

Montgomery-House Surgery



Newsletter

Winter 2011

Staff news:

We are delighted to have appointed **Dr Kate Frankland** as a new partner. Dr Kate Frankland previously worked as a GP Registrar at Montgomery-House and has moved back from the Langford Practice. She also works as an Out Of Hours Doctor in Bicester and knows many of our patients from covering weekend and evening shifts. Having started here on 1st September, she is now building up her patient list. Please inform reception or fill in the slip on the back page if you would like her to be your 'usual Doctor'.

We congratulate **Dr Ellen Parker** on her recent marriage. She will now be known as **Dr Fallows**. She apologises for any confusion!

Many congratulations to **Louise Smith** (Practice Nurse) on passing her Certificate in Asthma and COPD Care. She scored very highly and offers expert nurse led Respiratory Disease management. Well done!

Dr Mathew Gee has joined us for one year as a GP Registrar. He is a trainee GP and will be supported in the practice by Dr Stuart Brand. He is in the final year of training before he is a fully registered General Practitioner.

Dr Sarah Light will be covering **Dr O'Leary's** list for a 9 month period while Dr O'Leary is away on maternity leave. If Dr O'Leary is your 'usual Doctor' please book to see Dr Light.

During November **Dr Emma Montague** will be working as a Locum while **Dr Murphy** is away. If Dr Murphy is your 'usual Doctor' please book appointments with Dr Montague until Dr Murphy returns.

Race for life:

A crack team of receptionists took part in the race for life. They raised a total of £580 for this charity which supports breast cancer research. They hope to take part in another fundraising event next year.

FOCUS ON MISSED APPOINTMENTS:

We are losing more than 200 Doctor appointments per month to patients who do not attend (DNA). This situation is frustrating especially when other patients may have to wait several days before they can see their 'usual Doctor'.

The practice will be writing to patients who habitually DNA in an attempt to reduce this wastage.

New Developments:

Tai-Chi to improve your health Tai-Chi is beneficial in managing stress, anxiety, arthritis and high blood pressure.



These classes have been very popular and well attended. Classes will continue at 6pm and 7pm on Tuesdays at Montgomery-House Surgery. (Health Education Room). We are moving the Thursday class to Wednesdays at the sports centre where a larger group can be accommodated. The classes will cost £4 for an hour and payment will be one month in advance. Please ring Amy Thakurdas 01865 375 741 or email athakurdas@gmail.com to secure a place.

Patient feedback – *'I would just like to say that these Tai Chi classes have been a huge benefit to my health already and I feel that we are only just beginning! Having suffered from sciatica for the first time Dr Fallows suggested I attend the classes and it is finally beginning to ease off'*

Mindfulness Meditation - a stress reduction programme



Most people report benefits from participating in mindfulness meditation. This can include a general improvement in wellbeing, increased ability to relax and a greater sense of control in life. This course will bring particular benefit to people who are stressed, anxious or depressed. An increased ability to cope with difficulties is a common benefit of practising mindfulness.

Tuesdays at 5pm at Montgomery-House Surgery (Health Education Room)

The class will cost £3 for an hour. **Please just come and join the group.**

Patient feedback – *'The Mindfulness encourages a frame of mind where one can easily deal with stress. It doesn't give a sense of euphoria; but it does provide a balance between happiness and misery which is much more comfortable and easily maintained using the simple techniques taught by Amy'*

Patient Participation Group (PPG):

montgomeryhouseppg@hotmail.co.uk

The PPG met for fourth time on the 7th November 2011. The minutes from the previous meetings can be viewed on our website:

www.montgomeryhousesurgery.co.uk

The Patient Participation Group has been set up to ensure patients are involved in decisions about the range and quality of services provided by the practice.

The PPG will give you an opportunity to discuss important issues such as access to the practice, opening hours, waiting times and the clinical care you receive. The PPG will be conducting a survey in the waiting room over the coming weeks. All patients are welcome to join the PPG. We are seeking a PPG which is diverse and representative of the practice population.

The next meeting will be at the practice on Monday 9th January at 7pm. You can either attend on the day or fill in the attached slip and we will keep you informed.

Simple coughs, colds and flu - are antibiotics needed?

Throughout the year there are always lots of coughing and cold bugs around. Taking antibiotics for simple coughs, colds and flu will bring no benefit.

This is because:

- Simple coughs, colds and flu are caused by viral infections
- Antibiotics will only treat bacterial infections such as bacterial pneumonia
- Your infection should start to clear up in a few days

You should:

- Drink plenty of fluids
- Get some rest
- Take simple medication such as Paracetamol 500mg x 2 tablets four times a day. (If you are able to take ibuprofen, add Ibuprofen 400mg three times a day to the paracetamol)

Phone triage or book an appointment for more advice if you feel you are deteriorating or becoming short of breath.

Maintaining a voice in the reorganisation of the NHS:

The coalition government has published their plans to reorganise the NHS. In an attempt to reduce management costs they plan to abolish the Primary Care Trusts. These Primary Care Trusts will be replaced by GP consortia. The consortia will commission care and organise contracts with the hospitals. As a

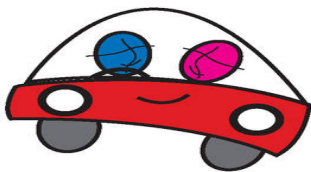
Practice we feel it is important to have a voice in this process. Dr O’Gorman has been elected by local GP’s to represent the North East consortium. He will dedicate one day a week to this work outside the practice.

