

# NEWSLETTER



January 2016

## Welcome

Welcome to our first Newsletter of 2016. The busy times for all our staff and doctors continue following the festive period which means that the deadlines and workload continues at pace.

However, as indicated in our previous issue it is unfortunate and surprising that wasted appointments continue because patients fail to cancel in advance if they are unable to make their appointment. For the period June to December 2015 we had 802 appointments not attended. For the doctors alone this equates to nearly 26 complete sessions! Over the coming months we will be reviewing our DNA Policy and the forms of actions we must take, on an individual basis, to try and reduce this number.

We've been doing a lot of work around this particular issue, trying to identify why this happens and looking for ways in which we can try and reduce the number of appointments that are not attended. We plan to undertake a trial of providing text message reminders (see page 3 for more details)

There are increasing pressures upon clinical staff to reduce waiting times for appointments and to increase patient access to clinicians. Patients who do not provide notice of cancellation add to these pressures by reserving appointments that are then wasted.

Whilst we do maintain that urgent patients can be seen the same day, we do appreciate that there is still room for improvement regarding appointments and the current loss of one consulting room during the building work has not helped. However, we now have one of the consulting rooms back up and running which should help reduce the pressure. An additional two consulting rooms will be available for March.

## CQC Inspection Report

Weobley & Staunton on Wye Surgeries are absolutely thrilled to have been rated as

**Outstanding**

the first to be awarded in Herefordshire.

This has proved to simply be a team effort by all our staff and it would be fair to repeat the words of the report where our staff are the glue that holds the practice together and makes things happen. The full report can be accessed via the Practice website.



Receiving our Award for Best Herefordshire Surgery at Herefordshire Carers Awards

## In This Issue

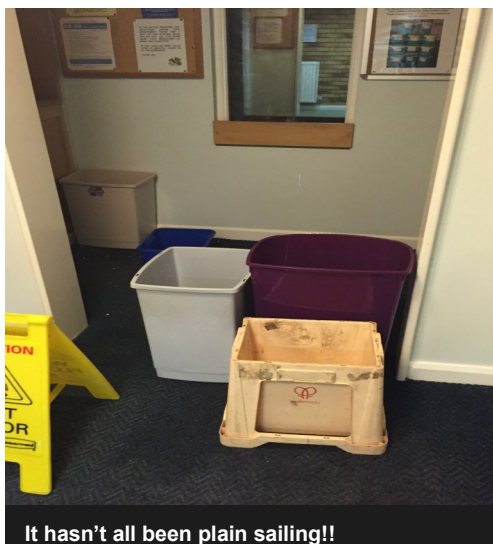
- CQC Report
- Surgery Extension & Access Update
- Car Parking
- Dr. Penney's Audit
- Text Messaging
- Carer's Awards

# Surgery Extension & Access Update

## Surgery Extension

Phase One of the Surgery extension is nearly complete and we will soon be moving onto Phase Two which will see the construction of the new main entrance with automatic door opening, disabled toilet and ramp access into the new waiting area. This will see a temporary structure built around the reception and dispensary areas to allow for the construction of the separating wall. The windows have been installed into the new waiting area and we hope to be water tight very shortly.

Again there will be some disruption at Weobley but we will endeavor to keep this to a minimum where possible and we ask our patients to please bear with us during this time.



It hasn't all been plain sailing however with the new roof having to be constructed at the same time as the awful downpours that we have had! This led to numerous water buckets collecting the leaks and also a frazzled telephone system which meant calls had to be redirected to Staunton on Wye for two days. Hopefully we are over the worst!!

## Surgery Access & Car Parking

During the next phase of the building works access will be via a temporary door to the left of the practice which will be clearly signposted, with a ramp and handrail. Additional lighting will also be provided to ensure that visitors to the practice are safe. Contractor access continues to be required during normal working hours and staff continue to park at the Village Hall to allow for this.

Patients are reminded that the two spaces at the front of the building are designated disabled car parking spaces and only these will remain after completion of the building project.



Access at the front of the building will also be required for emergency vehicles. All other patients are respectfully requested to utilize the free car parking at the Village Hall. The Practice has agreement for parking at the Village Hall which fits with our 'healthy lifestyle' message of trying to get

## Dr. Oliver's Audit

Dr. Penney has done a study on 99 patients who came to the surgery with a cough. He did a blood test to measure a protein called CRP. This helped to tell him if it was a viral or bacterial infection and therefore whether antibiotics were necessary.

He found that **less than 1 in 5 patients with a cough who came to the doctor needed antibiotics.**

Our advice is therefore to think carefully before coming to the doctor with a cough as most will get better on their own.

Antibiotics can cause side effects and bacteria can become resistant to them so they no longer work.

So how do you know whether you need to see a Doctor when you have a cough?

