



What's up Doc?!

The quarterly newsletter for Bentham Medical Practice.

Issue 16

Welcome!	1
Practice News	1 - 2
Training Practice	2
NHS Pressures	2 - 3
CQC Inspection	3
Missed Appointments	3
Traige System	4
Prevention is Better Than Cure	4
COPD—What is It?	4
Broader Care Community	5
Long Term Condition Clinics	5
Staff Training	5
Communications	6
Minor Ailment Scheme	6
Patient Representative Group	7
Crossword	8
WiFi, Card Payment and Feedback	8

Welcome to the latest edition of What's Up Doc?! The Bentham Medical Practice Newsletter.

Again, as I write, we are in the middle of incredible changes in the weather. Just in August we have had some exceptionally hot days and some exceptionally wet ones. Seeing the flooding at White Scar Caves the other day on national news was incredible. Best wishes to those who run the business.



We have had a busy number of months at the surgery and in the health service in general from Junior doctors strikes, inspection by the Care Quality Commission, numerous staff changes and wholesale changes to how the health service operates nationally. Never a dull moment!

I hope you find this edition of the newsletter useful and informative. As well as surgery news there are the usual articles on surgery services and how the surgery works

If there are any articles in the newsletter that you would like more information about or if you have any news that you would like including in the next newsletter or if you have any feedback then please do not hesitate to contact me by my email address jonathan.scott@gp-B82061.nhs.uk or by writing to me at the practice. You can also contact me to receive an electronic copy of the newsletter every time a new edition is published.

Best regards

Jonathan Scott
Practice Manager

Practice News

Shirley Macdonald

After a long battle with illness Shirley sadly passed away on 26th March 2016. Shirley had suffered from ill health for a number of years but had valiantly fought back and we thought that she had overcome her problems but unfortunately it wasn't to be. Shirley was such a wonderful person. She meant so much to her family, her colleagues at the practice and to all her friends in Bentham and they all meant so much to her. In spite of her problems she always had a smile and was always thinking about others. Having worked at the practice for over 30 years she was Bentham Medical Practice and did so much for its patients over those years. She is very sadly missed but will be very fondly remembered by so many for a long time. Love and best wishes to Jimmy, the boys and all the family.

On a lighter note **Chris Dixon** celebrated 20 years at Bentham Medical Practice this year. For many years Chris has run the dispensary at Bentham helped in recent years by **Beryl Metcalfe** who joined us a few years ago from Bentham Pharmacy. **Kaye Sharples**, daughter of long time Bentham employee **Patsy Morphet** has just passed her BTec in dispensing so the team is going from strength to strength.

Tracey Apperley, who joined the practice as a receptionist last year, left in June. We have just managed to fill the vacancy and Karen Ramwell joined us on 13th September. We hope Karen is very happy at **BMP**.

Dr Louise Morgan has been back in the saddle again, eating up the miles for women's cancer charities. This time it was the 100km Ride the Night event in London in May. Louise would like to thank all the patients and staff who generously sponsored her raising £600. Well done!



Training Practice

As reported in the last newsletter we are a training practice and take a number of trainees on throughout the year. August is a particularly busy time as this is when we usually get new trainees. An update of the situation at the practice is as follows;



- Dr Kuye, a Foundation year 2 doctor left us in July after 4 months. We wish him well.
- Dr Sess Sibanda, an ST3 or GP registrar is with us until October when hopefully he will become a fully qualified GP
- Dr Katie Graham, another ST3 joined us in August for a year when she will hopefully qualify as a GP
- Dr Victoria Sadler, our new FY2 joined us in August until Christmas
- Dr's Thomas Young and Amol Anand, FY1 trainees, joined us in August and will be with us one day a week for two years.
- Two medical students from the university, Daniel Hulse and Kirsten Lee, have just joined us and will be here for one day every other week for 13 weeks.

You may be asked if you mind a trainee sitting in on a consultation, if you mind the consultation being filmed or if you can fill in a patient questionnaire. Please support these junior doctors where you can.

We hope that they all have a very rewarding and enjoyable time with us at Bentham.

NHS Pressures

Everyone is aware from media news that the Health Service is under unprecedented pressure at the moment whether it is in A&E, GP Practice or in other services.

We all want to maintain the NHS as the best free health service in the world but we all have our part to play in ensuring this happens. Below are just a few simple steps that everyone could make to relieve some of the pressure and make sure that the service is there for those who really need it, when they need it.

