



# DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER JUNE 2015

**This update is brought to you by the Patients Participation Group (PPG).  
An independent group financed by the Friends of Datchet Health Centre  
to provide an interface between the patients and the practice.**

## **AS THE PPG CHAIR SEES IT!**

From my perspective as chair of the DHC PPG I hope that I am able to see both sides of the condition we face daily. On one side we have the practice endeavouring to provide medical support to the patients: and from the patients' perspective we seek attention a great deal of the time when we are in distress!

How do we square the circle that we face? I really believe that the four partners and all the other doctors and medical staff plus the receptionists who deliver the service to the patients through their business really do care! They are working harder year on year for less reward and this is because of the way NHS primary care is funded.

I am prepared to believe that some patients feel let down by DHC. There are, however, many more who appreciate that DHC provides a service that measures well with other surgeries. The PPG is here to work as an independent body on behalf of the patients. I believe that, while retaining our independence, it is a tripartite exercise with doctors, practice manager and PPG working in concert to deliver the best possible service to DHC patients.

The question is how can we move forward? There are 11,400 patients registered and less than 900 are registered for e-mail contact. So this newsletter has a less than 10% circulation! It is imperative that we get more so that when we ask questions from the patients we get a really huge response when we seek to improve what DHC provides. Will you please help by asking neighbours and friends to ensure that they have provided their e-mail address? Details of how to share your email address with the practice are provided on page 3 below.

Have a good summer!  
Michael Shefras MBE (DHC PPG Chair)

## **WE WELCOME ADVANCED NURSE PRACTITIONER MANDY GRIFFIN**

"Hi, my name is Mandy Griffin and I am delighted to have joined the medical centre on the 7<sup>th</sup> of April.

I am from Burnham and have trained and worked across the area over the last 34 years. I have spent many years in General Practice in Slough but my last post was at Wexham Park as an upper gastro-intestinal specialist nurse.

I am about to celebrate 25 years of marriage this September and have three children - a daughter and a son who are both nurses and a youngest son who is a musician.

A lot of my time off is spent in music related events and I am a keen gardener and read a lot. I have dogs, cats, fish and chickens and have a yearning to add pygmy goats to the ensemble that my husband does not share!

I am going to be working four full days (not Wednesdays) and have particular interests in the elderly, heart failure and cancer patients and their carers. You can see me for new aches and pains, headaches, earaches, abdominal pain, rashes/skin conditions, diarrhoea/vomiting, constipation/piles, period pain/vaginal discharge, cystitis/urinary tract infection, conjunctivitis/minor eye problems, minor injuries.

Please note that I am not initially seeing any under 5s in my surgeries."

**PPG are sure that Mandy will be made most welcome.**

## **PPG ACTION PLAN 2015**

From the survey recently undertaken we developed an action plan for improvements to the service provided by DHC. This can be found on the practice website with the priorities being to improve access and the ease of making appointments. The PPG will keep you closely advised as we move on.

## **FRIENDS AND FAMILY TEST**

In April, the practice received 61 completed responses to the Friends and Family Test. 89% of respondents would recommend the practice to family and friends, 6% would not and 5% were not sure.

**DOCTORS' AND ADVANCED NURSE PRACTITIONER AVAILABILITY: JUNE**

Normal Surgery Times 0830 – 1130 a.m and 1430 – 1730 p.m

Dr Watts – Mon, Tues, Wed am Thurs, Fri am  
 Dr Wallbank – Mon pm, Tues, Thurs  
 Dr Ferguson – Tue, Wed pm, Fri  
 Dr Bijjala – Mon, Tues and Thurs  
 Dr Beardsell – Mon and Wed  
 Dr Sivanandan Tues, Wed, Thurs, Fri pm

*Note that these sessions vary due to holidays, training commitments and other duties.*

Dr Rhian James – Mon and Wed  
 Dr Zara Usmani – Mon, Wed, Thurs and Fri  
 Advanced Nurse Practitioner Mandy Griffin – Mon, Tues, Thurs and Fri

Extended Hours  
 Monday from 7.20am Varies  
 Monday from 6.30pm Dr Beardsell  
 Thursday from 6.30pm Dr Sivanandan

**CQC RATES THE DATCHET HEALTH CENTRE AS “GOOD” ACROSS THE BOARD**

The Care Quality Commission (CQC) inspected the Datchet Health Centre on 25<sup>th</sup> March. There were four inspectors who spoke with 17 patients and 15 staff on the day of their visit. They also had a long discussion with three members of the Patient Participation Group (PPG). Their overall rating of the practice was “Good” and they rated the practice “Good” for safety, being effective, being caring, being responsive and being well-led.

They also reported positively on the work and activity of the PPG itself.

Among other things, the inspection report highlighted the quality of the facilities, the commitment of the practice to provide safe services, the efforts to make improvements based on patient feedback and the fact that patients said they were treated with compassion, dignity and respect.

The main area for improvement is the availability of appointments for people who work. A pilot scheme to address this is described on the next page.

