

West Bar & Hardwick Surgery

Patient Participation Group

Newsletter

2011



Volume: 1 Issue: January

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Patient Information

All patients are officially registered as being on the list of The West Bar & Hardwick Surgery and not with an individual doctor. However, for the purpose of continuity of patient care the surgery does prefer to run an internal list for each doctor. The surgery accepts that some patients like to remain with their preferred GP, whereas some patients like to see a same sex doctor for personal issues or it may be that they just feel it is easier for them to speak with a particular doctor. None of the doctors mind patients seeing other doctors; in fact the doctors would rather the patient's feel at-ease as possible. The allocation of your 'preferred GP' will be dependent on the current list sizes of the individual GP. Every effort will be made to allocate patients to the GP of their choice. However, this may not always be possible.



Good Bye Dr Tucker

Most of you will know by now, I am sorry to report that Dr Barry Tucker will be leaving West Bar Surgery on 29th January 2011. He was a GP in Newport Pembrokeshire for 4 years until August 2000. Wanting a more central location prompted him to move to Banbury. Dr Tucker accepted the position at West Bar Surgery and has been with the surgery as a partner for the last 10 years. After working very hard and putting in long hours, Dr Tucker wants to spend more time with his wife Caroline and his two children Rose and David. He was not looking for another position, but when the opportunity came up for a partner at Cropredy Surgery, as Dr Day is retiring, he knew this was the right time to make a move. Dr Tucker will be starting his new partnership at Cropredy on the 7th February; West Bar Surgery's loss will be Cropredy surgery's gain.

At the annual PPG evening meal at the Red Lion pub in Bloxham Dr Tucker was presented with a £100 gift voucher from the PPG to be used in Rough Trade. This is a record shop in London where Dr Tucker can purchase records/CD's of his choice to add to his vast music collection, Joyce Cox, one of the PPG members, wished Dr Tucker all the best in his new position, and told him how much we will all miss him but at the same time we are pleased for him as he will get more time with his family. Janet Harral, another PPG member, made Dr Tucker a personalised card; he was very pleased with both vouchers and card and thanked everyone for the gifts. PPG members who attended the evening meal were, Christopher Ringwood, Alan Quartermaine, Andrew Barnes, David Twist, Dr Nicky Elliott, Janet Harral, Joyce Cox, Brian Owen and Carol Spackman.

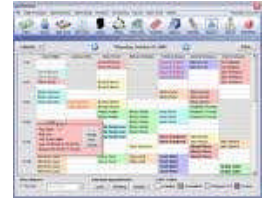


Dr Barry Tucker

Get to know your Doctor **Dr Nicky Elliott**

I am the newest partner here at West Bar, having joined the practice in September 2010. I qualified in 2001 from University College London and worked mostly in Surrey and Hampshire before doing my GP training at Frimley Park hospital. Prior to working in Banbury I was a partner at a fairly large practice in Aldershot, Hampshire for 3 and half years. My family moved to North Oxfordshire 2 years ago with my husband's work, but I have only just made the work transition myself- it's very hard to leave a job you enjoy. I have 2 young children- Rachael and Daniel, and enjoy spending my days off with them which is why I only work 3 days a week at West Bar. I particularly enjoy paediatrics and teenage health. I am also a "diving doctor" giving medical advice and examining patients who dive or are considering diving with medical conditions. I enjoy teaching and help supervise some of the medical students and learner doctors we have at West Bar. You might also see me if you become unwell during evenings and weekends as I am on the out of hours rota. When I'm not at work I enjoy spending time with my family- mostly getting outdoors on our bikes, the canoe and whenever I get a chance scuba diving. I'm already feeling very settled in Banbury and thanks to all of you who have made me feel very welcome. I look forward to being able to meet more of you over the coming months.

Introduction to DNA Policy



Did Not Attend Policy

Due to the high number of patients, who are failing to attend their appointments, we will be introducing a new policy to ensure that wasted appointments are kept to a minimum. This policy will be aimed at patients who do not turn up for their appointments and who do not contact the surgery in advance to cancel or change them. Ultimately, this may result in frequent offenders being removed from the list and will mean they will have to find somewhere else to register.

The effects not attending are:

Increased waiting times for routine appointments, Patients who need to see a doctor are not seen as quickly as necessary, Frustration for both staff and patients, A waste of valuable and limited resources.

Policy:

If a patient fails to attend a pre-booked appointment with a doctor, practice nurse or health care assistant on two occasions they will receive a letter asking them to keep all future appointments. Any further failures to attend an appointment will result in a second letter and may result in removal from the practice list.

