



What's up Doc?!

The quarterly newsletter for Bentham Medical Practice Summer 2014

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

A lot has happened at the practice since the last edition came out and there have been some major changes and news stories throughout the NHS. We will try to cover as many of these items as we can.

If there are any articles in the newsletter that you would like to find out more about or if you have any news that you would like including in the 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.

Best regards

Jonathan Scott
Practice Manager



Practice News

Dispensary

Some months ago now we decided to completely refurbish and extend the dispensary. The old dispensary was very small and very difficult to work in. In fact it was so small that completed items had to be moved into reception for collection. This led to inefficient working, delays and errors as too many people were involved in the process. By effectively doubling the size of the dispensary we have now been able to make it self contained, speeding up the process and cutting out operating errors. Any patient who lives a mile away or more from Bentham or Ingleton surgeries is eligible to become a dispensing patient and get their medications from the surgery instead of the chemist. We run a regular service delivering medications to collection points in Wray, Hornby, Low Bentham, Burton in Lonsdale, Clapham and Austwick avoiding the need to come into Bentham to collect. We also run a 28 day repeat dispensing service where we make up your monthly medicines requirements automatically for you to pick up or have delivered on the same day each month unless you tell us differently.

To enquire about becoming a dispensing patients or about any of the above points please phone the Bentham surgery and ask to speak to dispensing.

Improving Access

Over recent years the ramped access to Bentham surgery had deteriorated with the flags lifting and dropping making a potential trip hazard. Also it had been mentioned that the ramp itself was rather steep for some wheelchair bound patients or their carers to negotiate. We have recently had the ramp fixed and have also made a ramped entrance from the car park which should be far easier to use.

Staff Changes

Following the departure of Dr Harding last year we have had to use a number of locums in the first half of this year. Thankfully Dr Carolyn Rigg joined us at the beginning of June as a new full time partner.



On a less happy note Dr Hamish Grant, one of our salaried GPs, will be leaving us this July. Hamish first joined us in 2012/13 for a year as a registrar. Upon full GP qualification Hamish stayed on working two days a week. Unfortunately Hamish lives some distance away and has now found himself a full time position closer to home. We thank him for all he has done over the last three year and wish him every success in his new post.

Also Wanda Lewcun will be leaving the practice at the end of August to take up a new career at Kendal Museum doing a diploma in museum curatorship. She will also be doing aromatherapy at the Looking Well for the cancer support group and for private clients. Wanda says that she is very much looking forward to her new opportunities and challenges but is also sad to be leaving her friends and colleagues at the surgery. Wanda has been with the practice for 8 years and has been a wonderful member of staff and I know has had very good relationships with her patients. We wish her all the best in her new career.

This will mean that we will be looking to employ a replacement. Anyone who is interested should contact me.

Dr Matthew Lupton is joining the practice in early August as a replacement for Hamish. Some patients may remember Matthew as he spent some months with us five year ago as a foundation year two trainee. Matthew has now fully qualified and is delighted to be coming back to Bentham.

Also in July Beryl Metcalfe, from the Bentham Coop pharmacy, joined us as joint dispensary manager and Kay Sharples joined as trainee dispenser and receptionist. We wish them both long and happy careers with us.

We currently have three trainees in the practice, Dr Luke Parkinson has been with us almost a year as Registrar/ST3, and Dr Rachael Watts and Dr Helen Barclay have been with us for three months as ST1 and FY2 trainees respectively. All three will be moving on at the end of July with Luke, now a fully qualified GP, moving into a GP practice near to his home. We wish all three of them all the best in their careers and thank them for their time here.

At the beginning of August we will have Chris Coldwell joining us for a year as our new registrar and Daniel Jackson will be with us for three months as our new FY2. We look forward to meeting them and hope that their time at Bentham is a happy and fruitful one.

Staff Training

As part of the Cumbria Commissioning Group Bentham now gets one afternoon per month where the surgery is closed for staff training. This is vital with the constant changes and developments in the health service. During these afternoons you will be asked to call Cumbria Health on Call (CHOC) if your call is of an urgent medical nature. If your call is of a non-urgent nature then you will be asked to call back on the next working day. Dates for the next training afternoons are Tuesday 16th September, Wednesday 15th October, Tuesday 11th November, Thursday 15th January, Tuesday 10th February and Thursday 19th March.