**THE DHC WELLBEING COALITION**

The Datchet Health Centre recognises that voluntary organisations have a vital role to play in supporting the wellbeing of our patients. We wish to build relationships with these groups and to raise awareness of them among our community. This is a new initiative that we hope will grow over time. Our initial focus is on Carers, Samaritans, the Monday Club and advice services from Age Concern:

**Age Concern Slough and Berkshire East:**

An Age Concern adviser is at the practice on the first Wednesday of each month from 2-4pm. No appointment is necessary. Funded by Windsor, Ascot and Maidenhead CCG, the service is for all adults and can help with a wide range of problems: housing, debt, benefits etc and can also signpost to other sources of support. For more information, please contact Marion Hill on 07818 567 817 or 01753 822890

**Support for Carers**

Our aim is to raise awareness among carers (by which we mean unpaid carers for family and friends) of the support that is available to them. Carers are invited to register with the practice so that we can signpost them to sources of support. The Royal Borough of Windsor and Maidenhead and Berkshire Carers websites are at:

<http://www.rbwm.gov.uk/web/carers.htm>

<http://www.berkshirecarers.org/>

Family Action (which supports young carers specifically) can be reached on 01628 626911.

**Samaritans:**

The Samaritans have approached the Datchet Health Centre to deliver a valuable new service. Trained volunteers will listen to, and support, patients who are finding things difficult. The service is completely confidential between you and the Samaritans. You can talk to them about a wide range of subjects, including depression, relationship and family concerns, loneliness, physical and mental health issues, alcohol, drugs, self-harm, debt, illness, and exam pressures as well as feelings of despair. The Samaritans are there for anyone feeling distressed or struggling to cope. Around 80% of people who contact them do not express suicide feelings. If you feel that this will be helpful, please speak to anyone at the practice and we will put you in touch with the Samaritans. You can also call them directly yourself on 08457 909090 but this will go to a national support line rather than the local help that could be accessed through the practice.

**In-house chiropodist:**

Jean Peters has offered a private clinic at the Datchet Health Centre on Friday mornings for the past 15 years. This is a full chiropody service, including laser treatments and a toe nail cutting service. Appointments can be made for the Friday clinic by calling the surgery on 01753 541268. **For appointments outside this time or home visits please call Jean on 01753 861508. Fees for half hour sessions are currently £30 for patients of The Datchet Health Centre and £35 for non-patients.**

**The Monday Club**

If you fancy a bit of company, you are invited to join The Monday Club. This runs from 1.45-4.00pm (on Mondays!) and includes whist, refreshments, bingo, events and outings. The Club is for over 60s and transport can be arranged for Datchet residents. Interested? Please contact Barbara (01753 542304) or Sheila (01753 542216).

**WAM Friends in Need**

Aiming to reduce loneliness and isolation, they run social activities and meet up at regular venues in Windsor, Ascot, Old Windsor and Maidenhead. Walks take place all over the area. They Work closely GP's and have a website: [www.friendsinneed.co.uk](http://www.friendsinneed.co.uk). Anyone can register.

**FOR** further information contact Louise Jones

07964 376951 or [louise@depressionalliance.org](mailto:louise@depressionalliance.org)

**Gathering email addresses**

*The practice is keen to gather as many email addresses as possible for our patients. Email is not used for clinical purposes because it is not sufficiently secure. However, it does help to improve communication. The addresses are not shared with the Patient Participation Group (PPG) but the practice uses the mailing list, on their behalf, to send out the PPG Newsletter. The annual patient survey is also sent directly to those who have given us their email addresses – which really helps the PPG to get as much feedback as possible.*

*If you would like to be kept up to date with developments at the practice, please email [wamccg.dhccpatient@nhs.net](mailto:wamccg.dhccpatient@nhs.net)*

**YOUR PPG –**

Photographs are on the Notice Board

Michael Shefras (Chair) - Ernie Addicott - Jayne Crampton (Hon Sec) - Pam Curry- Suresh Gogna  
Bill Joy - Anita Kapur - Rowena Mignot - Margaret Pickering - Vivienne Walton

**WOULD YOU LIKE TO JOIN PPG?**

**Please just give Michael an e-mail and we could talk it through.**

[chairdhc@shefras.demon.co.uk](mailto:chairdhc@shefras.demon.co.uk)

**ADDITIONAL EVENING AND WEEKEND APPOINTMENTS FOR LOCAL PATIENTS**

National funding has been awarded to our area to provide evening and weekend appointments. This is a pilot arrangement that will run to March 2016. It should start in the next month or so. The service will be delivered at King Edward VII Hospital in Windsor. Datchet Health Centre will be able to book appointments directly but the scheme will not be run by the practice. As a result, patients will not normally see one of our doctors or nurses. The clinicians will, however, be able to view the medical records of the patients that they are seeing, provided the patients give their consent to this. We don't yet have all of the details of how things will run but the practice will keep patients informed through our noticeboards, leaflets, website and email contacts list.

**YOU ARE INVITED TO ATTEND THE PPG HEALTH EVENING  
'DEMENTIA' AND 'CARE IN THE COMMUNITY'**

**16 JUNE, 2015 - DATCHET VILLAGE HALL – at 7.30 p.m**

**Expert Speakers on the subject**

**Dr Bedi** - Consultant in Old Age Psychiatry

**Rutuja Kulkarni** - Head of Public Health - Royal Borough of Windsor and Maidenhead

**Plus** – One of the GP partners at Datchet Health Centre

*Sponsored by Friends of DHC – COMPLETELY FREE – Coffee/Tea/Biscuits provided*