

# West Bar & Hardwick Surgery Patient Participation Group Newsletter



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## Ahoy Landlubbers



In the height of the summer this scurvy lot of Pirates from the staff of West Bar took part in a Charity Fund raising event at Broughton Castle. The 'pirates' had a great day out on their Dragon Boat and avoided sinking 20 fathoms to the depths of the bottom of the moat!! (it is only 6ft deep really) the scurvy lot in question are Sarah Bates banging the drum, Karen Gibson, Alison Mathews, Mandy Irving, Robyn Baird and David Twist, (this boat is a little smaller than David is used to.)

## Attention all patients

When you put in a request for a repeat prescription in one of the following ways, by post, email, in person or by filling in one of the request forms, would you please state what chemist you want to use and if you want it delivered to your address or if you will be picking the prescription up from the chemist yourself. Do not forget to add your date of birth, address and your usual doctor.

If you phone the surgery for a repeat prescription the receptionist will ask you for these details.



## W B P P G

West Bar Surgery Patient Participation Group is 6 years old this month, the group having started on 22nd September 2004. The aim of the group is to take an active interest in how the surgery is run and to bring the wishes and concerns of the patients to the notice of the doctors etc. There are around 13 members in the group, we meet once a month. A range of topics are discussed including, Appointment access, Patient education, we then as a group try to come up with various ways of improving the service. The group always welcomes suggestions and ideas from anyone.

**Banbury History 1936 written by  
Robert Michael (Mike) Wood, Adderbury, 2<sup>nd</sup> October 2009**

In 1936 the family moved from Oxford to Banbury, The reason being that my father who was a post office engineer had been promoted to commission and later to maintain the new automatic telephone exchange, this was situated in the new post office building in high street (now housing The Exchange drinking club). My age at this time was 10 years old, one of the few perquisites of working for The Post Office was that one and one's family automatically came under the care of the post office doctor, who at this time was Doctor Penrose, It was termed as being on Doctor Penrose's panel; he was obviously reimbursed for the number on the said panel by the post office. To my dad and the whole family we were treated virtually as Private Patients. Another part of the post office doctor's contract was to periodically inspect all the PO premises from a health aspect.



My memory is clear of Dr Penrose looking through the whole building and reporting that he had found cigarette ends in the toilet, the surgery was then situated in West Bar, with the red brick house at the end,(it's still there today ).This house was used by many generations of the most junior doctors, at this time it was Dr Wharton who lived there, he was Dr Penrose's protégé then. His duties were 7/24 on call for the whole practice, (Penrose, Wells, Hudson and Wharton). Dr Penrose delegated many of his run of the mill cases to Dr Wharton and our family were nearly always seen by him there were exceptions as when at 14 years old I went swimming and sunbathing all day long at the then new outdoor swimming pool, (No blocking creams then), and as I was named Ginger at school the sun got me and I had severe sunburn and sunstroke. Dr Wharton was called to the house to see me, and he was obviously worried about my condition and said "I will get Dr Penrose to come and see you which he did." Needless to say I did recover after several weeks off work, when my mother phoned to get Dr Wharton to visit the house; you never knew when he would turn up. She would lock-up for the night at 10.0 O'clock, saying" he won't come now", and rat-tat-tat at the door and there he was, one rather poor large family who lived at Robins Island Neithrop who were friends of ours, had just sat down for supper(fairly late) when Dr Wharton arrived, the lady took one look at him and said "you look worn out doctor, let me get you something to eat ".Which she proceeded to do, he was loved universally by all his patients, but not so by the ward sisters at the hospital where he visited every day.

He had the ability to spot the minutest detail that was not up to par and would scold the sisters unmercifully who would soon pass this on to their underlings. Perhaps the one luxury that he afforded himself were his lovely latest model Rover Sports Saloons that he always drove.

There were no consultants at the hospital then and the local doctors did all the medical work, Dr Wharton did appendectomies, hernias etc, Dr Hudson ran the x-ray dept and was responsible for the health of all the hospital staff, nurses etc. A bit later Dr Wharton had a protégé named Dr Le Wolf, who was said to be highly qualified, he was a flamboyant character who dressed flamboyantly and drove around in a vintage Rolls Royce, wonder what happened to him. Dr Hewlings arrived in the late 1930s, but both he and Dr Wells went off to war soon after it started.