Triathlon

Following last year's epic coast to coast cycle ride Dr Louise Morgan has just completed the Bolton NHS Fun triathlon. The swim was 400m, cycle 21km and run 5km. It was on 29th June, which was a cool, sunny day- perfect weather. Louise came about halfway down the field with a time of 1 hour 45 mins and has raised nearly £500 for Breast Cancer with over £300 from Bentham staff and patients. Well done to Louise and a very big thank you to everyone who supported her.



Practice Services

Triage Service

Following feedback from the recent practice questionnaire and comments made by existing and new patients I thought it important to set out again, as clearly as I can, what the triage system is and how it works.

There has been a lot of news in the press recently regarding the growing burden on general practice with more and more appointments being booked and, at the same time, resources cut. More about this later in the newsletter. Although it may still be difficult at times to get a routine appointment, particularly with the doctor of your choice, at short notice, we wanted to make sure that patients with an urgent need could always get to see a doctor quickly. That is why the triage system was introduced.

With the triage system, if you feel that you need to speak to or see a doctor urgently then you can. Just follow the following steps;

Call into the surgery on 015242 61202. Your call will be answered by a voicemail system and you will be asked to press the number that most suits your needs;

- 1 for urgent call
- 2 to arrange to speak to triage doctor. Please note that this will not put you immediately through to a doctor
- 3 to speak to a receptionist about a more routine appointment or matter
- 4 to order a repeat prescription. Please do use this if you can as it then frees up the phone for people with urgent problems.

The telephone screen will then inform what type of call is coming in.

Once you are put through to a receptionist and inform them that you want to speak to or see a doctor urgently you will be put onto the triage list. During the course of the conversation you will be asked a few 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 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.**

I hope that makes things clear but if you do have any queries then please call or email me at the surgery.

As a footnote, if you are calling about a non urgent matter then please try not to do so at peak times of day such as first thing in the morning when people with urgent problems may be trying to get through. Please try late morning or mid-afternoon when the phones may be quieter. Better still enquire about our online access service (see article later in the newsletter) where you will be able to post queries, order prescriptions, book appointments and even view your medical record on line.

Unplanned Admissions Register

Recently the NHS nationally has launched an initiative focused on those patients who may be at risk of unplanned emergency hospital admission. The purpose is to ensure firstly that everyone on the register has their own accountable GP. The GP will then develop, in consultation with the patient, an individual care plan which will hopefully reduce the risk of emergency admission through more focused care in the community. The care plan may involve carers and other agencies and will be reviewed on a regular basis to make sure it is up to date.

Those patients who the doctors consider would benefit from being on the register will be contacted by letter in July. The register will change over the months as new patients get added and other get taken off.

Although people on the register will have their own accountable GP it will not alter the fact that patients can and will see other doctors in the practice either through choice or necessity. The main function of the accountable GP is to draw up the care plan which others can then follow. The doctors do not envisage that this new scheme will lead to any great changes in the way they currently manage patients with complicated conditions.

Practice Clinics and Patient Recall

Many of you will know that we run regular clinics for patients with long term conditions such as diabetes, heart problems, asthma etc. These work very well and ensure that patients get regular reviews. However, ensuring that everyone gets their review at the right time is not an easy task and some patients with a number of problems end up having several reviews.

Consequently the practice has invested in a new system for patient recall. The idea will be to try and combine reviews where possible and make the recall system much clearer, probably based on month of birth. We will be in touch with the patients concerned shortly

Accountable GP for Patients Aged 75 and over.

In addition to the unplanned admissions register above all patients who are aged 75 and above will be informed who their accountable GP is in the practice. This will be either done verbally during a visit to the practice or via letter. This will not involve the drawing up of a care plan as with the unplanned admissions register but will involve;

- Named GP will take responsibility for ensuring patients get the proper level of care.
- Where appropriate the practice will work with other agencies to provide care
- Ensure physical and psychological needs of patient are recognised and responded to
- Ensure patient has access to a health check if requested.

