



QUARTERLY NEWSLETTER MARCH 2018

Message from Dr Mick Watts Senior Partner at Datchet Health Centre

This newsletter is written by our patient group itself. I thank them for letting me author this front page. The group is voluntary and working with us to understand our issues and represent patient views. The group is open to all and would I am certain welcome any offer of involvement.

It is with great sadness that we have seen the departure of Dr Chan a couple of years ago, Dr Bijjala at Christmas and now at end of March we will say farewell to Dr Ferguson. The Partnership is smaller as a result but we remain determined to continue to strive to provide excellent services. We do not consider ourselves a business but a service. We are investing in staff, both administrative and clinical. Because of the climate, pressure on primary care, high workloads, and long working hours it is extremely difficult to retain doctors. This is not just happening to us, there is a national recruitment crisis. A immediate neighbouring practice has also just lost two partners in the past 3 months.

The result of this is that our healthy partnership of 4 partners – 3 years ago – is now to be 2 doctors from end of March 2018. We tell you this by way of explanation, we are not making excuses.

There is a national drive, which we are very heavily involved with, to redesign primary care to make it both fit for purpose and sustainable within the finances available. This will involve delegation of some traditional doctor roles to nurse practitioners, paramedics, physicians assistants, physiotherapists, counsellors etc. Which will, NHS England believe, allow more consultations within the same financial constraints.

When attending the surgery now you may meet Andrew our Paramedic who along with Sarah our Advanced Nurse Practitioner are now successfully helping deal with much of the on the day demand. We have a Clinical Pharmacist starting in post next

month. We have a Physicians Associate trainee also now attached to the surgery. One area where we need your understanding relates to the need for our receptionists (Care navigators) to find out a little about your presenting complaint. They need to direct you to the most appropriate clinician.

NHS England do understand our difficulties. As a result locally we have set up facility to provide extended opening at King Edward 7th Hospital in Windsor, these appointments are available by contacting our reception. By working at greater scale we can hopefully provide more appointments. We hope soon to implement an additional internet based electronic consultation system to maximise the efficiency of our processes. We have seen this working very successfully in other areas and the patient experience has elsewhere has been excellent. But we understand that this raises fear amongst many people and we assure you that we will make sure systems are optional extras and that traditional appointments are maintained.

We meet regularly with our patient group and are keeping them abreast of all changes as they happen. These are challenging but exciting times in primary care. You will see many changes. We hope that you will understand our commitment to provision of a great service for you.

All local practices are now working together in a Federated way to make sure we are transforming Primary Care and finding ways to sustain the service into the future. I am currently spending half a day a week working as Chairman of our Federation to ensure that all the benefits of working at greater scale are made available to our patients as soon as possible.

I am certain this may raise questions and I am happy to try and answer any that you may have. Also, as mentioned above, the PPG is open to new members and we would all welcome your input. Thanks for your time.

Dr M Watts on behalf of the partnership.

PATIENT SURVEY

The PPG annual survey produced around 400 responses with over 700 comments, our best yet, but out of a patient list of 11000 still some way to go. A special Survey Edition of the newsletter was published in February. There is a high level of satisfaction with the service provided by our doctors and nurses but more to be done with appointments. We will be working with the practice over the coming months to address the concerns raised. One area we are working on is to seek funding for a full Phlebotomy Service at Datchet as we understand that surgeries in the Bracknell area already have this.

STAFFING

We welcome Nurse Practitioner Sarah Bailey to the practice and as she is able to prescribe medication this will free up some doctor appointments.

APPOINTMENTS

Appointments may be made by telephone, on-line or in person. On the day appointments are reserved, subject to demand, for urgent cases. With nearly 11000 registered patients it's not surprising that appointments are an issue. In December there were 53 missed appointments with doctors and 50 with nurses and in the very busy January this year 76 missed with doctors and 69 with nurses. As 248 extra appointments could have been given so if an appointment is no longer required it is essential the surgery is informed and to make this easier out of hours cancellations may be made by text only to 07815006990.

FALLS

If you or someone you care for is susceptible to falling we invite you to a special talk on "Falls" and how to avoid and deal with them which will be held at Datchet Health Centre on Wednesday 11th April from 2pm to 4pm. Refreshments will be served but as places are limited please book your place as soon as possible through reception.

PPG

Your Patients Participation Group is to reform with members serving three year terms and a third retiring each year thereafter but eligible for re-election. Notice of future elections for the PPG and inviting nominations from patients will be given in the Newsletter.

MUSIC WHILE YOU WAIT

You may have noticed that background music is relayed in the waiting area which may sooth and please some whilst annoying others! If you have an opinion on this or would like to express a preference for style of music please let reception know and we will see what we can do.



CLINICAL COMMISSIONING GROUP

The Windsor & Maidenhead CCG which decides on important issues such as who pays for what and when will from 1st April (not an April Fool) be included in a new Group covering Windsor & Maidenhead, Bracknell Forest and Slough. Whilst the new CCG will serve all three areas each will maintain a degree of localism and Dr. Hayter from Runnymede Medical Practice remains lead for Windsor & Maidenhead. The new CCG is called NHS East Berkshire CCG. More on this and what it means for Datchet in future Newsletters.

PERSON PROFILE

Rebecca Macklin

DHC patients require skilled medical staff. But without well motivated back office they cannot deliver what patients expect. We have reported in recent issues on these persons. This time we talk about a really positive lady who really delivers results. Last year she had an extended break from work with some health challenges. By her absence we quickly realised how important her work was to the smooth running of the Practice. She is now back again in top gear. This time we are delighted to feature Rebecca Macklin.

Rebecca tells me that she started 28th April, 2003. That means that she has been in post for virtually fifteen years. She was 20. Her initial training delivered a GNVQ in Health and Social Care. She would have liked to enter the field of nursery work but as a registered disabled person she would not have had the physical strength to deliver this work. The Practice Manager of that time Jane Cockley obviously realising that Rebecca would be a safe pair of hands employed her as a trainee receptionist. She still covers the front desk from time to time but she is now a 'Shift Leader' and has many administration duties which really keeps her busy. During the fifteen years she has seen many changes of the team and she says it is always a shame to lose colleagues but there are new doctors, nurses and support staff coming in who quickly become part of the team that delivers what is the DHC surgery. She is PPG's main conduit to the patients. One of her responsibilities is maintaining the e-mail addresses. This enables her to circulate the PPG newsletter. She is a fan of the PPG impressed with the enthusiasm and dedication of the PPG members as they work on behalf of the patients. The annual medical health educational evening is important to her and appreciates the feed-back from the patients after each event. She is centre to the new initiative now coming on stream "In House" talks on important issues covering well-being of patients. She is coordinating reservations for the talk on "Falls and Wellbeing" which is scheduled for 11 April, 2018. Capacity is only 25 patients and carers. There could not be a better person controlling these numbers.

Her other responsibilities cover summarisation of medical records, recalling patients for their annual reviews, contact for carers, coordinates the training of new administrative staff and many other ad hoc duties to assist the management team. DHC will be running a Health evening at Wraysbury Village Hall on 14th June 2018, at a time to be arranged on the important subject of Ageing Positively. Here will be an opportunity to think positively about your future as we face the inevitable ageing process.

In her spare time, Rebecca enjoys horse riding and is an active member of a local amateur dramatics society. She has 3 cats and 2 hamsters, who keep her and her boyfriend company at home.

Thank you Rebecca for the work you do on behalf of DHC patients.

Michael Shefras



DIARY DATE

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