



## DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER OCTOBER 2017

This update brought to you by Patients Participation Group (PPG)  
An independent patients group financed by the DHC Practice  
The aim is to provide an interface between patients and practice

### **AS I SEE IT – Michael Shefras - Chair DHCPPG**

I attend a multitude of NHS meetings. They advise what is being delivered to serve the patient. So many it can be confusing. In June's issue we said "*What is happening with the NHS*". We spent some time under the heading of "*What Actually Is the 'National Health Service'*" we reported on the "Sustainability and Transformation Plans (STP). Are they an excuse to save money or a real plan for the future? In this issue we will report on meetings I have attended since the June issue.

You can see names of ladies who are on the DHC PPG Committee. Ernie Addicott moved and had to resign. So I am now the only man. It could be lonely! But we would like to hear from any man who thinks he could make a contribution to the work of the PPG. Of course from ladies as well.

I started to write this during August so that the content could be cleared by the practice, the CCG and the PPG Committee which met on Tuesday 12 September. It will be finally signed off and made available to patients shortly after that meeting. It has turned out to be a bumper issue and I trust the DHC patients find it useful.

Michael Shefras MBE – Chair DHC

### **CONTRIBUTIONS COMMENT**

Readers are invited to write articles (200 to 300 words) or make comment in this letter.  
[ppg@shefras.com](mailto:ppg@shefras.com)

### **IN THIS ISSUE.....**

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### **DHC SUPPORT MACMILLIAN CANCER SUPPORT COFFEE MORNING**

**29 SEPTEMBER, 2017**

Visit the surgery – have a cup of coffee/tea – a slice of cake – make a donation! And at the same time make an appointment to get your Flu 'jab'

See pages 3,4 and 5 for more information on Flu

Margaret Rooks writes:  
"Congratulate the practice on the new appoints system, it worked well for me on the first attempt. Would it be possible for a number of the Newsletters be put in the Wraysbury Pharmacy?"

*Thank you Margaret, we will talk with the Wraysbury Pharmacy and we are sure they will put copies on their desk for those who cannot travel easily.*

### **WE ARE THE DATCHET HEALTH CENTRE PATIENTS PARTICIPATION GROUP**

Michael Shefras MBE  
Chair  
Jayne Crampton  
Pam Curry  
Romola Gangull MBA  
Suresh Gogna  
Elizabeth Hattersley  
Patricia James  
Helen Jenkins  
Anita Kapur  
Rowena Mignot  
Margret Holmes-Pickering  
Vivien Walton  
And from the practice  
Mary-Rose Simpson  
(Practice Manager)

### **WHAT CAN BE DONE?**

We are advised that during August 88 doctor and 63 nurse appointments were missed!

Patients could have used these 151 slots!

***Of course this is not right!***  
What do DHC patients think might be done to avoid this?

**IF YOU CANNOT GET  
TO YOUR  
APPOINTMENT  
MAKE CONTACT!**

Text  
07815006990 Name  
Date of birth and  
appointment date  
On-Line  
Follow directions  
Phone  
01753 541268

We had a typewritten letter making suggestions. As it had no signature it is hard to answer it!

### **'A multitude of NHS meetings' OR RATHER MEETINGS DELIVERED BY CCG**

In a recent e-mail Michael Shefras said to members of the DHC PPG that it appeared the messages came from conflicting groups. SARAH BELLARS, CCG Director of Nursing and Quality responsibility for communication advises.

*"It is important that the message is communicated and understood correctly:*

*Health Connect is the database of people who have agreed that they would be interested in being involved in knowing about and potentially being involved in the work of the CCGs, it is one of the many channels that the CCGs use to communicate with local people."*

*'Share your care' which some people still refer to as Connected Care is the web based application that allows health and social care to view patients and users records with permission."*

That is good to understand. This specific e-mail calling notice was from Health Connect but it promoted "Community Partnership Forum" – confusing!. Shortly to be announced is an explanation notice. It advises there are four ways to get involved in shaping your local NHS.

GP Practice Patient Group

Health Connect

Patient Panel

Community Partnership Forum

When this announcement is published, through this Newsletter, DHC PPG will continually bring information to patients We all need to know the progress of "Sustainability and Transformation Plans (STP)."

### **DHC-PPG HEALTH EVENING UNDERSTANDING CANCER**

It seems we omitted to report on the successful educational evening we held on 7 June. It turned out to be a most rewarding evening.

The principal speaker was Dr Anant Sachdev who is the Cancer lead for Berkshire. He was supported by Louise Forster Cancer Research UK. Jane Bond Nurse Specialist and Jen Ramsey Macmillan Learning and Development Manager.