- ◆ **A&E** is for what it says, Accident and Emergency. It is not a convenience service for routine problems. If used as such the people with real need can suffer. For anything other than accidents and emergency please call the practice or the NHS 111 service for advice.
- ◆ **Triage service** - Bentham surgery offers an excellent triage service where you can speak to a doctor within a couple of hours of raising your concerns and get an appointment on the same day if you need one. Triage is for urgent problems that are not emergencies. Again it is not a convenience service for routine problems.
- ◆ **Self-care** – can your symptoms be managed at home? Could you ask advice of a family member or friend? Access on-line information about managing common illnesses at www.patient.co.uk or call **NHS 111** for advice.
- ◆ **Visit the chemist** – pharmacists are trained to diagnose minor ailments and advise on treatment. Under the new 'Minor Ailment' initiative, **pharmacists can provide many over the counter medicines free of charge without a prescription to patients who are eligible for free prescriptions** (see details on minor ailment scheme further on in this newsletter). Unfortunately, Ingleton Chemist is not able to be part of this scheme but they can still give you guidance and medications. Often over the counter medications are cheaper than the NHS prescription fee.
- ◆ **Missed appointments** - Inform us if you can't make an appointment. We regularly have over 100 missed

appointments a month. If we know you are not able to make it we can give the appointment to someone else, drastically reducing appointment pressures. Better still, make sure we have your mobile number so we can send you a free text reminder of your appointment.

- ◆ **Hospital appointments** - If you have a query about your hospital appointment call the Community Patient Contact Centre at Kendal on 0845 0559990. That way you will get first hand answers to your questions.
- ◆ **Waste Medications** - We cannot reuse any medications returned to the surgery. We have to dispose of everything. Sometimes we get boxes and boxes back from the same person. If you, or someone you are caring for is building up a large stock of unused medications then don't keep reordering every month. Please call the surgery to discuss. The prescription can be amended reducing waste and saving important NHS resources.
- ◆ **Contacting the surgery** - You can contact the surgery online to make and cancel appointments, order medications, see results etc. This can be done at a time to suit you, 24 hours a day. Or order medications on our 24 hour repeat prescription line on **015242 63618**. Or contact us through our website www.benthamsurgery.org.uk. Using any or all of these methods means you can contact us at your convenience and reduces pressure on the practice phone system.
- ◆ **Dental problems** – please contact your dentist. GPs have no significant dental training. If you are not registered with a dentist and have an urgent dental problem then either visit our website www.benthamsurgery.org.uk, click on the Medical Services Tab then select find services from the drop down box. Alternatively you can call NHS 111 service.
- ◆ **Foot problems** – consider seeing a chiropodist. These are highly trained professionals who can deal with many foot problems and will advise if you need to see a doctor.
<http://www.nhs.uk/Service-Search/Podiatrists%20and%20chiropodists/LocationSearch/343>
- ◆ **Back problems, sports injuries, repetitive strain type injuries** – a chartered physiotherapist is able to diagnose and treat many problems with muscles and joints. They are highly trained professionals who can identify when medical advice or treatment is needed.

You may be charged for some of these services

Thank you for cooperation and please help us to help you

In June this year Bentham had its second inspection by the Care Quality Commission (CQC) and the first under the new inspection framework. The practice was awarded an overall good score. Below are some of the comments in the CQC report;



- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.
- Patients said they were able to get an appointment with a GP when they needed one, with urgent appointments available the same day.
- Information about services and how to complain was available and easy to understand.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- There was a clear leadership structure in place and staff felt supported by management. The practice proactively sought feedback from staff and patients, which they acted on.
- Staff throughout the practice worked well together as a team.

There were three areas where the commission felt we could improve but these have now been addressed.

To see a full copy of the report go to our website www.bentham surgery.org

Missed Appointments

You may have seen that the Patient Representative Group (PRG) has started recording the number of appointments where patients fail to turn up. This is because the availability of appointments was high up on patient's priorities on the patient survey. In the period 1st January to 30th June 2016 we had 605 cases where appointments were missed without notice. **That is 23 per week or the equivalent of 5.75 hours of surgery time a week, every week.** If we were able to re allocate these appointments, or even half of them, to someone else, the problem of waiting for appointments would be greatly reduced. If you cannot make an appointment please call us to let us know so we can give it to someone else. Better still join our free text reminder service (see below)



Triage System

If you have an urgent medical problem then our triage system is designed to ensure that you get to speak to a GP within a few hours of your phone call and that you will get a face to face appointment on the same day if necessary. The receptionist answering your call will ask the following questions;