**The Surgery and how it worked in the late 30s**

On arriving home from school and complaining to mother of some injury or other malady, she would say "we had better go to the doctors after tea then" So off we would walk from the top of Warwick rd down to West Bar, when you went into the front door which faced the road, immediately on your left was a primitive (by today's standards) dispensary, pestle and mortar and lots of big glass bottles. No antibiotics for another decade or more. It was M and B for a fever, ASPRO for pain relief and Iodine, and a magic antiphlogistine (antiflo for short) to be plastered on wounds etc, through the next door you entered a long narrow hall/corridor going from left to right, facing you was a room which was the domain of the very attractive Nurse Roberts in her full Sisters uniform including a marvellous starched headgear, to the left facing you were two green baize covered sound proofed doors with doctor's names on, and two more the same to the right. All the way round this narrow hall were chairs, my memory tells me there were 20 but I suspect it was a bit less than this, anyway you tried to get a seat as near to *your* doctor as you could, and this is where the fun begins. You had to create a mental picture of all the other people who were there when you arrived, remember you did not know which doctor they were destined to see, nearly always the doctor would say to the person going out "send the next one in please", so when the green door opened and "next please" having calculated your position you would go in, all the times that I went there I cannot remember a time when there was a dispute over whose turn it was, but I do remember someone would say "go on I think your next". I was always apprehensive when I saw the doctor, they were not un-kind, but they were always a bit aloof and talked down to you, calling you by your surname when you had to call *them* doctor this or that, It gives a picture of their mentality at this time, also they inevitably used their medical mumbo jumbo terms, Dr Wharton used to say to me "You have a *TACHYCARDIA* Wood" ( he was right of course as always) and I still have this condition today. This attitude began to change when Dr John Long arrived from the navy and much more so later when Dr David Baugh came on the scene.

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If it was an injury you were attending for they would say "We had better let nurse Roberts see to that", every case took as long as it took, there was never any question of a quick despatch with a prescription, this meant that it was quite normal to have to wait an hour or more, and the doctors would keep going until there were no more for them to see, 9:00 or 9.30 perhaps, It was not uncommon to go back night after night if this was necessary (dressings and the like).

My memory will not allow me to place the Fergusson's husband and wife team chronologically, but I think it was in the 40s. Margaret Fergusson was quite popular as she was the first lady doctor in the practice.

Dr Long arrived in about 1946, which I remember so well as he diagnosed me as having pulmonary TB in August of that year (1946), but that's another long story of its own.

To close now and remember by this time Dr Hewlings was back and had taken over as post office doctor, so he had to examine me, he said "I understand you have had a *Haemoptysis' Wood*", the old mumbo jumbo again, and then soon the coming of the NHS.

**Summary Care Records**

The NHS are changing the way they store and manage your health records. They are introducing summary care records (SCRs), as part of the NHS Care Records service, to improve the safety and quality of patient care. SCRs will give health-care staff faster, easier access to reliable information about you to help with your treatment. Today, records are kept in all the places where you receive care. These organisations can usually only share information from your records by letter, email, fax or phone. At times, this can slow down treatment and sometimes information can be lost along the way. Now there will be quicker ways to get important information to the NHS staff treating you, including in an emergency and when you use out-of-hours services when your GP practice is closed.

You will have an SCR, which will be available to people providing you with care anywhere in England. At first, your SCR will contain important information about your health, such as details of any allergies, your current prescriptions and whether you have had any bad reactions to medicines. After that, each time you use any NHS health service, they may add details about any health problems, summaries of your care and the professionals treating you to your SCR.

As they add new information to your record, you can discuss what is being added and how sensitive information is handled. They are gradually introducing SCRs across England. They are telling you about this before your SCR is ready, so that you have time to think about your options. If you choose to have an SCR, NHS staff will ask you if they can look at it every time they need to. If you do not want them to make an SCR for you, you can choose not to have one. Health-care staff will be able to share important information such as diagnoses and test results when necessary, giving a more complete and accurate picture of your health history. Health-care staff will have quicker access to your records, including prescriptions and any allergies you have, so they can provide more effective care.

You can look at your SCR at any time at a secure website called Health Space [www.healthspace.nhs.uk](http://www.healthspace.nhs.uk) When the new system is fully up and running, anyone who has access to your records: Must be directly involved in caring for you Must have an NHS Smartcard with a chip and pass code (like a bank card and PIN) Will only see the information they need to do their job Will

have their details recorded – who they are and if they have added or changed any of your information, they will ask your permission every time they need to look at your SCR. whatever you decide; you can change your mind at any time.

