



PATIENT PARTICIPATION GROUP

NEWSLETTER

Issue 9 April 2017

Dr Pugsley Retires

At the end of last month, we said goodbye to Dr Angela Pugsley. Dr Mark Shapley has written this appreciation of her for the Newsletter.

It came as a bit of a shock to the Practice when Dr Angela Pugsley announced that she was going to retire as she is way off the usual retirement age of 60 years for General Practitioners. Doctors do have a life outside of being “doctor” and Angela has a wide range of interests outside of medicine as well as a lovely family.

It was in 2005 that Dr Mike Fisher decided to leave the partnership as he had achieved his 60s. We lost a brilliant teacher and out of the significant number of applicants we offered Angela the partnership and thus she has been part of Wolstanton Medical Centre for 12 years.

Angela was educated at Richard’s Lodge High School Wimbledon. It is a single sex comprehensive school whose motto is “educating successful women of the future”. In Angela’s case they certainly achieved this.

She went onto Medical School at Southampton University where she met Peter Withers (a local GP) who she married. After qualifying Angela worked in the seafaring areas of Portsmouth and the Isle of Wight and eventually followed Peter to Crewe to become a doctor in psychiatry at Leighton. She went on to become a GP at Lyme Valley and then Blurton.

Angela has been the base for the clinical work in the Practice. It has only been her dedication to seeing patients day in and day out that others of us, particularly myself, have been able to achieve things in areas outside of the Practice. For this I am personally very grateful to Angela. The high standard of care she gave to our patients was warmly received and there have been a large number of kind tributes to Angela from patients of the Practice.

We are all sorry to see Angela leave and have wished her well on her next phase of life. Life goes on and a former doctor in training has accepted the partnership and Dr Elizabeth Cottrell has promised to provide an introduction concerning herself for the next PPG Newsletter.

Dr Mark Shapley

The PPG wishes to place on record its appreciation for everything Dr Pugsley has done for her patients and wishes her all the very best for the future.

Living with Long Term Conditions

The number of people living with multiple long term conditions is increasing. More than a third of the UK adult population (about 18 million people) – (BHF) live with a long term condition, such as heart disease, diabetes or cancer. The number of people with multiple long term conditions is predicted to keep growing – adding billions to health and social care costs. Rising life expectancy also means more elderly people are living with multiple long term conditions. Everyone will need the right support to manage conditions well.

Disjointed health care adds to the health challenges for these people.

Royal Stoke and GPs are working together to try and give a more 'tailored approach' to their care.

6 Tips for living with multiple long term conditions (BHF)

1. Talk to your GP about services that may be available.
2. Try to schedule medical appointments for same day.
3. Write down questions you would like to ask.
4. Ask for a free Medicines Use Review with your pharmacist.
5. Get support from people around you – family and friends can play an active role. Group activities such as walking or exercise classes have been shown to help with psychological issues – such as loneliness and depression.
6. Being informed about your condition can help you feel more in control.

Sandy Turner, PPG Member

Think PHARMACY FIRST!

If you do not pay for your prescriptions and you are registered at this practice (or any other practice in Stoke-on-Trent, Staffordshire, or Shropshire), you could get the medicines you need for free for one of these conditions:

Acute Pain, Athlete's Foot, Bites and Stings, Cold Sores, Common Cold, Diarrhoea, Dermatitis, Dry Skin, Allergic Rash, Flu, Hay Fever, Headache, Head Lice, Heartburn or Indigestion, Haemorrhoids, Infant Colic, Mouth Ulcers, Nappy Rash, Nasal Congestion, Oral Thrush, Scabies, Sore Throat, Sprains and Strains, Teething, Threadworm, Vaginal Thrush.

You will not need to visit a doctor first. Ask you pharmacist about the "Pharmacy First Scheme".

April is Bowel Cancer Awareness Month

Bowel cancer screening saves lives. In England, everyone over the age of 60 is invited by the NHS to take part every two years until the age of 75. This screening is a simple test called the Faecal Occult Blood Test (FOBT), which looks for hidden blood in poo. The test is sent to you in the post so you can do it in the privacy of your home.

Using the cardboard sticks provided, you are asked to smear two small samples of poo onto a special screening card. You will need to do this three times over a two week period. You are also given a self-sealing freepost envelope, in which to return the card to the screening centre. Full instructions and a more detailed information leaflet arrive with your invitation and test. If there is no evidence of blood in the poo you will receive a letter telling you so, quite soon after you have sent off the card.

The aim of the test is to detect signs of bowel cancer at a very early stage, before any symptoms have appeared, so that if treatment is required, it may be simple and effective in allowing you to continue to live out a full and normal life.

If bowel cancer occurs in someone who has not been screened regularly, then, by the time any symptoms appear, the treatment required may well include far more complex surgery, radiotherapy or chemotherapy.

Published figures show that about half the people who receive the invitation to screening do not take it up. The test may at first seem unpleasant and this is undoubtedly what puts some people off but surely a little unpleasantness every two years is better than the alternative?

For more information online, visit: www.bowelcanceruk.org.uk or visit the NHS Choices homepage at www.nhs.uk and search for Bowel Cancer.

Missed appointments – nearly **1400** in the last twelve months!

Each edition of the Newsletter has carried updates on the continuing story of missed appointments. In the twelve months ending 31 March 2017, there were an absolutely staggering 1397 appointments missed. Patients simply did not turn up at 761 appointments with one of the GPs and 636 appointments with a Nurse or Nurse Practitioner. Assuming these were all 10 minute appointments, the usual length of time for a consultation (and some would have been longer), then this is almost 233 hours of consultation time lost.

What can we do about this? The only thing that we, as patients, can do is to make sure family and friends realise that cancelling an appointment one no longer needs frees that slot up for someone else. Even if that is on the day of the appointment itself, cancelling it by phoning Reception means that the appointment may still be given to someone else.

The Practice Staff April 2017

DOCTORS

Dr Mark Shapley
Dr Alwyn Ralphs
Dr John Edwards
Dr Lizzie Cottrell
Dr Sarah Pritchard
Dr Claire Burton
Dr Lorna Clarson
Dr Abi Nguyen
Dr Shubha Hebbar
Dr Arun Aumeer
Dr Starla Yarde (on Maternity leave)

ADVANCED NURSE PRACTITIONERS

Sister Vicky Shone RGN
Julie Broad RGN

NURSE PRACTITIONER

Julia Nixon

ASSISTANT NURSE PRACTITIONER

Jo Parton RGN

PRACTICE NURSES

Sister Helen Mountford RGN
Sister Caroline Higgins RGN
Denise Hill RGN
Beth Hayes RGN (Complex Needs Nurse)

MIDWIFE

Claire Barlow (01782 672100 or 01782 672181)

HEALTH VISITORS (based at Porthill Clinic 01782 427420)

Gill Hooper
Irene Cartlidge

PRACTICE MANAGER

Lynne Cooper

ASSISTANT PRACTICE MANAGER

Joanne Webb

RECEPTIONISTS

Angela (senior)
Janet
Karen
Charlene (part time)
Joy
Natalie
Rebecca
Natasha
Abbie

SECRETARIES

Amelia
Laura
Charlene (part time)

ADMINISTRATION

Debbie
June

Surgery opening hours

Monday to Friday 8.00am—6.00pm, Saturday 8.00am to 11.00am

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You can read this and all previous issues of the Newsletter, together with the minutes of all the PPG meetings, on the practice website at:

www.wolstantonmedicalcentre.nhs.uk/ppg