- ◆ Who you are calling about, yourself or someone else?
- ◆ A number that the doctor can call you back on. Preferably this should be a landline number as mobile reception can be poor. The number that you give needs to be one that you will be available on. The receptionist can try to give you some indication about how busy triage is but they cannot guarantee when the doctor will call back. We regularly get well over 50 triage calls in a morning alone and they can take a long time to deal with. Also some calls can be dealt with in minutes whilst other take much longer. The receptionist has no way of knowing this. If you can't be available to take a call at the time then you may be advised to call back when you can.
- ◆ The receptionist may then ask you if you would like to explain briefly what the reason for your call is. This is just the same as receptionists in A&E departments will do. You can decline to give a reason but if you do give a reason then the doctor is better able to prioritise his/her list into the most urgent cases first.
- ◆ The doctor will then call you back to discuss your problems and take the appropriate course of action. If the doctor can't get through they will try again but cannot do this indefinitely. The main thing to understand about the triage system is that **IF YOU NEED TO SEE A DOCTOR THAT DAY THEN YOU WILL.**

Prevention is better than cure!

At Bentham we run Long Term Condition (LTC) clinics where people who have been diagnosed with a LTC can get continued care to prevent exacerbation of the condition.

But, it is far better to spot the signs of an impending condition early on so steps can be taken to stop it developing.

We would encourage all patients, particularly those new to the practice or those aged 40 and over, who have no diagnosed condition that requires ongoing care, to get in touch with us and arrange a health check. Your car needs an MOT and service every year, why deny that to yourself!

What is Chronic Obstructive Pulmonary Disease (COPD)

COPD is the name for a group of lung conditions that cause breathing difficulties. It includes;

- emphysema - damage to air sacs in lungs
- chronic bronchitis - long term inflammation of the airways

COPD is a common condition that mainly affects middle aged or older adults. Many people don't realise that they have it. You are more likely to suffer if you smoke.

The breathing problems tend to get gradually worse over time and can limit your normal activities, although treatment can help keep them under control. There are 6 main symptoms that can mean that you are suffering from COPD. These are;

- Persistent cough
- Increased mucus
- Shortage of breath
- Wheezing
- Fatigue
- Frequent flare ups of any of the above

People with COPD may not have these symptoms or some may have these symptoms and not have COPD. If you are at all concerned please book an appointment with a practice nurse. Early diagnosis can lead to a reduction in the degeneration of your lungs.

The Broader Care Community

Many patients will remember that, up until a few years ago, Bentham surgery was part of North Yorkshire and York Primary Care Trust (PCT). When PCTs were abolished and Clinical Commissioning groups (CCG's) formed it was decided that Bentham should move to Cumbria CCG as the majority of our secondary care referrals go westwards to Morecambe Bay hospitals trust. That is how it has remained. It has not been easy. Nowadays more and more emphasis is being placed upon community care and social care. That means that, being sat on three borders, for operational and legal reasons we still have to access services provided by North Yorkshire health and social care and also from Lancashire.

Cumbria CCG is a massive organisation, covering six geographical areas from the west coast to Sedbergh and from Bentham to Carlisle.

There have been recent discussions to split Cumbria CCG into two with the South Lakes part (including Bentham) forming a new CCG with North Lancaster practices. This could be called Morecambe Bay CCG. This could happen relatively quickly.

We are also in regular contact with Airedale, Wharfedale, Craven CCG and with North Yorkshire County Council regarding the provision of community and social care.

There is a lot of uncertainty at the moment, made worse by the large deficits that acute trusts and CCGs have built up and this leads to more and more pressure on the health service and the health economy. We will keep you informed of developments as they occur but please be assured that we are doing everything that we can to ensure that the patients of Bentham, Ingleton and the surrounding area get the best possible level of care that they can.

If you would like to keep abreast of developments the why don't you contact our Patients Representative Group?

See contact details later in the newsletter

Long Term Condition (LTC) Review Clinics

A number of our patients attend one or more LTC clinics per year, e.g. Heartbeat, Diabetic, Asthma etc. These work very well for patient care as regular reviews help to keep people stable and well. However, we have found that some patients with more than one LTC were being called in more than once a year which was wasteful of both patient and GP time. Also, the date of recall was not easy to remember as it was often arbitrarily based on the date of the first clinic. We have been looking at a better solution and hope that we have now come up with the answer. We have invested in some computer software that will help us to search our patient database and allow us to invite patients in to a "One Stop Shop" review clinics where all conditions can be dealt with at the same time. Also, the review date will be changed to coincide with the patient's month of birth which will be far easier to remember. Changing people over to the new system will take some time as we do not want too much time to elapse between appointments so for some patients it may take a couple of years to get them onto a month of birth system. If anyone has any queries about the new system then please do not hesitate to contact the surgery.

