

# FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

## FOSS Newsletter No. 66 Summer

### **Surgery News**

Some patients will have been seen in the surgery for bloods by Sharon Marshall. Sharon is a familiar face in Moreton being a teaching assistant at one of the schools. She has taken the plunge to train as a phlebotomist and the surgery has supported her through this process. Sharon is now fully qualified and is working at the surgery on Fridays and during some of the school holidays. She is continuing her work at the school in addition.

Clare, the trainee nurse has now completed her placement at the surgery and she commences a full time, permanent post as a qualified nurse at A&E in Cheltenham in September. She built some positive relationships with patients during her 3-month placement at the surgery and was sad to leave. She will be doing some ad-hoc shifts at the surgery during the summer months as cover for annual leave. We expect to have another student nurse with us for another 3-month placement starting in September.

Dr Lucy Telford concludes her placement at the surgery at the end of July. She will become a fully qualified GP and will be spending time getting to know other GP surgeries and doing some locum work in the locality before embarking on a travelling experience in March 2019.

Eleanor Melvin-Bath is a 5<sup>th</sup> year medical student, from King's College London, spending some time at the surgery currently. Dr Paul Sherringham is Eleanor's mentor which means that he is taken away from some of his traditional surgery time to support her. This is the 3<sup>rd</sup> year running that we have accommodated a student from Kings in addition to 4<sup>th</sup> year students from Bristol.

Ayesha Ali is a Clinical Pharmacist. She will be joining our other pharmacist Richard Gealer at the surgery to assist with the doctors with medication queries, medication and appropriate prescribing. Clinical pharmacists are highly qualified health professionals who train for many years to become specialists in medicines and how they work. Both Ayesha and Richard are registered with the General Pharmaceutical Council and can work with you, as part of the general practice team, to make sure your medicines help you to get better and stay well.

### **NHS Prescriptions for Medications Available to Purchase Over the Counter**

National guidance came into effect on 31<sup>st</sup> May 2018 requiring GP surgeries to direct patients to pharmacies and supermarkets to purchase medicines associated with minor, short term conditions which either get better by themselves or that patients can treat themselves. The annual prescribing cost of these medicines in Gloucestershire is around £2 million and these monies could be put to better use supporting more serious health conditions. A full list of items is available from the surgery but include treatment for conditions such as hayfever, head lice, conjunctivitis, sunburn & threadworm etc.

### **July – Learning Time**

The surgery's training in the afternoon of 17<sup>th</sup> July will be on supporting people with learning disabilities. Simon Shorrick who is the Strategic Health Facilitator in Gloucestershire will be joining us to explain how we can better serve our patients with learning disabilities. We would love to hear from any patients with a learning disability or carers of an adult with learning disabilities who would like to have some input into this work or even attend for part of the afternoon on 17<sup>th</sup> July. Please email the Practice Manager Sophie Williams on [Sophie.williams@nhs.net](mailto:Sophie.williams@nhs.net) if you have ideas or would be interested in attending on 17<sup>th</sup> July.

### **Tesco Bags of Help Scheme**

Friends of Stow Surgery have been successful to take part, it will run through July and August in both Stow and Moreton stores. The more tokens that go in the FOSS box, the more it will raise to help fund equipment for the new surgery. This is an easy way for you to support the new surgery.

## Dispensary

Chelsie Scarrott is a new face at the surgery. She will be working on a part time basis in the Dispensary supporting Becky. She is a qualified Dispenser and is currently studying to become a paramedic.

Becky, the Dispenser's working hours have recently changed and whilst she will now be supported by Chelsie there will be times when the Dispensary is not manned (this is not new). When it is closed, medication that is already made up can be handed out by the Receptionists who have been specifically trained to do this. Please ask at the Reception desk.

If you are in the surgery and wish to request your medication there are re-order slips available in the waiting room and a box to deposit these in by the Reception window.

We really do require **3 working days** to process prescription requests and have your medication ready for collection. Every prescription, even repeat prescriptions have to be signed either electronically or by hand by a doctor.

The majority of prescriptions are now handled electronically between the surgery and pharmacies which makes the whole process more effective however there are some medications that cannot be prescribed on an electronic prescription and these paper prescriptions still have to be collected from the surgery by the pharmacies.

It is very helpful if patients order all of their tablets at the same time for the whole month. It's not a problem if they don't run in sequence but it is much more helpful to only deal with only one prescription for each person rather than 3 or 4.

The surgery follows the Gloucestershire NHS guidelines for 28-day prescribing. Extra supplies will be considered with further explanation such as a holiday.

Becky's desk is situated in front of the window to the waiting room. Some patients have commented recently that she is listening to music and not working! Becky's headset is actually connected to the Dispensary telephone and at these times she will either be on the phone or processing requests left on the answerphone.

## New Premises

"Building work on the new Surgery continues apace. The ground floor pre-cast concrete floor planks and stairs were installed in May, and the stonework has begun on the lower ground floor parts of the building. The concrete floor screed over the pre-cast planks has been laid ready for the timber frame to be built on. Works to erect the timber frame are due to start in mid-June and it is anticipated this will be erected in 3 weeks, ready for roofing works to begin in early July. Progress is good and we are still on target for Doctor's to fit out in December 2018."

*stated: Andrew Eastabrook, Architect*

Staff and doctors from the surgery visited the building site in May and these visits will continue on a regular basis until the new surgery is complete. This month we expect to finalise the interior design of the consulting rooms, agree the design of the Reception and Dispensary desks (which are being hand crafted in Greece) and finalise the storage requirements for the paper medical records.