Patient Access

More and more of our patients are taking advantage of our free patient access service. This is where we give you online access to our system so that you can;

- Make or cancel your own appointments
- Send queries to the practice reception
- Order repeat prescriptions
- View your medical record



As it is an online service you can do this from anywhere, provided you have internet access, at a time that suits you and you don't need to spend time calling into the surgery. To find out more and to sign up please call or email the surgery using the contact details on the front page of the newsletter or send feedback through the website at www.benthamsurgery.org.uk

Text Reminder Service

We currently lose about 30 appointments per week through people just not turning up and not calling us so we can offer them to someone else. This is an enormous amount of lost time for the practice and seriously disadvantages those who need an appointment. We realise that it can be easy to forget an appointment, particularly when made some weeks in advance. Consequently we have a text reminder system. If you have a mobile phone you will get an automated message about 48 hours before an appointment. If you are unable to make it just text back CANCEL, completely free of charge. All you need to do is to make sure that we have your mobile number. Please call reception or email me to check.



Seasonal Flu Campaign

Influenza vaccinations will run again from the beginning of October.

Plans this year are as follows;

Bentham

Morning vaccination clinics on Saturday 11th and Saturday 25th October. No need to make an appointment, just turn up

Nurse evening appointments in October, call nearer the time for details

Opportunistic vaccinations by clinicians during October

Ingleton

Vaccination clinics 10am until 12 noon Mondays, Tuesdays and Thursdays during October

Who is eligible for vaccination?

Patients 65 and over

Patients with serious medical conditions such as;

Chronic Respiratory Disease, COPD, Chronic Heart Disease, Chronic Kidney Disease

Chronic Liver Disease, Chronic Neurological Conditions, Diabetes, Problems of the Spleen

Weakened Immune System

Pregnant women

If you think you may be eligible but are not sure then please call the surgery

Shingles

In line with NHS current plans we will be inviting all patients who are aged 70, 78 and 79 on 1st September this year for a shingles vaccination. Shingles can be a very serious, painful and debilitating disease and can cause blindness. Please do accept the invitation if you can and are eligible or call the surgery to enquire.

Electronic Prescriptions

If you pick up your medications from the chemist you can choose to arrange to have electronic prescriptions instead. This will mean that you no longer have to order. Here are some of the features and benefits of EPS2.

Less time and money spent visiting the GP surgery and pharmacy:

- No need to go back to the pharmacy for medication that is owed to you, as the pharmacy will know what you need in advance.
- No need to visit your GP practice just to collect a paper prescription as they are sent electronically.
- If there is a problem with your prescription, your GP can cancel and replace the prescription electronically, so you won't have to return to your GP practice to collect another one.
- Your dispenser can prepare your repeat prescription in advance so it is ready for when you arrive.

More convenience and choice:

- Choose where your prescriptions are sent, whether near your home, where you shop or where you work. This is flexible and can be changed at any time, just let your doctor or pharmacy know.
- Collect your next prescription in advance to cover holidays.
- If your GP offers a telephone or video consultation, there's no need to leave the house just to collect your prescription as it will be sent electronically to your chosen pharmacy for collection.
- No need to send stamped addressed envelopes as prescriptions are sent electronically

Improved safety:

- Electronic prescriptions cannot be lost so you won't have to spend time trying to find them or asking the surgery to issue another paper prescription.
- Electronic prescriptions are more accurate which will reduce the risk of receiving the wrong medication.

To find out more about EPS2 enquire at your pharmacy or at the surgery.

Patient Transport Services

Since the decline of The Little Red Bus service Lin Barrington has been arranging patient transport largely on her own which has been wonderful but was not sustainable long term. The service has recently been taken over by Age UK North Craven. The practice will continue to fund the service as we always have but Age UK will ask for a contribution from people using the service. Many thanks to Lyn for keeping the service going all these months and hopefully the service is safe for the future.

Put Patients First and Your GP Cares

You may have seen some publicity in the press recently about two campaigns that are currently running to support general practice.

One is called "Put Patients First" and is run by the Royal College of General Practitioners and the other is called "Your GP Cares" run by the British Medical Association.

Both campaigns highlight the crisis that General Practice is currently in. It is getting harder and harder to cope with the increasing population, with increased workload and with decreased resources. These are just some of the facts that the campaigns highlight

This year, GPs across the country will see 40 million more patients than they did in 2008/09

Year on year funding for general practice has been cut. From 10.95% of the total NHS budget in 2005/06 to just 8.5% in 2011/12. A real terms drop of £9.1bn.

The average number of consultations carried out by each GP in England has increased by 1450 per year since 2008 from 9264 to 10714.

UK applications for GP training fell by 8% this year compared with 2013

GPs are typically retiring 5 to 10 years sooner than they previously would have.