Staff Training

Once a month the practice closes for an afternoon for staff training. Some people have complained about this but it is absolutely vital to keep staff up to date with current legislation and practices. This happens in every practice in the CCG. We do publish the dates of training afternoon on the website and in the waiting rooms. Please ensure that you are aware of these so you can plan ahead. Any urgent call on these afternoons are dealt with by the Out of Hours service just as they are at evenings and weekends.

Dates for this year;

22nd Sept, 19th Oct, 24th Nov, 25th Jan 2017, 16th Feb 2017, 22nd March 2017.



Communications

Make Better Use Of Your Practice Services

At Bentham Medical Practice we have a number of services that are designed to help you get the most out of the practice and to communicate with us more easily.

1) Online Access

You can now get online access to your medical record. This allows you to;

- Send in queries and communicate on line
- Order Repeat Prescriptions on line
- View details of your medical record such as consultations, reports, results etc.

All this can be done in your own time and at your own convenience without the need to call the surgery. Please ask at reception for details.



2) Receive Text Reminders Of Your Appointments.

Remembering appointments can be difficult. If you miss an appointment not only will you need to make another one but valuable appointment time at the surgery is lost. If you have a mobile phone we can send you a text reminder of the date and time. If you cannot make the appointment just text **CANCEL** back, **FREE OF CHARGE**. To register for the Text reminder service please contact reception and make sure that they have a record of your mobile number.

3) Twenty Eight Day Repeat Prescription Service

If you are on repeat prescriptions and get your medications from the surgery you can join our 28 day repeat prescription service. This means that you do not need to place an order every month. We will sort it for you and it will be ready for you to collect on the same day every month. Please ask at reception for details.



Minor Ailment Medications and Gluten Free Products

You may have seen in recent press and television adverts that the health service is changing the way medications for minor ailments and gluten free products are provided.

If you have a minor ailment that requires a standard over the counter medication your doctor may now advise you to visit the local chemist instead of issuing you with a prescription. You can also choose to go straight to the chemist yourself. The chemist will then ask you about your symptoms and if they feel that a standard over the counter medication would be ok they will recommend that. If you currently are exempt from prescription charges you will get the medication for free. If you usually pay for prescriptions you will be asked to pay the over the counter price (which is usually cheaper than the £8.40 prescription charge). If the chemist feels that your symptoms are more serious they will refer you to your GP or to A+E. If you go to the chemist for repeats of the same medication they will refer you to your GP. This scheme only applies to Bentham Chemist, not Ingleton.

If you currently get gluten free products these again will be taken off monthly prescription and a monthly order form will be made up for you. We will be writing to all patients on gluten free products shortly. Again, this only applies to Bentham chemist and Bentham surgery pharmacy, not Ingleton. Patients on gluten free products who collect from Ingleton pharmacy will continue to do so on prescription.



Patient Representative Group

Your PRG has been very active this year meeting on a regular basis and organising a number of things including the latest practice questionnaire which took place in October 2016. The results of the questionnaire are available through the website or in the waiting rooms of both surgeries. The group will use the feedback from the questionnaire to formulate its action plan for the coming year.



The group has also been active in other areas, meeting with the Cumbria Commissioning Group to champion the level of service provision for patients of the practice and has also organised improved access to both surgeries. **The following is Lorraine Crossley, your PRG Chair's latest report;**

Hello everyone

Since I last wrote the surgeries have had their Car Quality Commission visit and were given a Good rating. Lin Barrington and myself attended and were pleased with the feedback from the lady who interviewed us, she said it was good to have such an interested and active group.

In October, in the week before and week of half term various members of the Group will be in both Bentham and Ingleton surgeries giving out and assisting with the annual questionnaire. We are always very grateful to all the patients who participate as it gives us great feedback and indicates where the surgery staff and ourselves can work together towards improving the service it provides. Communication between the surgery staff and patients is paramount to achieving the best possible service that can be delivered so the comments part of the questionnaire is as important as the questions themselves.

The non attendance for appointments has not really improved that much so please if you cannot attend then let the surgery know. If you feel better then someone who is ill can benefit from your appointment. Appointments still seem to be an area of concern but please remember, you can ring or go on line and if the appointment is urgent you can use the triage system. The doctors all now tell you if you need to see them at your next appointment or if it is ok to see any other doctor or nurse who may be available in order that you get continued care. It is also important to remember that it may not always be possible to see your preferred GP because they may not be in work that day or on holiday or, heaven forbid, ill themselves! So please accept that the receptionist may only be able to give you an appointment when the GP is next available.

