgery into the future.

The last six questions are the same as last year's survey to give us some continuity on performance.

PLEASE DO COMPLETE THE SURVEY – THIS YEAR MORE THAN EVER WE NEED TO KNOW WHAT DHC PATIENTS FEEL!

APPOINTMENT FRUSTRATION

Your editor chair of DHC PPG is also a patient. He and his wife and family all suffer the same frustrations as all of us getting an appointment!

I have queued from 0815 in the waiting room: we have started phoning at 0825 only to find at 0830 the lines are busy! So I am aware of patients' frustrations. And it is always on the top of the agenda to see how we can improve the patients' experience.

If you are prepared to take any of the good doctors on duty it makes it easier. If your ailment is not urgent then there is a possibility of booking ahead.

But we are trying to get a quart into a pint bottle. What is absolutely clear if you are really very ill and there are no appointments there is always a duty doctor from 1100 – but you might have to wait and ask! DHC is not perfect but better than most!

DOCTORS AVAILABILITY

(Basic Surgery Times 0830 – 1130 a.m and 1430 – 1730 pm)

EXTENDED HOURS

Early and late appointments are delivered by the practice – days vary from week to week

EVENING AND WEEKEND APPOINTMENTS

Provided via DHC Surgery at King Edward VII hospital Windsor

Dr Watts	Mon, Tue, Wed a.m, Thurs, Fri a.m.
Dr Wallbank	Mon, Tue p.m., Thurs
Dr Ferguson	Tue, Wed p.m., Fri
Dr Bijjala	Mon, Tue, Thu, Fri

Dr Beardse;;	Mon and Wed
Dr Gill	Mon, Wed, and Thu p.m.
Dr Kalirai	Wed, Thu, Fri
Sallyann Ancora	Minor ailments nurse

DIABETES TWO

A personal experience – Michael Shefras

Routine blood test – telephone call from surgery, “Please make an appointment to see your doctor. Appointment made.

Dr Ferguson “Not to worry, very early diagnosis and just climbed into the dangerous blood level indication!”

What followed was an example of the NHS at its best. All departments went to work. Appointments arranged. Via the practise with the very efficient Jeannette diabetes nursing specialist assessing me. Attention by Dr Beardswell DHC Diabetes lead and also the WAM lead.

Appointment made for diabetes eye test at Upton Hospital – result back within ten days – more appointments made for me at King Edward and advice to talk to my doctor outside the diabetes challenge.

Appointments made at King Edwards for two three hour sessions by specialist personnel to advise me how I should deal with this new challenge.

I think I have to say that NHS in the Windsor & Maidenhead area is working including DHC. I am no longer a young chicken and I will take it as it comes and as necessary adjust my life balance.

WAM CCG AGM

(Windsor and Maidenhead – Clinical Commissioning Group)

THE PPG was represented at this meeting held on 15 September, 2016. WE WERE ADVISED that CCG spent £160m providing medical services to 153,000 patients who live in this area.

OUR QUESTION asking about the move to take primary care to central hubs was taken but brought a rather woolly answer – mentioned elsewhere and which we will follow through.

DHC PPG

WAS ONE OF THE 5 PPG’S from the 17 inspected were given thumbs up by Robert Cooper the CCG Lay Member covering PPGs.

THIS IS REWARDING and goes well with the impressive report the Quality Care Commission gave us when the inspected DHC surgery a few months ago.

HOW DO WE GET TO YOU?

The practice has just under 10% of your e-mails: **MAY WE ASK YOU TO LET THE RECEPTION HAVE YOUR E-MAIL!**

PPG WORKING IN THE WAITING ROOM

DID WE MENTION LEARNING CURVES? Last year we assisted the practice as it delivered the McMillan Coffee morning and we repeated it again in October this year. It raised a fantastic £250! Earlier in the year we met patients as they are waiting to see a doctor when we promoted the national PPG Open Day. WE learnt from all of this and this year we will be meeting patients with this year’s survey – we really hope that you will not mind and talk with us.

MINOR SURGERY CLINIC

Dr Bijjala carries out a variety of minor surgical procedures on skin lesions which are causing significant symptoms are funded by NHS. The procedures are done in conjunction with the practice nurses by appointment. Your doctor will be happy to advise you further.

Patients for minor surgery will be identified by the doctors and will arrange for them to be booked into the next available minor surgery clinic appointment. Dr Bijjala is in over-charge of the service, who is responsible for the operation of the waiting list.

CONTINUING OUR PROFILE SERIES THIS TIME LIZ HEARNE ASSISTANT PRACTICE MANAGER

It is like an ice berg. As patients we see Receptionists, Doctors and Nurses but beavering away in back offices are the back-up personnel who are so important to keep the entire edifice running smoothly. One of these unsung heroines is Liz Hearne who is the Assistant Practice Manager.

Liz joined DHC in 1997 and nearly twenty years of valuable experience understanding how a GP practice works. Starting as a part time receptionist she became full time in 2003 and moved into the current position at the same time. Her responsibilities include supporting the Practice Manager, helping to maximise income, and she also oversees office work, and a multitude of other issues that have to be managed. She does the book-keeping which as we all know is one of the most important jobs in any organisation.

Whilst she did not have medical experience, Liz was sent back to school to obtain her Diploma as a Practice Manager. She tells us that it was tough, holding her working position and studying at the same time.