Here's how to cancel your appointment:

Come into reception and tell us in person, Ring reception West Bar Surgery on: 01295 256261, or for Hardwick Surgery: 01295 254749 Please give at least 12 hours' notice but if this is not possible as much notice as you can.

Since the 1st Dec there have been the following wasted appointments due to patients not turning up:

316 Doctors Appointments - With a doctor on average seeing 30 patients per day, this is approximately 10 days or 2 weeks work for a doctor that has been wasted.

205 Nurses Appointments - With a nurse seeing an average of 30 patients per day, this is nearly 7 days wasted work for a nurse. Please attend your appointments or let us know if you cannot turn up.

Telephone Consultations



There are some problems, which can be dealt with over the telephone without the patient actually needing to see a Doctor. If you have a problem which: Does not require a Doctor to examine you; Does not require blood or other tests; Is not associated with severe pain or unusual bleeding; Does not relate to a possible psychiatric problem, then it may be possible to discuss it with a doctor during a telephone consultation. Arrangements can be made via the receptionists for a Doctor to 'phone you at a given time. The receptionist will ask you for details of the problem to allow the Doctor to prepare and to ensure that it is an appropriate problem to be dealt with by telephone. If the problem turns out to be more complicated than first thought, it may still be necessary to ask you to come in to the surgery. It may be that another member of the Practice Team is better placed than a Doctor to deal with it. Please note that there are only a limited number of telephone consultations available and only appropriate problems will be dealt with through this system.

Flu Jabs

Over the weekends 16th & 23rd October patients came to West Bar Surgery to have their annual flu jab. Both sessions went very well. This year the flu jab contained the swine flu strain, the flu vaccine was not available without the swine flu strain. West Bar vaccinated around 1100 patients this year. The two weekends went well with the help of some PPG Members acting as stewards.



Word Search

Search and find the words below, in the grid on the right
Diagonally, Horizontal, Forwards or Backwards.

BAKE	BREAD
BROIL	CAKE
CHOP	COOL
DESSERT	EGGS
ENTRÉE	FISH
FOOD	GRAVY
HERB	MEAT
PASTRY	POULTRY
PUDDING	RECIPE
SIMMER	

P	E	B	S	E	C	I	P	S	S	T	P	L
T	P	R	C	V	T	G	O	P	I	Y	R	S
F	I	S	H	J	R	R	U	D	M	G	G	D
T	C	B	O	N	E	O	L	B	M	L	A	G
G	E	J	P	B	S	V	T	B	E	E	T	E
Y	R	S	C	P	S	N	R	S	R	P	A	N
E	G	A	P	M	E	L	Y	B	S	P	P	T
H	K	G	V	T	D	B	L	K	S	G	P	R
E	T	A	V	Y	R	T	S	A	P	B	G	E
R	R	G	B	I	B	F	G	B	V	L	M	E
B	B	S	T	L	I	O	R	B	N	O	P	J
N	G	S	C	Y	P	O	N	W	B	O	R	T
J	P	L	G	N	I	D	D	U	P	C	B	R

Repeat prescriptions

You can order your repeat prescriptions in one of the following ways.

1. Telephone: 01295756824 between 1.00pm and 4.00pm.
2. Letter: Use the tear off repeat medication list on the right hand side of your prescription, tick Medication required send it by post (please enclose a self addressed stamped envelope.
3. E-mail: westbar.scripts@nhs.net (Please be aware that normal email is not encrypted and so may not be totally secure.)
4. Use the secure online form on the surgery website www.westbarsurgery.co.uk.
5. Hand your request in to reception in person.

When you put in a request for a repeat prescription in one of the following ways, 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 yourself.

Also 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.

West Bar operates a prescription collection service in conjunction with the following chemists. Boots, Cox & Robinson, Cross, Frosts/Jessicas, Knights, Middleton Cheney, Rowlands or Superdrug, Please ask reception for further details.



Repeat prescriptions made easy, Let the pharmacy do all the work for you, go to www.myrepeats.com 6 easy steps.

- (1)** Find your surgery **(2)** Choose a Pharmacy **(3)** Create an account **(4)** Enter your repeats **(5)** Pick up or delivery **(6)** Confirm order. You can log on 24 hours a day and order your repeat medication and have it delivered to your home or work on the date of your choice, or you can pick it up from the pharmacy yourself.

Special diets – gluten free.

