

West Bar & Hardwick Surgery Patient Participation Group Newsletter



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Retirement Dr John Tasker 1983 to 2010

It's very sad to be saying goodbye to Dr John Tasker, but at the same time we know that he leaves in good health. Ever since he joined West Bar Surgery all those years ago in 1983 Dr John Tasker has been a pillar in the company or perhaps I should say a rock since he helped build the foundations that have made West Bar Surgery such a success. West Bar Surgery will be a much emptier place without him. This will not be the last we see of him, and after all he's only retiring not joining a Trappist community in Outer Mongolia. Come to think of it he is going pretty close when he and Carol go to China for a well earned break at Easter, when he gets back he will be carrying on with his sailing licence then he and Carol will be sailing around the Western Isles.

The Patient Participation Group presented Dr Tasker with a Crystal Ship's Decanter engraved with his initials and the Christian names of the PPG. He was very pleased with his present which also included a bottle of port. On a final note, we would like to wish Dr John and Carol Tasker all the very best on behalf of us all from the PPG, and all his colleagues at West Bar Surgery. We really hope you have a wonderful retirement it was a pleasure working with you.



Out of Hours Service

The out of hours service is from 6:30pm to 08:00am, there is always a doctor on call. The telephone number can be obtained by ringing West Bar surgery on (01295 256261) you will get a recorded message saying, "If you have a medical emergency ring 0845 3458995 or if you need medical advice please ring 0845 4647". This practice is a member of an out-of-hours consortium. Out of hours visits may be carried out by a doctor from another practice. If you have to attend the out of hours service you will go to the outpatients department at the Horton hospital, Oxford Road, Banbury, Oxfordshire, OX16 9AL. Please only request an out-of-hours visit for an urgent problem. If the matter can be dealt with on the telephone please state this. or if you can wait until the surgery is open to see your usual doctor. If you require immediate emergency medical attention, please dial 999 for the ambulance. If you are unsure about your needs during the out of hours period you may wish first of all to contact NHS Direct on 0845 4647. They will offer you advice from a trained nurse.



Why do doctors and nurses run late?

Doctors and Nurses don't always run late. Quite often patients are seen on time, and even seen early. Surgeries can however, run late, especially towards the end of the day, which can be a big inconvenience for patients and doctors. If, for example, the first patient has a 08.00am appointment and is late and arrives say at 8:20, when the doctor is taking the 8:20 patient, then the doctor is already running at least 10 minutes late before they have hardly started. Blood tests are one of the procedures that are unpredictable, some patients are hard to get blood out of, the nurse or phlebotomist will try 2 or 3 times if they can't get blood they would then ask a doctor to come in and try, some patient while having blood taken faint. These unavoidable problems all add up and go towards a Dr or nurse running late. Appointments are booked at 10 minute intervals, but this does not necessarily mean that you, the patient has 10 minutes face-to-face with the doctor, during that 10 minutes, the Dr listens to your problem, asks you questions which will help in forming a diagnosis, examines you if needed (with a nurse if required), a prescription supplied and advice given, perhaps with arrangements for a follow-up visit; sometimes there will be discussion about the need to be referred to see a hospital specialist. When the patient leaves the room, the doctor needs at least 2-3 minutes to type a full record of the consultation. So in any 10 minute appointment, if the Dr is to keep to time, there are only approx 7 minutes with the Dr. Probably the two commonest reasons for the Dr running late are when patients bring either a particularly complicated problem or when they bring more than one problem: Bringing more than 1 problem which you want the Dr to deal with will invariably cause the Dr to run late. Some patients bring in a list of problems. If the Dr deals with every problem on the list, that patient will be content, but it means that subsequent patients in the waiting room will be seen late. We hope that this explanation will help you understand why a doctor or nurse can run late,

West Bar Reception Staff
The back bone of West Bar



Main Duties and Job responsibilities of the receptionist

The Receptionist is the first point of contact when you visit the surgery and, by giving her just a little information she will direct you to the right person whether it be a Doctor or a Nurse. When you ask a receptionist for an appointment and they ask the nature of your complaint, if you could just give them a brief idea they will guide you to the best person. An example, a patient asks to see a doctor, he tells the receptionist he has a knee problem, the receptionist might book him in with Dr Haynes whose speciality is Musculoskeletal and sports medicine. The more information you tell the receptionist the better the chance of seeing the best person as most doctors specialise in their chosen subject.

What are the responsibilities of the Receptionist? This will give you some idea.

- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Accepting requests for repeat prescriptions, checking the fax and prescription box for requests
- Processing new patient applications, receiving all incoming deliveries, opening and distributing accordingly.
- Sort, screen and distribute incoming internal mail, Ensure the reception area is left tidy and ready for use by incoming colleagues, together with any hand-over information.
- Record relevant information as and when required in the patients' electronic notes. Monitor the effectiveness of the system and report any problems to the appropriate person.
- Insuring the correct forms are given to patients synchronising your work with other staff and doctors
- Pulling, filing and photocopying of patient paper records, Scanning and attaching patients' data to patients' electronic records, Deal with all enquiries in a professional manner.
- Divert calls and take messages as appropriate.
- Receive and make calls as required with the ability to handle heavy phone/patient traffic.
- Greet patients and visitors, secure names and needs of the patient and direct accordingly.
- Every morning they enter all the data from out of hour's calls from the previous evening.
- Open up the premises at the start of the day, and make all necessary preparation to receive patients.
- Periodically checking the fax to make sure it is operational and has an adequate paper supply before leaving in the evening. Securing premises at the end of the day ensuring the building is totally secured

As you can see the reception staff at West Bar have a lot of work to get through each day, they can't just push it to one side and think "I will do it tomorrow" or they would create a mountain of work for the next day. So come on give them a break give them a smile say thank you, they are doing their best in this very busy surgery.

Staff News

We would like to welcome a new partner to the practice, Dr Erfan Javaheri who is taking over from Dr John Tasker. Dr Javaheri will be starting on 1st June 2010. We would also like to welcome to West Bar Dr Laurene Whitfield who is the new registrar. She started in August 2009 and she will finish her training August 2010.

Staff News

For those of you who have not met her here is a photograph of District Nurse Community Prescriber Jane Salmon. Jane is settling in well and has been doing a sterling job since starting a while ago.



Staff News

We would like to welcome District Nurse Nisha Shrivastava to West Bar Surgery. She started work on 15/02/10



Staff News

Dr Melanie Patton will sadly be leaving us later this year to take up an alternative career in palliative care, Dr Patton joined West Bar Surgery in 1991 replacing Dr Martin and has put in 19 years service.



Staff News

We would like to welcome District Nurse Helen Bunting to West Bar Surgery she has been working since 07/01/2010, and is a great addition to the team.



Staff News

Dr Charles-Nash, who is also a registrar and has been with West Bar for a while now, she will finish her training in September 2010 her future is not yet known. We would also like to welcome Dr David Whittaker who has joined West Bar for a short time. Welcome to Practice nurse Alison Woodward. Dr Tirmizi has reduced the days he will work; he will now be working 3 ½ days per week. Counsellor Julie Jackson has left West Bar Surgery along with physiotherapist Sarah Bainbridge and Practice Nurse Bernie Moreby

Repeat prescriptions can be ordered by:

1. Telephone on 01295 756824 (West Bar) between 1.00pm and 4.00pm
2. Letter (please enclose a stamped, addressed envelope)
3. Emailing us at prescriptions.westbar@gp-K84028.nhs.uk
4. Our secure online form
please allow **two working days** before collection.

Repeat prescriptions

West Bar operates a prescription collection service in conjunction with certain chemists. Please ask reception for details. Or ask your local chemist for details. West Bar is looking in to the prescription request procedure to create a smoother operation.

Spring has sprung!

Now, with the winter weather behind us, is a good time to get out in the open air and what better way to appreciate the beauties of May than to take a walk. Health walks are organised in this area by Cherwell District Health Walk, with four starting points and over differing distances ranging from one mile to three and half miles, the choice is up to you.

A health walk is defined as "a purposeful, brisk walk undertaken on a regular basis". It can include any walk which is specifically designed and carried out for the purpose of improving a person's health.

The current recommendation for physical activity is just 30 minutes a day of moderate activity, such as brisk walking. However, you don't have to do 30 minutes all in one go to start with. You could walk for ten minutes, three times a day or 15 minutes twice a day at first.

Brisk walking means walking so that you breathe a little faster, feel warmer and have a slightly faster heart beat. You should still be able to talk; if you can't carry on a conversation then you are going too fast!

You can walk by yourself but organised walks can have a health impact on individuals by providing an opportunity to socialise, share the pleasure of walking and make new friends. Details of Health Walks in the Banbury area are listed below.

Our walks

Banbury (Spiceball Park):

Grade D 1 mile/Grade C 2 miles

Every Tuesday 10.30 a.m.

Meet outside the Mill Arts Centre, Spiceball Park, Banbury.

Kings Sutton:

Grade B 2 and 3.5 miles

Every Friday 9.45 a.m.

Meet at the Millennium Memorial Hall, Astrop Road

Banbury (Sainsbury's):

Grade B 2 & 3 mile options

Every Wednesday 10.30 a.m.

Meet by the trolley park outside cafe window.

Bloxham:

Grade C 1 or 2 miles

Every Wednesday 10.30 a.m.

Meet outside GP surgery.



(Information taken from Cherwell District Health Walks web site.

Ring 01295 221628 (Cherwell District Council, Bodicote House) for more information.)

ID Cards

We would like to remind our patients, if you have any callers at your door ask to see their

ID card, if you are not sure take the ID card ask them to wait shut your door and phone the company to check if the person at your door is genuine. Genuine callers will be happy to wait.