Appointments and efficiency:

Our Doctors are seeing between 32 and 35 patients a day. Each appointment is scheduled to last 10minutes. We will strive to improve the service we give. Please do your bit to increase the efficiency of the practice.

We ask you to:

- 1) Keep your appointment or ring in and cancel so that the appointment can be freed up for somebody else.
- 2) All patients are registered with a ‘usual Doctor’ on our computer system. This ‘usual Doctor’ will be receiving your blood test results and hospital letters. We encourage you to ask who your ‘usual Doctor’ is so that you can book to see them in preference to a Doctor who is not receiving your results.
- 3) If you always see a Doctor who is not registered on the computer as your ‘usual Doctor’ please ask the Doctor or receptionist to change the computer record so that it is accurate.
Alternatively, fill in the slip at the end of the newsletter.
- 4) Try and see the same Doctor for follow up so that continuity of care can be established. This is the most efficient way to use the practice.
- 5) Use the script desk for repeat prescriptions instead of attending the appointment solely for the Doctor to print out your prescription.
- 6) Recognise that the consultation is limited to 10 minutes.
- 7) Book appointments with our Practice Nurses for routine contraceptive pill reviews, asthma reviews, COPD reviews, travel clinic and cervical smears.
- 8) Book appointments with the Health Care Assistants if you need a routine blood pressure check, blood tests or for smoking cessation advice.



Cherwell Community and Volunteer Service

PATIENT TRANSPORT SERVICE

Appointments can be daunting enough without the worry of how to get there. We have a small team of volunteer drivers in and around Bicester, so.....

- If you don't have a car
- Are unable to access public transport
- Are unable to call on the help of friends and family to get you to a GP or hospital appointment, then WE MAY BE ABLE TO HELP

TO BOOK TRANSPORT TELEPHONE **01295 759126**

Office Hours are 10:00am – 12:00 noon Monday – Friday

An answer phone is available at other times

PLEASE GIVE 3 WORKING DAYS, TO GIVE US TIME TO CONTACT VOLUNTEERS AND MAKE THE NECESSARY ARRANGEMENTS. WE NEED TO KNOW:-

- YOUR NAME, ADDRESS, POSTCODE AND TELEPHONE NUMBER
- THE DATE AND TIME OF YOUR APPOINTMENT
- THE NAME OF THE SURGERY OR HOSPITAL YOU ARE ATTENDING

Please inform us if you use a wheelchair or other aid and if you need additional help from the driver.

THERE IS A CHARGE FOR THIS SERVICE:

47p PER MILE CHARGED FROM AND RETURNING TO THE VOLUNTEER'S HOME.

MINIMUM CHARGE £5.00

You may be able to reclaim this cost from the hospital if you are on benefit.

WE ALWAYS NEED MORE DRIVERS – IF YOU ARE INTERESTED PLEASE CONTACT MOIRA CROSS on 01295 266090 or write to:

Cherwell CVS, Horsefair Surgery, South Bar House, South Bar, Banbury, OX16 9AD

Home Visits Policy:

Please request home visits before 12am so that we can plan and prioritise the visits for the day. Late requests for visits may have to wait until the next day.

We can only home visit the genuinely house bound.

Home visits cannot be done in place of you or your family arranging transport (car, taxi or bus). If you are finding transport to the surgery difficult to arrange

use the Dial- A-Ride service (01869 320132), local taxis, buses, the Red Cross transport service or the Cherwell Community and Volunteer Service (01295 759126).

Chlamydia screening for sexually active under 25's:

Chlamydia is the most commonly diagnosed sexually transmitted infection (STI) in the UK, affecting both men and women. You don't need to have had lots of sexual partners to be at risk. For most people chlamydia has no symptoms. Chlamydia is the most commonly diagnosed STI in England and rates are increasing. Untreated Chlamydia can have serious long term health implications and may lead to infertility. If you are sexually active and under 25 years old, you should be tested for Chlamydia annually or when you change your sexual partner. If you are under 25 years old you can get a free and confidential Chlamydia test. Chlamydia is easily tested for and easy to treat – you don't need to be examined. **Just speak to one of our Doctors or Nurses for the test.**

Health Walks:



We encourage all our patients to get fit. We especially encourage all those with diabetes, heart disease, obesity or mental health problems to take advantage of this free and beneficial activity. Each walk is guided by volunteer walk leaders. Call 01295 221 628 for more information.

Grades

- A = Steep hills, stiles.**
- B = Moderate hills and/or stiles.**
- C = Gentle hills/no stiles**
- D = Flat ground/no stiles**

**BICESTER Grade D 1 or 1.5 miles every Saturday 11.30 am
Meet outside Bicester Health Centre, Coker Close.**

**BICESTER Grade D 2 miles (evening) every Tuesday 6.30pm
Meet outside North Bicester Surgery, Bure Park**

**BICESTER Grade D 2 miles every Thursday 12 Noon, Meet North Bicester
Surgery, Bure Park**

**BICESTER Grade D 1 mile every Tuesday 10.45am Meet Bicester Resource
Centre, Launton Road**

Please fill in this slip and hand the slip into reception if you would like to join the **Patient Participation Group (PPG)**.

.....is interested in joining the **Patient Participation Group** and can be contacted on

Tel.....

or

Email.....

(usual Doctor preference slip)

I would like to confirm that

Dr(fill in the gap)

is acting as my 'usual Doctor'.

Please hand this slip to reception and we will now check that our computer records are correct.

(Please note that your 'usual Doctor' will be receiving all correspondence (hospital letters) and blood tests about you. We ask you to book appointments with your 'usual Doctor' so that continuity of care is established. This will make our practice more efficient.