Some health conditions require special diets and it can feel to those who are permanently on them as if they are being denied some of the good things in life. But for every condition there are plenty of recipes to ensure that you can enjoy tasty, varied meals. Those with coeliac disease, or a wheat allergy, must eat a gluten free diet, which means that they need to avoid gluten containing cereals such as wheat, barley, rye, malts, as well as gluten in the form of flavouring, stabilising and thickening agents. Additionally, a gluten free diet may exclude oats.

Almond Cake

Ingredients

5 egg whites (at room temperature)
pinch of salt
75g/3oz caster sugar
175g/6oz ground almonds
1 orange, zest only, grated
1 tbsp orange liqueur (optional)
25g/1oz slivered almonds



Preparation method

1. Preheat the oven to 190C/375F/Gas 5.
2. Grease and line a 20cm/8in springform cake tin.
3. Whisk the egg whites with the salt until they stand in soft peaks. Whisking constantly, add the sugar a little at a time. Continue whisking until the mixture is firm, shiny and very thick.
4. Fold in the ground almonds, orange zest and the liqueur, if using, with a metal spoon. Pour the mixture into the cake tin and sprinkle the slivered almonds over the top.
5. Bake for 30 minutes or until a skewer inserted into the centre comes out clean.
6. Allow to stand in the tin for 10 minutes, then loosen, turn out and leave to cool on a wire rack.

[More recipes can be found on the BBC website \[bbc.co.uk/food\]\(http://bbc.co.uk/food\)](http://bbc.co.uk/food)

West Bar & Hardwick Staff News

Congratulations to Dr Mulcahy who has had a baby Girl (Florence) on Sunday 23rd January, Dr Mulcahy will be on maternity leave for the next 10 months. Welcome to Dr Kanwar who will be providing cover until Dr Mulcahy returns.



Dr Rajesh Gupta

We would like to welcome Dr Rajesh Gupta who will be joining West Bar Surgery on the 7th February, Dr Gupta is joining us from Deer Park Surgery as a Partner to replace Dr Barry Tucker. He qualified as a GP in 2009, and is particularly interested in Paediatrics and ENT. Born and educated in Oxford, he has worked and studied all over the UK. He is very much looking forward to joining West Bar Surgery and we know he will quickly become an integral member of the West Bar Team.

Janice Scarsbrook (Reception Manager) slipped on the snow on 23rd December and broke her right wrist, she had to have an operation to have a plate put in, she will be off work for a while.

Dr Nicola Elliot will be taking over from Dr Tucker to chair the PPG meetings in February.

From 1st December. Dr Charles-Nash will be doing 5 sessions a week

West Bar Surgery have two very experienced midwives, Louise McBurnie and Lesley Turner. They are at West Bar on Mondays, Wednesdays and Fridays. You don't get to hear much about them so what is the role of a midwife?

The Midwife



Once you find out that you are pregnant, the first person you will meet is your doctor. He / she will then refer you to a qualified community midwife. Your midwife has probably done between 3 - 5 years of training in order to qualify, and has a wealth of experience in dealing with normal healthy women in pregnancy and childbirth. She is the person with whom you should consult, and should she feel that you need the intervention of a doctor, she will refer you to him for advice. She is responsible for providing all your antenatal care needs, assessing you when you go into labour, delivering your baby and caring for you postnatally. She will also provide you with the education that you may need, to help you through the birth and afterwards. Unless problems develop, there should be no need for you to receive care from a doctor, as birth is a natural occurrence, and for most women, will progress normally to a normal delivery.

Your midwife can advise on all aspects of pain relief and their side effects, and she is fully trained to carry out emergency procedures should there be, for whatever reason, a delay in the arrival of a doctor. Your midwife is usually trained, in addition to her existing skills, in some of or all of, the following: - Suturing, The siting of a drip, The "topping up" of epidural pain relief, Taking blood samples, Extensive infant resuscitation techniques, Emergency adult resuscitation techniques, Home births, Water births and Ultrasound scanning.

助産士
MIDWIFE

To make or cancel an appointment at Hardwick Surgery
Tel: 01295 254749

Tai Chi

Are you one of Banbury's Senior citizen's? Would you like to get out, meet new people, keep fit and active? Why not give Tai Chi a go? Tai Chi is Chinese martial art known for its slow motion routines and offers a change to normal exercise opportunities. It is especially beneficial for older people, to help with breathing control and for a gentle increase in flexibility and strength.

The sessions cost just £2.00p each. If you are interested for more information or to book a place on the course contact 01295 221803 and ask for more details.



