

# FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

## FOSS Newsletter No. 63 Summer

### Surgery News

We are pleased to announce that **Dr Lucy Telford** will be joining the surgery in early August on a year's placement before fully qualifying as a GP. Dr Telford is originally from Lancaster but has spent the last 10 years in the South West, having gone to University in Devon and Cornwall and then staying on to work in Truro, Bath, Bristol and now Gloucestershire. She lives in Cheltenham with her partner and they have a 13 year old dog who is a boxer cross. In her free time she enjoys running, sailing, yoga and skydiving - she has now done over 100 jumps!

**Dr Telford** will be replacing **Dr James Stanley** who has now completed his year at the surgery and is moving on to become a Partner at a larger surgery in Gloucestershire. Dr Stanley has been a great asset to the team, in particular being the named GP for patients resident at Jubilee Lodge.

**Chris Whitworth**, the young male Receptionist who joined the surgery last year on an apprenticeship scheme has recently gained his NVQ2 in Business Administration and has now joined the surgery as a permanent member of staff. Chris has made a huge amount of progress in the last year and he will now be furthering his education studying for a certificate in medical terminology. Chris is especially good at helping patients who are having problems using online services so if you have tried and not succeeded or wish to give it a go please come in and speak to Chris who will be pleased to help.

Some of you will have heard that **Dr Judy Thornett** had a cycling accident in June. She is expecting to be back at work in the middle of July but will be off again for a while later in the year as she requires further surgery for her injury.

### Upstairs Consulting Rooms

The surgery now has 3 consulting rooms on the 1<sup>st</sup> floor and unfortunately there is no lift. When booking an appointment please let the Receptionist know if you have reduced mobility or difficulties with stairs and they will ensure that you are seen on the ground floor.

### Choice + appointments

Various changes are taking place to the Choice + appointments (additional appointments, for urgent issues, arranged by the "North Cotswolds Cluster" which are being offered at North Cotswolds Hospital in Moreton in Marsh and at Cotswold Medical Practice in Bourton on the Water) to meet the Governments new standards. This means that there will now be more appointments available out of hours rather than during the usual working day (8am – 6.30pm). We acknowledge that these appointments are valued and please bear with us whilst the changes take place.

### Contact the Surgery Online

Thank you to all those who have used our online messaging system. The system is being offered to patients registered with Stow Surgery as part of a trial and is currently not receiving sufficient traffic to enable to make it financially viable when the trial comes to an end. The front page of the surgery website contains information on how to obtain medical or administrative advice from the surgery. We recognise that it is often not easy to get through on the phone. **Why not send us an email ?** We expect to respond to all enquiries by the end of the following working day.

### Donations

We have received a donation in memory of Innes Inglis, we offer our condolences to the family and express our gratitude for remembering him in this way.

## Requesting Prescriptions Online

Thank you to all those patients who have switched from using the “old” system to using SystemOnline. We really appreciate your support. If you would like to register for this service please ask at Reception.

We are aware of a couple of issues that have arisen and we thought it would be useful to publish them for everyone’s benefit:-

- Q. You cannot enter medication requests **and** a free text comment on the 1<sup>st</sup> page of the prescription ordering page.
- A. If you request medication on the 1<sup>st</sup> page, click to move on, the system then gives you an option to add a free text comment on the 2<sup>nd</sup> page.
- Q. Myself and my spouse use the same computer / device. If I log in then my spouse is unable to log in afterwards as my details are retained.
- A. This is due to cookies (not the baked kind!). Cookies were designed to be a reliable mechanism for websites to remember information. In order to clear the cookie overwriting the information in SystemOnline you should:-
1. Open the Tools menu.
  2. Select Internet Options.
  3. Click Content.
  4. Under AutoComplete, click Settings.
  5. Click on Manage Passwords.
  6. Click on the Web Credentials Manager.
  7. Click on the drop down arrow by the web site you want to remove the password.
  8. Click on Remove.