Both the RCGP and the BMA are asking for patients to make their voices heard before it is too late. They are asking for a real term increase in GP funding to 11% by 2017 so that the problems can be addressed and service improved.

The RCGP are running a petition which you can sign on line or at the surgery. Both ask you to contact your local MP, support your practice Patient Representative Group and go online to find out more about the campaigns and what you can do.

The PRG (Patient Representative Group) for Bentham Health Centre

Met on the 26th June.

It was unanimously agreed that the PRG would get behind the current British Medical Association and Royal College of GPs campaign entitled "Your GP Cares".



It was felt that we need to support these initiatives to help to ensure that we continue to have a service in our local area.

You can join the campaign at bms.org.uk/YourGPCares Put pressure on your local politician or follow @The BMA on Twitter #YourGPCares.

Further details available from the Health Centre or contact the PRG via Lorraine on 015242 61700. Call into your local surgery and put your name to the petition.

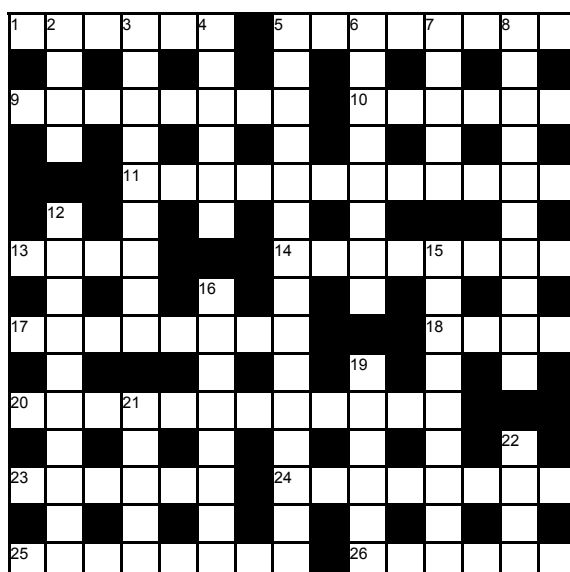
The Patient Representative Group have met regularly throughout the year in the surgery. The Group consists of members of the public, representatives from interested groups and doctors and staff from Bentham Health Centre.

Many subjects and ideas have been discussed and help has been given to the surgery with the preparation, administration and consolidation for the Annual Questionnaire as well as other issues discussed.

Meetings have been attended at the Morecambe Bay Hospital Trust and of the Better Care Together Trust. We have also had guest speakers to advise the members about matters such as patient confidentiality and the sharing of data. The priority for both the Doctors and the PRG, at this time of change with our health care, is the importance of keeping up to date as far as we can and helping to ensure that we continue to receive the best care possible in our local community.

The Group is available to help anyone in the surgery with any queries or concerns. We are here to hear. Please see the notice board in the surgeries for any further information.

CROSSWORD



Across

- 1. Go late perhaps for dessert (6)
- 5. Toad Lies about time to to fill up (8)
- 9. Truth about to expose busy man (8)
- 10. Odd rave on a way to loose weight (6)

- 11. Not, for example, curious in girlfriends fitness (12)
- 13. Part of organism? Utter filth! (4)
- 14. I'm hiding in gallery getting up close (8)
- 17. Organ played by Lance and Pat (8)
- 18. Chop chop! It's freezing (4)
- 20. Account of rules say leads to certain amendments (4,2,6)
- 23. Gives rise to protection around a vehicle. (6)
- 24. Got Pippa Lee into some sort of order. (5,3)
- 25. When letters were used for example as type of excuse (8)
- 26. Note given by girl and boy. (6)

Down

- 2. Rude language has a certain style (4)
- 3. Aim to cut a mixture spontaneously (9)
- 4. Exposing almost all high pressure sales tactics (6)
- 5. Cleaner cattle can be found on the farm (8,7)
- 6. Strange court order on instrument of totality (8)
- 7. In Croatia rarely worn headdress. (5)
- 8. The French voter let loose his passionate thoughts (4,6)
- 12. Setting muesli on fire will have a stabilising effect (10)
- 15. Confuses friend about Polish rope. (9)
- 16. Kill shrub to get to tobacco holder. (8)
- 19. Pear perhaps was this when it all went wrong (6)
- 21. Steal the smallest amount (5)
- 22. Not a lot about one partner (4)