

# FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

**FOSS Newsletter No. 65 Spring !!!**

## **Surgery News**

We are delighted to announce that Dr Pam Lenden is joining the surgery in April as a part time Partner to replace Dr Judy Thornett. Dr Lenden is a General Practitioner with significant Emergency Medicine and Expedition Medicine experience. She has provided services within the NHS for nearly 25 years in a wide variety of roles and locations within the UK and has enjoyed working further afield as expedition medic. Dr Lenden has three children, lives in Cheltenham and spends her spare time being 'Hockey Mum', travelling, trekking, sailing and playing the piano.

There is a book on the Reception desk at the surgery for patients to write any messages that they wish for Dr Thornett who is retiring at the beginning of April.

### **Care Quality Commission**

The surgery had a follow up inspection by the Care Quality Commission on 30 January 2018. We are extremely pleased to announce that the surgery is now graded "good" across all areas. The report can be accessed on the surgery website or in hard copy from the surgery Reception.

### **Patient Suggestions**

Following a suggestion by a patient there is now an online form available on the surgery website for people to leave suggestions for improvement. The link is towards the top left of the home page and feedback on the suggestions made is given on the Complaints, Comments and Suggestions page. See [www.stowsurgery.co.uk](http://www.stowsurgery.co.uk) for more information.

### **Contact Your Doctor Online – funding secured**

We are very pleased that following an increase in the number of patients using the above service we have received confirmation that the service will be made available permanently. The surgery has been chosen as a pilot to extend and improve this service across Gloucestershire which is great for our patients. For those who have not used the service before there is a large blue box on the front page of the surgery website giving 3 options "getting help for a particular condition", "accessing general advice" and "obtaining administrative help". Questions submitted via this portal are responded to by 6.30pm the following working day.

### **Medical Student**

Eleanor Melvin-Bath, a Year 5 medical student from King's College, London will be spending some time in the surgery in June / July. Dr Sherringham will be her mentor and patients may be offered appointments with her sitting in to observe or with Eleanor leading the consultation.

### **Student Nurse**

Clare Bishop, a student nurse from the University of the West of England, Bristol will be undertaking her final placement at the surgery, between 19<sup>th</sup> March and 10<sup>th</sup> June, before she becomes a qualified nurse. Bridget Gibson, Lead Nurse will be her mentor and will supervise her work. Clare has spent most of her nurse training in hospital and is interested to see how nursing works in general practice.

### **Trainee Phlebotomist**

Sharon Marshall has been a teaching assistant for most of her working career and has decided to try something new. She funded herself to commence phlebotomy (taking blood) training and has joined the surgery to complete her practical modules. We would like to thank the patients who have been kind enough to let Sharon loose on their veins and hope that she will shortly be competent and confident to be doing this work independently.

## **New Premises**

As many of the townsfolk will have seen work has started on the new surgery. Snow, freezing temperatures and rain coupled with somewhat more difficult ground conditions than anticipated have meant that progress is slower than we would have liked. At present we are filling the trenches underneath the foundations with mass concrete to overcome the poor ground. Work on the actual foundations will start imminently. At present we remain optimistic for completion in Winter 2018.

**Andrew Eastabrook, Architect**



The doctors and staff at the surgery have been working with members of FOSS and patient representatives to consider possibilities for the internal layout of the consulting rooms and waiting area. GVA Grimley are guiding this work and providing working drawings and computer generated images to show what the areas will look like. There is an air of excitement in our planning as to how much more suitable the new building will be for delivering first class patient care.

## **Care Home Update**

The new Dementia care home by Tesco is due to open at the end of March. Dr Lenden will be the named doctor for the home and will be visiting regularly and caring for the patients who are registered with the surgery.

Dr Chiles will continue her visits to Newlands and Dr Telford will continue to manage the care of Stow patients resident at Jubilee Lodge.

## **Ear Care**

The surgery is awaiting updated guidance on the provision of ear care in GP surgeries in Gloucestershire from April 2018.

Ear irrigation (syringing) is only clinically recommended in the rare occasions where ear drops and bulb syringing has failed to work. Ear syringing can lead to ear infections, perforated ear drum and tinnitus (persistent noise) and therefore it should only be performed in exceptional circumstances. A leaflet about ear drops and bulb syringing is available from the surgery reception.

Please keep a look out on the surgery website for further information on the irrigation service from April 2018.

## **Adverse Weather**

The Doctors would like to thank everyone for their support during the recent adverse weather. The community spirit in Stow and the surrounding villages is heartwarming in the most difficult times. Special thanks go to the people who volunteered their time with 4x4s, Stow Town Council and Longborough Shop who helped with the distribution of medicines.

## **Diabetic Eye Screening**

Eye screening for Diabetic patients registered with the surgery will take place in the mobile unit at the North Cotswolds Hospital in Moreton in Marsh between 19<sup>th</sup> and 28<sup>th</sup> March. Eligible patients should by now have received a letter of invitation from the eye screening service. The letter is slightly confusing but patients should telephone the eye screening team directly on 0300 422 2240 to make an appointment or book online following the instructions on the letter.

## **Changes to Opening Hours**

The surgery will be CLOSED on the following dates:-

Good Friday 30<sup>th</sup> March

Easter Monday 2nd April

Bank Holiday Monday 7th May

Bank Holiday Monday 28th May

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:-

Wednesday 21st March

Thursday 17th May

Tuesday 17<sup>th</sup> July

Wednesday 19th September

Thursday 22nd 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.

## **Equipment**

FOSS have recently funded the following items:

2 Computer Screens

Cash Till for dispensary

## **North Cotswold Improved Access Appointments**

From the 5<sup>th</sup> March 2018 the following practices are participating in a pilot scheme to offer SEVEN DAY access for a GP appointment across North Cotswold.

This means that appointments will be available at ONE of the following locations outside normal working hours. Appointments can be booked through your practice.

### **Clinic Locations**

Stow Surgery

Moore Health Centre,

North Cotswold Hospital

Bourton on the Water

Moreton in Marsh

Chipping Campden Surgery

Westwood Surgery, Northleach

These appointments are pre-bookable but please note there is no telephone access to the surgeries after 6.30 pm Monday to Friday or at weekends when the Countywide Out of Hours service takes over.

We hope that our patients will find this Improved Access helpful, particularly those people who need to book appointments outside normal working hours.

## Doctor Availability from 16<sup>th</sup> April 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 Telford	Dr Lawrence Dr Chiles (Newlands care home visit – alternate weeks) Dr Telford (Jubilee Lodge care home visit – alternate weeks)	Dr Sherringham Dr Chiles Dr Lenden (Edwardstow Court care home)	Dr Sherringham & Telford (joint clinic) Dr Lawrence Dr Chiles Dr Telford	Dr Sherringham Dr Lawrence Dr Lenden Dr Telford
PM	Dr Sherringham Dr Lenden Dr Telford	Dr Lawrence Dr Chiles Dr Telford	Dr Sherringham Dr Chiles	Dr Sherringham Dr Chiles Dr Telford	Dr Sherringham Dr Lenden Dr Telford
Late evening surgery	Evening surgery – Dr Telford, 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)

## *The FOSS Committee*

### **Officers**

**Chairman** Keith Cuthbert 01451 832075  
**Secretary** Patrick Mattock 01451 831469  
**Treasurer** Paula Evison 01451 830304

### **Committee Members**

Mary Aisbitt 01451 832500  
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FOSS Newsletter is published four times a year

## **FRIENDS OF STOW SURGERY**

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