Planning your Holidays Ahead

Plan your travel vaccinations ideally 1-2 months before you travel or further ahead if you are travelling extensively. If you are not sure make an appointment with Judith for travel advice. Nurse Judith Thomas runs a Travel Clinic on Fridays 14:00pm to 17:30pm

Judith says,

"If you can't boil it, peel it, cook it or wash it don't eat it"

Sickness Certificates

Sometimes there is misunderstanding over when or why someone needs to obtain a medical certificate from his or her doctor. To qualify for Statutory Sick Pay (SSP) a medical certificate is no longer required for absences of seven days or less. If you are employed and absent from work due to ill health, you should obtain the DSS self-certification form (SC2) from your employer, or use your employer's own self-certification form, as some employers have designed their own.

Please note, however, that these are rules for SSP purposes only. An employer may apply more stringent rules for occupational sick pay purposes. If you are self-employed you should obtain a copy of DSS SC1,

If you are unable to attend your appointment

Please let us know! Tel: 01295 256261 we always do our best to offer your unused appointment to another patient. The number of people not attending booked appointments remains high; West Bar Surgery currently has 19,112 patients registered with them.

This also applies to Hardwick surgery to book or cancel your unwanted appointment Tel: 01295 254749.

Please cancel unwanted appointments.

Alzheimer's Disease

What is Alzheimer's disease?

Alzheimer's disease is the most common cause of dementia, affecting around 417,000 people in the UK. The term 'dementia' is used to describe the symptoms that occur when the brain is affected by specific diseases and conditions. Alzheimer's disease, first described by the German neurologist Alois Alzheimer, is a physical disease affecting the brain. During the course of the disease, 'plaques' and 'tangles' develop in the structure of the brain, leading to the death of brain cells. People with Alzheimer's also have a shortage of some important chemicals in their brains. These chemicals are involved with the transmission of messages within the brain.

Alzheimer's is a progressive disease, which means that gradually, over time, more parts of the brain are damaged. As this happens, the symptoms become more severe.

What are the Symptoms?

People in the early stages of Alzheimer's disease may experience lapses of memory and have problems finding the right words. As the disease progresses, they may: become confused, and frequently forget the names of people, places, appointments and recent events. experience mood swings. They may feel sad or angry. They may feel scared and frustrated by their increasing memory loss. becoming more withdrawn, due either to a loss of confidence or to communication problems. As the disease progresses, people will need more support from those who care for them. Eventually, they will need help with all their daily activities. While there are some common symptoms of Alzheimer's disease, it is important to remember that everyone is unique. No two people are likely to experience Alzheimer's disease in the same way.

What causes Alzheimer's disease?

So far, no one single factor has been identified as a cause for Alzheimer's disease. It is likely that a combination of factors, including age, genetic inheritance, environmental factors, diet and overall general health, are responsible. In some people, the disease may develop silently for many years before symptoms appear and the onset of clinical disease may require a trigger.

Age.

Age is the greatest risk factor for dementia. Dementia affects one in 14 people over the age of 65 and one in six over the age of 80. However, Alzheimer's is not -restricted to elderly people: in the UK, there are 15,000 people under the age of 65 with dementia, although this figure is likely to be an underestimate.

Genetic inheritance

Many people fear that they may inherit Alzheimer's disease, and scientists are currently investigating the genetic background to Alzheimer's. Few families where there is a very clear inheritance of the disease from one generation to the next. This is often in families where the disease appears relatively early in life. In the vast majority of cases, the effect of inheritance seems to be small. If a parent or other relative has Alzheimer's disease, your own chances of developing the disease are only a little higher than if there were no cases of Alzheimer's in the immediate family.

Treatment

Medication is currently available which in many cases, will prevent the progression of the disease. Unfortunately, there is currently no treatment available to reverse the affects of the illness. In Banbury, we are very fortunate to have the help of the Feinnes Unit, which is located on the Horton Hospital site. This unit specialises in treating mental illness in older people, especially dementia. They hold a specific memory clinic where patients can be investigated and advised. The doctors at the unit are able to prescribe specific dementia medication if they feel it will help. The Alzheimer's Society provides plenty of information and support for sufferers and their families. They are contactable as follows: The Alzheimer's Society, Devon House, 58 St Katherines Way, London E1W1JX.

Telephone 02074233500 www.alzheimers.org.uk

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Contact By Post

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South Bar House
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**To book appointments for West
Bar Surgery Tel: 01295 256261**

Contact

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Tel: **01295 263958**
e-mail: **wbpgg@baowen.co.uk**
Janet Harral
Tel: **01295 263304**
e-mail: **jarral.16@tiscali.co.uk**
**Please note you can't book
appointments or prescriptions on these
two numbers**

Contact

Hardwick Surgery
Ferriston, Banbury,
Oxon, OX161XE
**To book appointments for
Hardwick Surgery**
Tel: 01295 254749
hardwick@gp-K84028.nhs.uk