



July/August 2019

Bourn Surgery Newsletter

www.bournsurgery.nhs.uk

The Surgery will be closed for part of the afternoon of Thursday 18th July, for staff training.

Gransden Surgery:

It is with real sadness that we must inform our patients that we are no longer able to provide an outreach clinic at the Reading Rooms in Great Gransden from the end of July. This has been a very difficult decision to take, and is one we have deliberated over for a long time. We recognise that this will not be a popular decision with some patients. However, the outreach clinic has become increasingly untenable for a number of reasons. Firstly, we are concerned that this service is becoming unsafe, due to the number of patients using the service and the complexity of the medical problems needing to be dealt with. With very limited time and no access to the computerised medical records we do not feel able to ensure these appointments will continue to meet our high standards of clinical care. There are also significant concerns about the workload generated by the outreach clinic, which is currently run by Dr Lockyer between morning and afternoon surgeries and has become unsustainable as those surgeries become busier. In addition, this service has never been funded by the NHS, and is not a model of healthcare delivery supported by the Care Quality Commission.

Therefore, in light of the above, we feel we now need to close this service. We hope you understand why we have had to make this difficult decision.

If you feel this decision negatively impacts your ability to access services at Bourn Surgery, please contact us so that we can discuss other ways we can help you.

Dr Lockyer's last clinic at the Reading Rooms will be Tuesday 23rd July 2019.

Primary Care Networks:

In the last newsletter we highlighted some of the changes currently underway around the way the GP practices are organised. The recent changes to the GP contract which came into effect on April 1st 2019 mandated that all GP practices must form into groups, or Primary Care Networks, covering between 30,000-50,000 patients. In typical NHS England fashion, GPs across the country were given just three months to form into these networks and establish the necessary legal frameworks before practice payments start being delivered to these networks. As you can imagine this has been no mean feat, but Cambridgeshire has managed to achieve this, despite a number of deadlines being missed by NHS England along the way. Bourn Surgery is now part of the Meridian Primary Care Network, encompassing ourselves, Comberton, Harston, Melbourn practices, along with two Royston practices - Roysia and Royston Health Centre. At this stage the network is in its infancy, but the hope is that over the coming years the Government will invest more in these organisations, including a variety of staff. We hope to be able to provide more information on the development of our network later in the year when we are hoping to run an information evening.

Don't let hay fever spoil your summer

Hay fever and seasonal allergy treatments such as tablets, eye drops and nasal sprays are all easily available at low cost from your local pharmacy – no prescription required. Antihistamines are usually the best treatment for hay fever and should be taken throughout the summer season to help prevent attacks. Antihistamines can easily be bought from pharmacies or supermarkets for as little as £2 for a packet of 30 tablets. If a patient goes to the GP to get a prescription then it costs the NHS considerably more. By going to the pharmacy you'll be saving yourself time and money, freeing up GP appointments for people with more urgent needs as well as doing your bit to help the NHS save money on unnecessary prescription costs.

Tips to help ease hay fever symptoms:

- Keep house and car windows closed, especially when the pollen count is high (early morning between 7am to 9am and evenings between 5pm and 7pm).
- Avoid large grassy areas and cutting the grass.
- Wear wrap-around sunglasses.
- Use petroleum jelly inside your nose to block inhalation of pollen.
- Don't dry wash outside to avoid pollen sticking to your clothes.
- Shower and change your clothes after you've been outside to wash pollen off.
- Vacuum regularly and dust with a damp cloth.

Booking appointments via Reception

You may have noticed over the last few months that waiting times for appointments have been longer than we would like. This has been for several reasons, but is something that we are working hard to address. We are glad to say that waiting times have improved, but we are looking to the future and ways of managing the continuing increasing demand for GP and nurse appointments. As part of this we are trying to ensure that every patient gets to see the health professional best-suited to their needs. Our Reception staff have all had additional care-navigator training, and will shortly start asking patients the reason for their appointment when they call to book. We hope that you will understand this is not meant to be intrusive and of course we will respect your decision not to disclose the reason if you feel it is inappropriate to do so.

Are you an informal carer?

We are currently trying to improve our identification of patients who are also informal carers. A carer is an individual, irrespective of age, who provides or supervises a substantial amount of care on a regular basis to someone (such as a relative, partner, friend or neighbour) who is unable to manage on their own. If you are a carer, please let Reception, your GP or nurse know.

The Carer's Trust provide a wealth of support and advice; please see www.carers.org.

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.**