PPG will be discussing what they should centre on in 2018. Any suggestion to an appropriate subject. Subject to circumstances it will be scheduled in Wraysbury in 2018

### **INFORMAL IN HOUSE HEALTH PRESENTATIONS**

We had a false start in our suggestion that we offered an in house presentation covering patients who might suffer "FALLS"

We have not forgotten about this and we will endeavour to invite such patients and their carers to an afternoon session in the DHC meeting room later in the year. There are other such ailments that could also be covered.

Any suggestions – [ppg@shefras.com](mailto:ppg@shefras.com)

### **COMMUNITY PARTNERSHIP FORUM**

There have now been meetings under this heading.

The meeting held on 22 March covered Prevention, Blood Pressure, and how to monitor hypertension.

Terms of Reference were tabled and delegates were asked to make comment through e-mail communication. These ToR were tentatively accepted at the meeting held on 26 July: noting that they are subject to improvement as the partnership grows.

Meeting on 24 May updated Sustainability, and Focus on Mental Health with two presentations. The questions posed were "What things do you think might help engage your friends, neighbours, managers, co-workers, etc in improving mental health." "What is your 'ask' from services to help you have good mental health and wellbeing. Would you know how to support someone with may be unwell – signposting to services."

There was an uplifting presentation by Alison Foster of Brighter Berkshire – an independent charity.

Meeting on 26 July, 2017 covered T-o-R (as above), Redesigning Urgent and Emergency Care and the Health-Maker programme. Comprehensive note of this meeting is available from [ppg@shefras.com](mailto:ppg@shefras.com)

For wider information contact

[communications.eastberksccgs@nhs.net](mailto:communications.eastberksccgs@nhs.net)

### **PATIENT APPOINTMENT PROPOSALS ANSWER MACHINE MESSAGE PPG PATIENT SURVERY 2017**

In the June issue we described the new appointment system and message.

#### **How is it working for DHC patients?**

We will be producing our annual survey during September/October. A copy will be e-mailed to all who have provided their e-mail contact. There will also be copies on the reception desk. During a specific week PPG committee members will be in the waiting room to talk to patients.

You can of course also just e-mail us. We thank you for your letters and comments.

We need to know your experiences

[ppg@shefras.com](mailto:ppg@shefras.com)

**DOCTORS AVAILABILITY**

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

**EXTENDED HOURS**

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

**EVENING AND WEEKEND APPOINTMENTS**

Provided via DHS Surgery at King Edward VII hospital Windsor

Dr Watts	Mon, Tue, Thu, Fri a.m	Dr Gill	Mon and Wed,
Dr Wallbank	Mon, Tue p.m. Thu.	Dr Kalirai	Wed, Fri
Dr Ferguson	Tue, Wed p.m., Fri	Para- practitioner	Mon, Tue, Wed, Thu, Fri
Dr Bijjala	Mon, Tue, Thu, Fri	Andrew Windsor	

**ARE YOU PROTECTED AGAINST FLU THIS COMING WINTER?**

We have the following information from the practice. In line with national guidance, we 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. Patients considered to be at risk from the conditions listed on the box at the bottom of page 4.

**Patients living in Wraysbury:**

Please phone us after 10am to book an appointment at Wraysbury Village Hall. We will be there from 9:15am on Wednesday 11th October.

**Patients living in Old Windsor:**

Please phone DHC Surgery after 10am to book an appointment at St Luke's Church. Dr Watts and a Practice Nurse will be there from 11:00am on Tuesday 17th October.

**Saturday flu clinic 21st October.***Continued on bottom of next page***WE HAVE ALL MET LINDA MARSHALL!**

As a regular early visitor for a routine blood test many times the welcoming smile is from Linda Marshall. Linda has had over 28 years' service welcoming DHC patients. We thought it would be nice to hear from her what she remembers.

Linda tells us that she joined DHC over twenty-nine years ago. She was in her thirties. She had brought her daughter to the surgery for an appointment. The senior partner at that time, Dr Parry Williams commented that the practice was seeking to appoint a part time receptionist. She was interviewed and as they say the remainder is history. She moved to full time and is now back to two days a week as she faces retirement.

She has served through three senior partners with Dr Watts now filling that position. She reminisces how different it was in what appeared to be simpler times. Of course there were no computers. Receptionist had an appointment book with the availability of appointments and treatments and using common sense, a pencil and a rubber patients were fitted in.

Computers have made an enormous difference. Promised to save time but of course with so many more important uses computers are vital in delivering the services – but the time is now spent differently using the screens – though still room for common-sense

She is the first to say that it appears that there was not as much demand but like many of us she is concerned about the future with the shortage of good doctors and nurses.

Asked how she felt DHC was delivering patient care she said that she believed from what patients tell her this practice compares very favourably with many others. Doctors still go out to see patients and some-one with a serious condition always gets an appointment.