## Changes to Opening Hours

The surgery will be CLOSED on the following dates:-

Monday 28<sup>th</sup> August – Bank Holiday

When the surgery is closed, 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 for staff training:-

18<sup>th</sup> July

27<sup>th</sup> September

23<sup>rd</sup> November

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

## Travel Vaccinations

As the summer approaches people will be gearing up for their holidays. If you are going abroad please check whether you need any vaccinations prior to travel. Depending on the destination travellers may require up to 6 weeks to complete vaccination schedules.

There is a pack of comprehensive information, including prices of non-NHS vaccinations, available on the surgery website under “Travel Clinics” and written information is also available from Reception if required.

## Inspection by the Care Quality Commission (CQC)

The surgery was inspected by the CQC in June and the report is currently awaited. Once published it will be available on the surgery website.

The inspectors from the Care Quality Commission made a number of recommendations relating to prescription prescribing and dispensing. As a result of this the surgery are considering some new ways of working, some of which will impact on processes affecting patients. Unfortunately information will not be available prior to the newsletter going to print but please look out for announcements on the surgery website.

## New Surgery Premises

Geoffrey Clifton-Brown, MP organised a public meeting in St Edward's Church on 30<sup>th</sup> June to discuss the provision of new surgery premises. The meeting was attended by approximately 180 people.

Many residents expressed concerns that more than two years have elapsed since planning permission was granted on the Tall Trees site. Andrew Eastabrook, Architect, on behalf Jenny Scarsbrook, owner of the Tall Trees site, gave a detailed update on the Tall Trees site's progress. This was followed by John Nutbourne who has submitted a new planning application for a doctor's surgery on the Gypsy Field.

More than a dozen members of the public questioned the two developers.

Geoffrey Clifton-Brown MP proposed the following motion: **'That this meeting calls on Cotswold District Council to expedite the John Nutbourne application as soon as possible.'** This was passed by approximately 140 to 14 votes. The surgery has since been advised that the planning application will be heard by the Planning Committee on 9<sup>th</sup> August.

The verbatim minutes of the meeting are available on Geoffrey Clifton-Brown's website and the surgery website on the new premises page. Paper copies are also available from Reception if required.

Over the last two years, relationships with the Tall Trees Development Team have become strained and the doctors are still uncertain whether the project will achieve a successful outcome. They are continuing to work with the Tall Trees team but feel that, for the benefit of the patients, the most expedient and viable option for new premises must be supported. At the current time there is insufficient information available to make that decision and as such the **Partners are supporting both the Tall Trees and the JRN Properties proposals.**

## Be Clear On Cancer – Respiratory Symptoms Campaign

This campaign is running through the summer months targeting patients over 50 years of age. People over 50 are most at risk of having undiagnosed respiratory illness and make up 97% of lung cancer diagnoses.

The key messages are:-

- If you get out of breath doing things you used to be able to do, it could be a sign of lung or heart disease, or even cancer. Finding it early makes it more treatable. So don't ignore it, tell your doctor.
- If you've had a cough for three weeks or more, it could be a sign of lung disease, including cancer. Finding it early makes it more treatable. So don't ignore it, tell your doctor

If you have any of these symptoms please explain to the Receptionist when booking your appointment in order that you can be given appropriate priority.

## Staff Communication and Support

Patients may have noticed staff congregating in the Reception Office at around 9.15am. A "coffee break" has been built in to the daily schedule at the surgery to improve communication and support in the building, to sign early morning prescriptions and to allocate home visits.

## Diabetes in Young People

The surgery is grateful to Jack Barnard a student at Chipping Campden School who spent a week at the surgery in June on work experience. Jack has produced a useful document about Diabetes in Young People which is now available on the surgery website.

## **Doctor Availability**

Due to a number of pending changes in the doctor's schedule, we are not able to include the Doctor Availability chart in this issue.

### **Surgery Opening Times**

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

### **Dispensary**

Dispenser available: 8.30am – 5.30pm

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

Requesting results of blood tests etc. – after 2pm please

Speaking to a doctor – 8am - 8.25am

### **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**

<b>Chairman</b>	Keith Cuthbert	01451 832075
<b>Secretary</b>	Patrick Mattock	01451 831469
<b>Treasurer</b>	Paula Evison	01451 830304

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## **FRIENDS OF STOW SURGERY**

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