To make or cancel an appointment at West Bar Surgery
Tel: 01295 256261

Help Yourself

Imagine this – you are diabetic or epileptic, or have a rare blood group or allergy, and then you are taken ill or have an accident away from home. How would any medical practitioner involved in your treatment know of your special needs? You can help yourself by wearing medical alert jewellery, of which there is a large selection on the market, suitable for both men and women. As well as your condition, other information such as your telephone number, prescription drugs, name of next of kin etc. can also be included.

More information can be found at www.medicaltags.co.uk where there is a wide range of goods on offer. More locally, it is possible to order Medic Alert tags (www.medicalalert.org.uk or 0800 581 420) at Boots the chemist. F.Hinds, the jewellers, sell SOS Talisman jewellery. www.sostalisman.co.uk Other suppliers on-line are www.medi-tag.co.uk who will send you a brochure on request to 0121 200 1616, and Amazon also carry a fairly wide selection. So why not treat yourself, or a loved one, and help yourselves at the same time!



Hand sanitizer

West Bar Surgery provides a hand gel dispenser in the downstairs reception area, on the wall just to the right of the reception desk. Hand Hygiene is the single most important procedure that can be performed in the doctor's surgery for preventing the spread of infection. Germs that cause infections can be spread in a number of ways, the most common is through hands. Hand hygiene removes germs from the hands and helps protect YOU from infections and helps prevent the spread of germs to other areas. A person's hands are the No. 1 means of spreading illness-borne viruses. Hands that look clean give the illusion that there are no bacteria present, but this may not be true. Coughing, sneezing and touching unsanitary objects transfer germs to a person's hand. These germs lie in wait for the person to touch their mouth, nose, eyes or an open sore, so they can invade the body. A hand sanitizer containing between 60 percent and 95 percent alcohol can help to kill the germs before they can attack your system.



The Message in a Bottle Scheme

Patients may not be aware about the Message in a Bottle scheme, sponsored by your Local Lions Club



What is it? It's a simple idea designed to encourage people to keep their basic personal and medical details on a standard form and in a common location - the Fridge.

What does it do? It saves the Emergency Services valuable time in helping you & identifying if you have special medication or allergies. It is not only a potential lifesaver, but also it provides peace of mind to you, your friends and family by knowing that prompt medical treatment is provided and that the next of kin and emergency contacts are notified.

The scheme is for anyone. Whilst it is focused on the more vulnerable people in a community, anyone can fall downstairs or have an accident at home, so this scheme can benefit anyone.

It is a free scheme and cost you nothing. (All costs are paid for by the local Lions, who have received generous donations from the public and businesses.)

You can get your free bottle from your GP's surgery, or local post office.

Most chemists have them on display.

Who knows about it? All Emergency Services are aware of the Message in a Bottle scheme, and will locate the bottle and pass it on to a doctor or hospital personnel in an emergency.

All you do is fill in the form, Put the bottle in your fridge. Put one green sticker on your fridge door and the other green sticker on the INSIDE of your house door.

World's Biggest Coffee Morning

The event started in 1990, when a local fundraising committee decided to hold a coffee morning where people came along to meet and mingle - as they might ordinarily do - but donate the cost of their coffee to Macmillan in the process. The idea seemed such a simple, yet effective, one that they suggested the model be taken up nationally. The first National World's Biggest Coffee Morning was in 1991, when 2,600 people registered to hold coffee mornings across the country. Since then it has raised over £60 million in total for Macmillan Cancer Support. Over the years, the World's Biggest Coffee Morning has grown to include many different types of event - from a traditional coffee morning with cake and conversation, to a pub quiz in the evening. There have also been several record attempts, including the Highest coffee Morning (on a jet fighter in 2004), the Most Distant Coffee Morning (in Antarctica in 2002) and the World's Deepest Coffee Morning (down Poldark Mine in Cornwall in 2002).

Back on Friday September 24th West Bar Surgery held a coffee morning to raise money for the MacMillan Nurses. Tea, coffee and cakes were for sale, and four members of the Patient Participation Group Volunteered to help, Top Picture from left to right: wearing a "Girls cook Best" apron is Mr Andrew Barnes; Mrs Joyce Cox, Mr Chris Ringwood, and Mrs Janet Harral. The morning went well making around £226 for the MacMillan Nurses.

Bottom Picture: Two West Bar Surgery patients enjoying their tea and cake.