She motivates the team of receptionists and believes that the practice is fortunate with the team we have currently have. This was endorsed by members of the PPG at their meeting on 29 September. She believes that the staff are very loyal to the practice and their morale is high. Linda Marshall has been with the practice for approaching 29 years – that must say something! It is at times a very difficult job.

We asked her what has changed since she started. The senior partner was then Dr Parry-Williams, Dr Dalton, (still around with his walking group) took over in late 1997 and now Dr Watts with three doctor partners, Drs Ferguson, Bijjala and Wallbank. The original one story building was extended in 1999 and a second story built to house the growing practice. New doctors were taken on to assist with looking after Wraysbury patients when that surgery closed. That was in December 2006. Shortly after this the practice became a teaching establishment with new doctors just starting their general practice careers and a further extension was built to accommodate them. These new young doctors bring fresh ideas into the practice and keep all the staff on their toes with questions about how things are done in modern general practice.

Outside work she is an enthusiastic Dragon Boat devotee and can be seen paddling hard as part of the crew that boats from the Wraysbury Skiff and Punt Club. She is involved as a Manager with the GB national team that competes in this sport in Europe and Worldwide.

She is now coming to the end of her career, and expects to become part time in February 2017. I think I can say we will miss her!

Flu clinics at the Datchet Health Centre: 2016-17

DHC recommend that all of our patients in 'at risk' groups have an influenza immunisation.

Patients age 64 and a half years and older are all entitled to a free vaccine, as are patients of any age who are considered to be 'at risk' if they contract influenza. children over the age of six months with a long-term health condition and aged two, three and four.

Eligible patients: please phone the DHC after 10am to book your appointment. There are a variety of days and times available for you to come to the surgery.

Other patients speak with the practice

**WE WERE AT
THE SOUTH CENTRAL AMBULANCE SERVICE
BERKSHIRE PATIENT FORUM**

The meeting was held in St Joseph's Parish Hall, Maidenhead on Monday 10 October, 2010. We were welcomed by Colin Godbold who is the chair of the Berkshire Patient Forum.

There were good presentations from Andy Battye, head of Operations, East Berkshire and South Bucks: Amanda Painter head of patient experience: Chloe Taylor-Jones advanced specialist occupational therapist with Naomi Carpenter experienced physiotherapists.

All gave very good presentations and the explanation as to how the Ambulance Service given by Andy was very informative. He answered searching questions and it is clear that there is also a shortage of experience para-medics which makes it hard to meet deadline targets.

There is a reliance on using private ambulances who might have the same level of experience and knowledge of the ground as the SCAS personnel.

Simon Carter of Wraysbury and Datchet Village Pharmacies has given us this information.

As you may be aware the NHS announced in December last year their intention to significantly reduce the funding to pharmacies, with the intention of closing up to one in four across the country. There followed a campaign to change their minds, and show them the benefit of the existing pharmacy network, and the dangers and financial costs of closing pharmacies. Indeed the campaign generated 2.2 million signatures, that were delivered to No.10 Downing Street. The largest ever health related petition. A great number of our patients signed the petition. Many wrote letters to our MP to voice their concerns. More work was done to demonstrate the good value for money of community pharmacy. A report from Price Waterhouse Coopers showed that the average pharmacy delivers a net benefit to the NHS of £250,000 - Thus closure would ultimately cost the NHS considerably more than they could possibly save.

The final government response is due out as this goes to press, the leaked documents seen by the media suggest the government will go ahead with the cuts, but put in place some protections for some pharmacies, however we at present do not know any details, and what the impact will be locally.

Should it become necessary we are certain speaking for DHC PPG would fight tooth and nail to retain the two pharmacies. It would be tolerable if Datchet, Horton and Wraysbury have to travel to a pharmacy whilst there are two servicing us well now.

**WHO ARE THE DATCHET
HEALTH CENTRE PATIENTS
PARTICIPATION GROUP**

Michael Shefras MBE – Chair
Ernie Addicott
Jayne Crampton
Pam Curry
Romola Gangull MBA
Suresh Gogna
Elizabeth Hattersley
Patricia James
Anita Kapur
Rowena Mignot
Margret Holmes-Pickering
Vivien Walton
And from the practice
Mary-Rose Simpson
(Practice Manager)
Plus a partner Doctor from DHC

**DO YOU KNOW HOW MUCH
PRESCRIBED MEDICINE IS
WASTED?**

At a meeting of the WAM PPG Network held on 26 September in Maidenhead as well as PPG Chairs being able to network there were presentations by Robert Cooper (See the box on page 2) and how much prescribed medicine is wasted!

Would it surprise you to learn that it is estimated that £300m is wasted and from that with a little effort £150m could be saved.

We are urged to follow your doctor's instructions, finish the course of medication. Check you have the right medication from the pharmacy – once you have moved out if what you have is wrong it cannot be used again. And if you want a standard off the shelf treatment it can be cheaper to buy it without prescription.

SIGNING OFF

No one ever said it was going to be easy did they? PPG do their best as does the practice but we have to accept it is not perfection. Despite our aggravations in Datchet and Wraysbury we do have the services of a good medical team. Co-operate using the survey and please do let us have your FEED-BACK!

Tally Ho – Michael Shefras