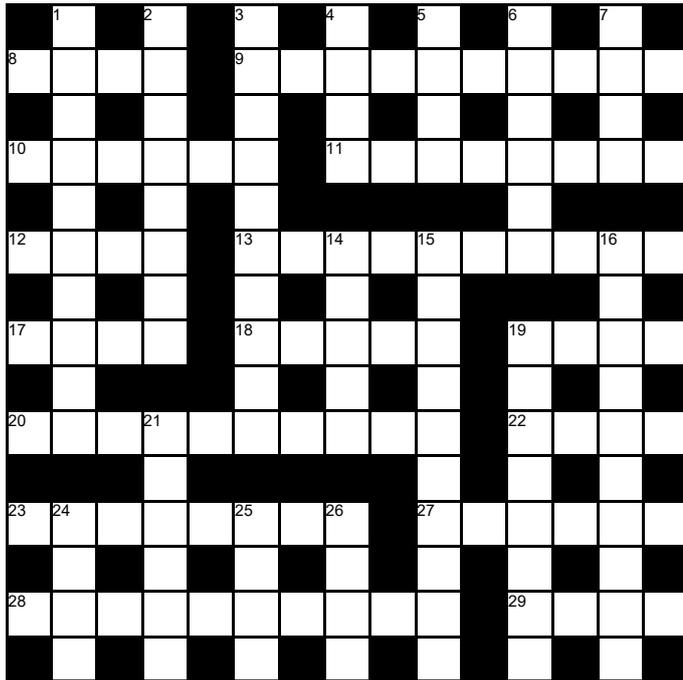
If you would like to find out more about the Patient Representative Group or would like to pass on constructive views and comments then please contact me on 015242 51293 or email lorrainecross1952@btinternet.com

Thank you

Lorraine Crossley

Chair of the Bentham Surgery Patient Representative Group

CROSSWORD



Across

- 8 The French ship was not so great. (4)
- 9 Everyone knows golf match is confidential. (4,6)
- 10 Assimilate compilation. (6)
- 11 Introduction before a walk. (8)
- 12 Say hello first if about to describe system. (2,2)
- 13 Exam about a politician we hear with 100 so to speak (10)
- 17 Bitter and rude.(4)
- 18 Consume about 150 with style. (5)
- 19 Unfinished bed for Madonna perhaps. (4)
- 20 Time spent inside a hill was a killer (10)
- 22 Building block for Kelly perhaps. (4)
- 23 Ice store is obscure (8)

- 27 Clean landing on the shore (4,2)
 - 28 Somehow men on phone is quite an event (10)
 - 29 Dies perhaps about 15th of the month (4)
- Down
- 1 It is permissible to run away with one friend (10)
 - 2 English secret police initially followed by the Spanish holding American organisation was unusual (8)
 - 3 Job with new ways of thinking (10)
 - 4 Male politician had cannabis (4)
 - 5 Lies about piece of land. (4)
 - 6 Monkey had one piece of fried food (6)
 - 7 Do business with a heavyweight somehow. (4)
 - 14 Charge up on a divide (5)
 - 15 Caught with old king in debt and losing interest. (10)
 - 16 Dave Turner was a mountaineer perhaps (10)
 - 19 Understand if taken after dinner. (8)
 - 21 On the chocolate bar perhaps (6)
 - 24 Capital place to see a show (4)
 - 25 Frost sounds like. Sounds similar! (4)
 - 26 Church contains working shape (4)

Answers to Issue 15's Crossword

- 8a. Bade. 9a. Enthusiast. 10a. Grater.
- 11a. Hautboys. 12a. Thou. 13a. Femininity.
- 17a. Aloe. 18a. Refit. 19a. Boat. 20.a Pyromaniac.
- 22a. Desk. 23a. Laidback. 27a. Awhile.
- 28a. Redadmiral. 29a. Sink
- 1d. Caerphilly. 2d. Test tube. 3d. Terra Firma.
- 4d. Etch. 5d. Guru 6d. Big Ben. 7d. Espy.
- 14d. Mufti. 15d. Noticeable. 16d. Transplant.
- 19d. Buddhist. 21d. Oh Dear. 24d. Abet.
- 25d. Acme. 26d. Kerb

WiFi and Card Payments

At long last we have emerged from the dark ages and have installed WiFi at the surgery at Bentham and Ingleton. No password required. Just connect to WiFiSpark.



We have also installed a debit card reader for any payment transactions (Bentham only). This can be used in person or patients can telephone in.



If you have any feedback regarding this edition of "What's Up Doc" or you have any questions or thoughts about the practice then please contact Jonathan Scott by letter or at jonathan.scott@gp-B82061.nhs.uk