Total raised £7,873,757

West Bar Surgery 139 years ago

West Bar Surgery began with a Dr. Boissier in 1872, he was a hard-working doctor and he lived in the red brick Victorian house with the address of Shrublands, 3 West Bar Street, Banbury, Oxon. He lived in the entire house, and had a tiny annexe in which he saw patients. He had a groom and a gardener who had cottages in the garden, and stables for his horses and his trap. Many of his visits, of course, were done on horseback, or by horse and trap. Dr Boissier was a single handed GP. Either his brother or first cousin was a Headmaster of Bloxham School, so there is a very long connection with the practice and the school.

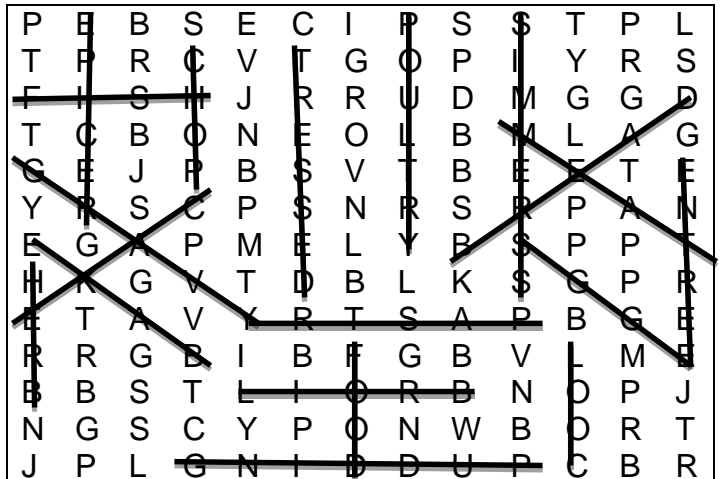
Dr Penrose had been practising in Banbury since 1908 in partnership with a Dr Faulkner who retired after the 1914-1918 war. He was replaced by Dr Wells and together Dr Penrose and Dr Wells brought Dr Boissier's practice. Dr Wells lived above the surgery, as did a succession of junior partners from 1937 onwards.

Dr. Penrose was an autocratic, aristocratic mixture of Cornish and Irishman - a hard but scrupulously fair taskmaster. He was a strict disciplinarian, tall, with a shock of white hair which had been red, but he had a great sense of humour and a twinkle in his eye. He kept horses, rode sometimes to hounds, and occasionally visited patients on horseback, and sometimes on a very high bicycle. During the early days when Dr Wharton stayed at his house, his car would be washed every morning before he drove out by a wonderful character, the gardener/handyman named Bailey, who polished his car to the last second as he drove out and gained speed. Apart from medicine, Dr Wharton learned a great deal about living from Penrose and his wife - he nostalgically remember each breakfast-time when chafing dishes were laid out on a side table containing eggs, bacon, kidneys, kedgeree, kippers and the like, whilst at dinner they always drank wine which he and Mrs. Penrose usually diluted with Schweppes Malvern water.



Angry Patients

I was sitting in the waiting room at West Bar surgery. It was Friday morning, the time was 8.30am and the waiting room was quiet. In came a patient wanting to be seen by a nurse immediately. The patient had not got an appointment. He was told that everyone was fully booked, but the reception manager went to see the nurses, returned and told the patient that if he would like to wait he would be seen as soon as possible. He wanted to know how long he had to wait and was told that someone would see him ASAP. He then said that he was a regular patient and asked why he had to wait until 10.30am. He was told that all the others were patients too and had made appointments was told again that no-one had said 10.30am and that he would be seen ASAP. He was seen at 9.00am! Try to be more understanding, as the reception staff are doing their best; they can do the impossible but miracles take a little bit longer. If you need to see a doctor or a nurse Tel; 01295 256261 for West Bar or 01295 254749 for Hardwick and ask if it would be possible to see a doctor or nurse and the receptionist will do her best to fit you in.



New Patient Participation Group Members Wanted

Would you like to become a member of the West Bar Surgery Patient Participation Group? If so please pick up a flyer from West Bar or Hardwick Surgery, fill it in and hand it to the receptionist at the surgery or post it to the address on the flyer, and we will get back to you ASAP to invite you to a meeting.

Next Issue May 2011

Contact By Post

Patient Participation Group
C/O West Bar Surgery
South Bar House
6 Oxford Road
Banbury, OX16 9AD,
**To book appointments
for West Bar Surgery Tel:
01295 256261**

Contact

Brian Owen
Tel: **01295 263958**
e-mail: **wbpgg@baowen.co.uk**
Janet Harral
Tel: **01295 263304**
e-mail: **banburyhq@gmail.com**

**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