If you decide not to have an SCR but then change your mind, they can still create one for you. If you decide after they have created your SCR that you do not want it, they will 'hide' your record to make sure that health-care staff who try to access it will not be able to see it. We will only make your record available again if whoever wants to see it asks in writing and if an investigation has found it is necessary. It is possible to apply to have your record deleted rather than hidden, but that will be difficult if the record has already been used to give you care.

If you would like to know more before you decide whether or not to have a record, you can get more information in the following ways. Go to the following website at [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk), or from your GP's surgery, or phone 08453 700 750. For leaflets in other languages and formats, such as in Braille, go to their website at [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk), or phone 08453 700 750. For more information about SCRs, phone the NHS Care Records Service Information Line on 0845 603 8510 or contact your local Patient Advice and Liaison Service (PALS)

If you do not want a SCR created then you can go to [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) and download the opt out form, if you later change your mind you can opt back in again.

**Telephone Preference Service**

Fed up with unwanted telephone calls? You ask them not to call again but they take no notice, Register with the Telephone Preference Service, this will stop most of the unwanted calls, it is a free service go to [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or phone 08450700707 or Email [tps@dma.org.uk](mailto:tps@dma.org.uk)

The mailing address is:  
Telephone Preference Service (TPS),  
DMA House, 70 Margaret Street,  
London, W1W 8SS.



Welcome back

**Helen Bunting** is back after being off work with a bad knee,



Welcome back

**Claire Bryant** she is now back off maternity leave, getting back in to the routine, she will be working 3 days per week,



Welcome back

**Jane Salmon** she is back after being off for a while, I am pleased to say Jane will be staying with West Bar Surgery and working 4 days per week job sharing with Claire.



Get Well Soon

**Jane Rose** she is in the wars again, not so long ago Jane took a tumble and hurt her leg Unfortunately she has had another tumble and has broken her arm.



### West Bar Surgery Staff News

Dr Charles-Nash left West Bar Surgery but we are pleased to announce she will be rejoining in September 2010

Welcome to Dr Nicky Elliott who started on 1<sup>st</sup> September 2010

Goodbye to District Nurse Nisha Shrivastava, she has been attached to West Bar Surgery now for 7 months but unfortunately her fiancé can't find a job in the area so they are both going back to Cardiff Wales, we wish her all the best and sorry she has to go.



Welcome to Health Care Assistant Joanne Carter who started on 5<sup>th</sup> July 2010. And Receptionist Joanne Saville.

### Summary of Comments from recent practice training visit.

What is an Emergency?

When I ring West Bar Surgery and get put on hold I am given a choice of pushing 1 for Emergency, What is an Emergency? Hope this guide will help.

The practice is to be congratulated on its response to the many changes that it has encountered over the last few years and indeed to the changes that it anticipates in the near future.

The new practice manager, David Twist, is to be congratulated for everything he has achieved in a short time and for his part in successfully facilitating the change with his firm belief that 'you have to carry people with you'. David is a real asset to the practice and leads a committed, supportive and efficient administrative and reception team. The practice has a truly participative patient participation group which demonstrates the importance that the practice place on the role of the patient within the organisation. The PPG is involved in many aspects of practice life including the appointment of new doctors.

The quality recording of patient information, the regular clinical discussions focusing on individual patient issues and the very low level of complaints all reflect a practice that is highly committed to the clinical service it provides for its patients

The practice offers first class premises and we were impressed with the way in which they have made what they wanted to happen. The staff describe their new environment as a joy to work in. We certainly experienced a very happy and supportive working and learning environment.

Accident & Emergency A&E	Life Threatening, Choking, Chest pains, Blacking out, Severe Blood Loss, Severe breathing.
NHS Walk-in centre NHS minor injuries unit	Deep cuts, Eye injury, Broken bones, Sever sprains, Minor burns and scolds.
GP Surgery	Feverish children, Vomiting, Ear pain, Feeling ill, rashes.
Pharmacist	Diarrhoea, Minor infections, Headache, Travel advice, Bites and stings.
NHS Direct	Unwell, Unsure, Confused, Need help.
Self Care	Hangover, Grazed knee, sore throat, Cough, Minor Cuts, Minor sprains.

Please remember if you no longer want the appointment phone 01295256261 and cancel it, we can offer it to someone else.

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#### Contact by Post

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Please note you can't book appointments or prescriptions on these two numbers

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