



September/
October 2018

Bourn Surgery Newsletter

The Surgery will be closed on the afternoon of Thursday 15th November for staff training.

There will be no Gransden Surgery on Tuesday 16th and 23rd October 2018.

Dementia Clinic at Bourn Surgery

We are very excited to announce that Bourn Surgery will be hosting Alzheimer's Society support workers to run a bimonthly clinic in the Surgery starting in November.

Dementia is a very common condition, affecting not only those suffering with it, but those who care for them. These clinics, although run by the Alzheimer's Society, are open to patients with any type of dementia. The Dementia Support Workers can offer "information and practical guidance to help you understand the condition, cope with day-to-day challenges and prepare for the future". Their aims are to "help patients remain independent and stay active for as long as possible, get the information and advice you need to make informed decisions about your wellbeing, and find other local services which can help to improve your life".

Appointments will be at Bourn Surgery, and will be approximately 40 minutes long. If you would like to book an appointment with the Dementia Support Worker, please speak to Reception. These appointments are not available to book online.

The Alzheimer's Society can be contacted directly 01954 250322, via email at cambridge@alzheimers.org.uk, or online at www.alzheimers.org.uk.

Evening and Weekend GP Appointments

We have mentioned previously that Bourn Surgery is part of the Cambs GP Network (CGPN), a federation of practices in the Cambridge and surrounding areas. CGPN's main aim is to "promote primary care by identifying and addressing workforce and training issues, develop system-wide services to improve the quality of care of patients with one or more long-term conditions and expand access to routine GP and practice nursing appointments".

As part of this plan, and in order to fulfil the Government's requirement for access to routine GP services during evenings and weekends, CGPN is running the Extended GP Opening Hours. From the 15th September, we are able to offer evening and weekend appointments with a GP or nurse. These appointments are for routine, non-urgent issues only, and are only available pre-booked.

You can book your appointment through Reception, who will give you a time, date and venue for your appointment. Currently our extended access appointments will be offered from Comberton Surgery, but additional venues will be added later in the year. Our receptionists will also be able to answer questions you have about the service and how to cancel or change your booking. If you would like to find out more please go to www.openlater.co.uk.

This service is designed to extend access to routine GP services, and can offer all the same services, such as asthma or diabetes reviews, smear tests, wound dressings, and review of ongoing issues or concerns to name a few.

'Flu Clinics

Having written in the last newsletter about keeping well in a heatwave, we now move swiftly from summer to winter and are booking up our 'Flu clinics! The dates are:

Saturday 29th September - over 65s only

Saturday 20th October - all ages

Please book in with Reception for these sessions. Anyone eligible for 'flu vaccine on the NHS can have their vaccination at the Surgery. These dates are specific 'flu clinics, but if you are unable to make these, then please book in for a 'flu vaccination with Reception. You will notice that the first Saturday is for the over 65's only. This is because this year the NHS is giving a different 'flu vaccination to the under and over 65's. The vaccine being offered to the over 65's is known as an "enhanced" vaccine, which should improve the body's immune response to the vaccine, therefore making it more effective. Typically, older people respond less well to vaccination as the immune system is often weaker. Public Health England hope that this will significantly reduce cases of 'flu this year, therefore also reducing the rate of complications from 'flu infection, and the number of GP consultations and hospital admissions as a result.

GP Patient Survey

The results of the annual GP Patient Survey have been released for 2018. We were delighted to have been scored highly across all domains, and to have scored higher than the Cambridge and Peterborough Clinical Commissioning Group average in all areas. This is due to the hard work and dedication of all our staff, clinical and non-clinical, for which we are very grateful.

One review that used the results from this survey's seven key areas (how easy it is to get an appointment; whether opening times are convenient; whether people trust the GP; whether the GP listens to them; whether the GP treats them with care and concern; whether receptionists are helpful and how patients rate their overall experience) placed us **8th** out of all GP practices in Cambridgeshire and Peterborough!

New staff!

We are very pleased to welcome Marian Scognamiglio to our nursing team. Marian is an experienced nurse who will be with us for one day a week helping with phlebotomy services. She joins our nursing team of Hedda, Sue, Mugove and Jacqui. Welcome to the team! We would also like to thank Judith and Heather, who have been invaluable in helping us maintain our nursing service availability while our new staff settle in.

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313

Dispensary

- **Mon-Fri:** 8.30am-1pm,
2pm-6pm

Out of Hours

- **01954 719313 and listen to the automated message.**