Having phoned a patient back recently she was told by this patient she believed that she was amazed as it did not happen in practices elsewhere she had used. Linda tells us that all her receptionist colleagues all go the extra mile to be pleasant and deliver service to the patients. At times difficult but they understand the stress some patients are under.

She felt that the new system introduced in June with new telephone messages and the Triage system is day by day improving as patients start to trust that a doctor or nurse will phone back.

*We thank Linda for her nearly thirty years serving the DHC patients – well done we say!*

**WELCOME ANDREW WINDSOR**

**Paramedic Practitioner Andrew Windsor joined the practice 15 May, 2017. That means he now has been with us for just over three months. Other than welcoming him in the last Newsletter we were not able to give DHC patients more information.**

**So for this edition we took the opportunity to talk with him. To discover his medical history and now with over three months working with patients in DHC how he is growing into this new position which is breaking new ground.**

Andrew tells us that he started working for the NHS as an Ambulance Technician in 2001. A position he held until he became a Paramedic four years later. A lot of the training was during the work on the ground.

We were not sure exactly how the ambulance service works. Many of us remember ambulances just being the vehicle that in an emergency transported us to hospital with a uniformed driver.

Of course this has changed. Andrew tells us that from 2005 Paramedics had to follow a university programme to obtain the necessary modules to build their Para-medical experiences.

His career flourished and he was working in Chiswick as a "Team Leader" responsible for twenty paramedics.

He was seeking to improve his situation. It seemed that it was relatively difficult to find the way forward. This is where Maryrose (DHC Practice Manager) had a brilliant moving forward vision. Whilst seeking medical staff to augment patient services she made contact through the medical agency with Andrew. We can now see how it is working with Andrew delivering great service to DHC patients.

So what is it that Andrew is doing? He tells us he is qualified to treat at least twenty minor ailments.

He takes fifteen minute appointments. Much of the time he is able to treat the patients fully. Should the symptoms be above his level of competence he can immediately escalate it to one of the doctors.

Should it be necessary for there be further medication that can also be immediately be covered by a doctor. He feels that the patients he is serving have been very happy with that he is able to offer

We asked him how to explain how what he is delivering compares with that of a practice nurse. Andrew tells us that both Paramedics and Practice Nurses who have done additional training and with the appropriate university modules become advanced Paramedic Practitioner /Nurses and can assess, diagnose and treat many conditions.

Andrew believes the additional service he is providing making house calls is an enormous benefit to the doctors who are able to deliver more appointments. He is able to triage the seriousness of a patient in their homes. As necessary there is always a follow up by a doctor.

We understand that this appointment is breaking new ground. If that is so, well done Maryrose and the practice being in the cutting edge in improving the DHC Patient Experience.

We of course welcome Andrew and more strength to the work he is doing on our behalf.

**FLU INFORMATION CONTINUED from previous page****All eligible patients:**

Please phone after 10am to book your appointment. We have a variety of days and times available for you to come to the surgery. These will include a Saturday morning session, on Saturday

**Children**

This year the Department of Health has recommended that GP Surgeries give flu vaccine to children in the following groups:

- children over the age of six months with a long-term health condition
- healthy children aged two, and three (but not four years or older on 31st August 2017)

Children age 4-8 will be vaccinated at school

*Continued on Page 5*

**FLU INFORMATION CONTINUED from previous page**

**Patients considered to be at risk are those with the following conditions:**

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease or motor neurone disease
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy
- If you care for someone who is elderly or disabled, speak to us about having a flu jab along with the person you care for.
- Pregnant women of any gestation.

**Windsor & Maidenhead CCG  
Governing Body  
Annual Meeting 14 September**

This is the body that delivers NHS. At the meeting John Lisle who is the accounting officer delivers the annual report.

Dr Adrian Hayter reports on achievements in 2016/17 and looks forward to future years.

The keynote speaker was Dr Jonathan Romain from the Maidenhead Synagogue.

There is opportunity for patients to ask questions and the afternoon finishes by a panel of local authority, Providers and CCG representatives. This session is controlled by Patrick O'Hagan, BBC Radio Berkshire.

As necessary we will comment further in our next issued in December.

**Windsor & Maidenhead (WAM)  
Patient Participation  
Networking Group**

There are seventeen surgeries in the WAM district. Not all have PPG's and that is a pity.

WAM organised a group where PPG's could meet and exchange ideas and hear what is being offered by CCG and NHS.

It is currently being re-launched and DHC PPG who have always supported WAM Network will be taking a central interest.

**e-mail CHANGE  
With effect 6 September  
PPG's e-mail contact is**

**[ppg@shefras.com](mailto:ppg@shefras.com)**

**This is specifically for PPG business.  
For medical problems continue to  
use DHC contacts**

***And this is it this time!***