We have been working with the developers to ensure that the toilets in the new building are accessible to all of our patients and we have now finalised plans for 2 toilets which will be accessible by people in wheelchairs (one with a left hand transfer and the other with a right hand transfer).

## Recall Processes

We currently send reminder letters to patients with various long term conditions to remind them to make appointments for regular reviews. It is suggested by the NHS that we make 3 contacts with patients who do not attend to ensure that they continue to receive the appropriate care. All 3 of these contacts are currently by letter which is costly and time consuming. Moving forward we will be aiming to contact patients by email and text where possible (letters will still be sent to those who prefer to receive communication in that way) and where we have the appropriate consent. If you change your mobile or email address please remember to let us know – and if you would like to receive communication from us in this way please let us know.

## **Donations**

We have received a donation in memory of Colin Allen , and offer our condolences to his family and express our gratitude for remembering him in this way. We also thank those who have made regular donations.

## **Joining Up Your Information – Gloucestershire’s Shared Care Record System**

Many patients will be shocked to learn that until recently their medical information has not been shared with other NHS organisations such as hospitals.

The technology enabling us to share information has recently become available and patients will now find that, with their consent, professionals working within the local community such as District Nurses, NHS physio, the Minor Injuries Unit and local hospitals etc will be able to access appropriate information from their medical record. If you have any concerns or worries about this please contact the surgery – there is no pressure to consent to share if you do not want to.

Gloucestershire is also developing its own shared care record system called JUYI. Please visit the website [www.juyigloucestershire.org](http://www.juyigloucestershire.org) for further information or you can telephone on 0800 019 3276.

## **Hayfever**

Hayfever is an allergy to pollen which has become much more prevalent over recent years and we are seeing many more requests for consultations with doctors as a result.

There's currently no cure and you can't prevent it. But you can do things to ease your symptoms when the pollen count is high. See the link to NHS Choices below for a list of self-help ideas.

The severity of symptoms can vary, some people need medication to manage their symptoms and others can manage their condition by avoiding triggers. If treatment is needed a wide range of medications can be purchased from community pharmacies and supermarkets without seeing a doctor. These medicines are often cheaper than medicines on prescription.

Speak to a local pharmacist to get advice on the best treatment for your symptoms and always read the patient information leaflet that is included with the medicine.

You should only need an appointment with a GP if you are experiencing wheezing, breathlessness or tightness in the chest, if you are pregnant or breastfeeding or if your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

<https://www.nhs.uk/video/Pages/hay-fever-advice.aspx?searchtype=tag&searchterm=&offset=305>

<https://www.nhs.uk/conditions/hay-fever/>

<https://www.metoffice.gov.uk/public/weather/pollen-forecast/#?tab=map>

## **Monday Evening Nurse Appointments - reminder**

Sister Bridget Gibson has an evening surgery on Mondays 6.30pm – 8pm. These appointments are proving to be very popular with ladies coming for cervical screening and men who are attending for smoking cessation advice after work. We acknowledge that it’s not always easy to attend during normal work hours and are pleased that this move has proved to be popular.

## **Changes to Opening Hours**

The surgery will be CLOSED on the following dates:-

### **Monday 27<sup>th</sup> August**

If the services of a doctor are required when the surgery is closed please dial 111 and wait to be put through to the GP Out of Hours Service

The surgery will be closed from 12.30pm on the following dates in 2018 for staff training:-

### **Tuesday 17<sup>th</sup> July**

### **Wednesday 19<sup>th</sup> September**

### **Thursday 22<sup>nd</sup> November**

If the services of a doctor are required on these afternoons please dial the surgery number and you will be connected to an answering service who will be able to contact the doctor on duty.

## Doctor Availability from 1<sup>st</sup> August 2018

Please see below a schedule showing when the doctors are usually available to see patients. Please bear in mind that the schedule can change and that during holiday times it may be very different!

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Dr Sherringham  Dr Lawrence   Dr Lenden	Dr Lawrence  Dr Chiles (Newlands care home visit – alternate weeks)	Dr Sherringham  Dr Chiles  Dr Lenden (Edwardstow Court care home)	Dr Sherringham  Dr Lawrence  Dr Chiles	Dr Sherringham  Dr Lawrence   Dr Lenden
PM	Dr Sherringham   Dr Lenden	Dr Lawrence  Dr Chiles	Dr Sherringham  Dr Chiles	Dr Sherringham  Dr Chiles	Dr Sherringham   Dr Lenden
Late evening surgery	Evening surgery – Dr Sherringham and Dr Lenden (rotated)				

### Surgery Opening Times

The surgery building is open from 8am to 6.30pm, Monday to Friday (excluding Bank Holidays).

### Dispensary

Dispenser available: 9am – 3pm

(prescriptions can be collected at any time during the building opening hours)

### Telephoning the Surgery

Appointment requests - 8.40am – 12.30pm and 2pm – 5pm

General Enquiries – 8am - 6.30pm.

Prescription requests (choose option 2, followed by option 1) – 8am - 6.30pm

Requesting results of blood tests etc – after 2pm please

### Telephone numbers:

All daytime enquiries – 01451 830625

Dispensary – 01451 833482

Out of Hours – 111

Website: [www.stowsurgery.co.uk](http://www.stowsurgery.co.uk)

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## *The FOSS Committee*

### **Officers**

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FOSS Newsletter is published four times a year

## **FRIENDS OF STOW SURGERY**

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