If you are elderly, very young, otherwise ill or have certain symptoms such as pain in the chest, coughing up blood, shortness of breath, breathing fast, confusion or dizziness then we do want to see you to assess whether this is more serious.

A sore throat usually lasts a week, common cold 10 days and a cough or bronchitis 3 weeks.

If it lasts longer than this, if you get worse or if you are worried then we want to see you.

## Update on our Dispensary

Patients are politely reminded that there is a 48 hour minimum turnaround and this does not include weekends and Bank Holidays.

We would be particularly grateful if you could plan ahead especially over the Bank Holiday periods and give us as much notice as possible of your repeat medications.

We are seeing an increasing amount of medications returned that are out of date or unused. The photo below shows wasted medications from only a three month period. These have to be taken away to be destroyed at a cost to the NHS.

We would therefore ask you to be mindful of your needs when next ordering repeat medications.



Waste medications for 3 months



## Staff Changes

There are a number of changes afoot.

**Sister Lydia Davies** has now retired after over 24 years working at the practice. Thank you very much to all those who attended her Retirement Afternoon Tea.

**Sophie Hodge** who has undertaken locum work with us in the past has returned to the practice permanently as Lydia's replacement working mainly mornings across both sites with a re-distribution of the nurse hours to Jo Jones who will also continue to work across both sites.

**Amanda Carter** joined us recently and has been undertaking our Health Checks however she has also been appointed to the role of Dispensary Assistant and will be seen mainly at the Weobley site.

**Pip Kirk** who was undertaking the Dispensary Assistant role at Weobley covering maternity leave has been appointed to the permanent role of receptionist.

**Claire Prosser** who has been on maternity leave from her Dispenser role will not be returning to her post as she wishes to concentrate on raising her family and will be moving from the area in the coming months.

**Medical Students** will be seen regularly over the coming months at both sites. The Practice is proud to offer this opportunity to doctors in training.

## Text Messaging

The Practice is looking at ways to reduce the number of missed appointments at both sites by utilising text message alerts for a one month trial period to your mobile and/or home phone reminding you of



your appointment a day before you are due at the Practice. If this is successful we will continue with the service and extend this to recalls for long term condition appointments, immunisation and specialist clinics.

Please ensure that you register your mobile telephone number with the Practice if you wish to take advantage of this service. If you do not wish to partake in the service please register your dissent with a member of the Reception Team.

## New Extended Hours Available

Extended Appointments are now available at three Herefordshire hubs - Wargrave House in **Hereford**, The Marches Surgery in **Leominster** and Pendeen Surgery in **Ross on Wye**. Appointments are available to see a Nurse or GP between 6 pm and 8 pm Weekdays and 8 am to 8 pm Saturday and Sundays.

You can be seen here for a routine check-up or more urgent care. For routine appointments in advance you can book via our own Practice Reception Team.

## Carers Awards

Weobley & Staunton on Wye Surgeries were extremely proud to receive two awards at the recent Herefordshire Carers Annual Award Ceremony.

Dr. Rachel Penney received the overall GP of the Year and the Practice received the overall Practice of the Year Award. Again, this is recognition of the whole team effort at the Practice.



## Practice Patient Participation Group (PPG)

The Patient Participation Group met again in November where a number of items were discussed, including:

- Car parking
- Youth Counselling
- Buildings Update
- Taurus Appointments
- Review & Management of Long Term Illnesses

## Meeting Agendas and Minutes

These are available on our website:

[www.weobleyandstauntonurgeries.nhs.uk](http://www.weobleyandstauntonurgeries.nhs.uk)

If you would like to raise an issue for discussion at the PPG please feel free to contact one of our PPG members or contact the Practice Manager.

## Volunteers Found!

Thank you very much for our volunteers who have agreed to help with the provision and upkeep of hanging baskets and potted shrubs at the front of the surgery. It is much appreciated and we look forward to seeing the fruits of your labour in the spring and summer.

## Named GP

NHS England has indicated that all practices must inform their patients of their registered GP. We have been offering this information for some months now but if you are still unsure of your named practitioner please ask a member of our Reception Team. Although you do have a named GP the Practice operates a service where you are free to choose which GP you see and you are also free to attend either of our surgeries if an appointment is more convenient for you.

## Feedback

You may wish to leave feedback with us when visiting the Practice using the Friends and Family Test feedback cards, in person, or online via the NHS Choices website.

We always welcome any constructive feedback with regard to our services and your experiences. It helps us to review our practices, policies and shape our services of the future.



## Contact Us

**Weobley & Staunton on Wye Surgeries**

Gadbridge Road  
Weobley  
Herefordshire HR4 8SN  
Tel: 01544 318472

Staunton on Wye  
Herefordshire  
HR4 7LT  
Tel: 01981 500227