

FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No. 64 Winter Building work begins on new Stow Surgery



A small group gathered on 21 November with representatives from Stow Surgery , FOSS, NHS Gloucestershire Clinical Commissioning Group, specialist healthcare property partner Assura, Property Adviser company GVA, Eastabrook Architects, CAJ(Tall Trees) Developments Co. Ltd and local councillors, for a turf cutting ceremony to mark the start of construction of building work on the long-awaited new Stow Surgery development. Work will be starting imminently to clear the site, ground works will start early in January.

The new premises will be built adjacent to the Tall Trees property on Maugersbury Road, and will bring modern, spacious, state-of-the-art facilities to the town.

The development will significantly improve the local population’s access to primary care services, with seven GP consulting rooms, four nurse consulting rooms and space for phlebotomy and minor operations and first-rate facilities for reception and administration staff as well as 46 parking spaces for patients and staff.

Dr Judy Thornett, Senior Partner at Stow Surgery said:

“I am delighted that work is finally getting underway and that our patients will be able to benefit from much needed, modern facilities.

Our current surgery no longer meets modern healthcare standards, so we desperately need new premises to ensure we can continue to provide high quality services to our patients for years to come.”

Andrew Eastabrook of Eastabrook Architects said:

“We have put a lot of thought into creating an attractive, environmentally sustainable building with pleasant,light, airy rooms, we hope this will be an attractive centre for both patients and staff.”

It is anticipated that subject to the construction schedule, the building will be available for use from winter 2018.



Dear Stow Patients

I just wanted to let you know that I have decided to retire from General Practice next year at the beginning of April after being a Partner here since 1989.

I have loved the job and have been privileged to work in such a lovely area, with a great surgery team and a wonderful community spirit.

I have got to know many of you and your families very well over the years and many of you have become friends as well as patients and I will miss you all hugely.

It's time for me to go however and embrace new opportunities whilst I am fit and well and have the enthusiasm to do so.

I'm sorry that I won't be working in the new surgery building after all these years but there are exciting times ahead for you all and great opportunities to improve and expand the medical care that we are able to provide.

I'll say goodbye personally to as many of you as I can in the meantime and further news will be announced in due course regarding my replacement.

Thank you all for your kindness to me and support to the surgery; both are greatly appreciated.

Kind regards

Dr Judy Thornett

Surgery News

Sister Bridget Gibson was presented with her Queen's Nurse award at a lavish ceremony in London at the end of October. The award was presented by Prof. Jean White CBE and Queen's Nursing Institute Fellow.

Bridget has been given the prestigious title of Queen's Nurse by the nursing charity The Queen's Nursing Institute (QNI) for her commitment to high standards of patient care, learning and leadership.

Dr Megan Straiton, GP Registrar will be leaving the surgery in November having come to the end of her Registrar year. She will be starting her career as a fully qualified GP in Cheltenham.

We are pleased to welcome Ellie Woodward, Dispenser to the team. Ellie is a qualified Dispenser with a number of years' experience both in doctor's surgery dispensaries and community pharmacy. Ellie replaces George who left the surgery in August.

Some of you will have met Ellie Finch, student nurse who has been on a placement with the surgery over the last few months. Ellie is now back at university and hopes to qualify as a nurse in 2018. She has requested that we pass on her thanks to all the patients she met during her time here for being so kind and patient whilst she was learning. Ellie said that this was the first placement she has undertaken where she hasn't wanted to leave! We hope to have another student nurse joining us in January 2018.

Apprenticeship Vacancy

Following the two previous apprentices who the surgery supported through training and employed on a permanent basis thereafter we are advertising for a new apprentice to join the team. The apprentice will be based in the Reception Office and will receive full on-the-job training to become a Medical Receptionist. The formal training will be a distance learning NVQ in Customer Service for which study time will be protected during the working week. For further information please see the vacancies page on the surgery website.

Contact with Health Professionals

We know from the national GP Patient Survey and feedback that we receive locally from patients that the surgery offers good access to patients wanting either a telephone or face to face appointment with their GP. We also know that patients usually get to see or speak to their preferred GP. However, in line with many other organisations within the NHS and Primary Care in general we are getting increasingly concerned that our GPs are becoming overloaded. We are therefore making some adjustments to services in order to streamline and more effectively manage the workload.

For example – Monday 30th October

Dr Sherringham arrived at the surgery at 7am

Dr Sherringham saw 11 patients face to face at the surgery

Dr Sherringham spoke to 7 patients on the telephone who wanted an appointment urgently that day but we had no appointments to offer them.

Dr Sherringham spoke to 47 other patients on the telephone, some for routine enquiries and others about more urgent matters.

He visited a patient who was acutely ill in a care home

Dr Sherringham reviewed and actioned 37 results relating to his patients

Signed 76 prescriptions

Read and processed 38 pieces of incoming mail

Dr Sherringham had 5 patients booked in his evening surgery (6.30pm – 8pm). Due to the volume of the phone calls he was required to make and an urgent visit request which was made late in the afternoon we were forced to cancel these patients.

Dr Sherringham left the surgery at 9pm.

Test Results

The various pathology labs process more than 500 blood samples each week for Stow Surgery. Many of these are returned as normal and with no further action being required. If the patient's doctor has not made an alternative plan with the patient for discussing their results we currently ask patients to phone the surgery to obtain them.

We are going to trial a system of sending SMS text messages to patients who have consented to receive results in this way. This should relieve some of the workload from our Receptionists and Doctors and allow patients to receive the information without having to hold on the phone.

We will roll this out slowly to ensure that any issues are ironed out immediately so please do not be concerned if you don't receive a text after having a blood test.

Not everyone has a mobile phone or wants to receive text messages about their health. These people are requested to continue to call the surgery for their results after 2pm (after the GP has looked at them and noted any action required).

Car Parking at the Surgery

We are pleased to report that the building work taking place next door to the surgery has been completed which means that the on-street parking spaces taken up by the builders etc. will now be available for patients visiting the surgery. This should help to improve some of the more recent congestion problems in Well Lane.

We have been asked to remind patients that the gate to the field next to the surgery is in regular use and patients should not park blocking the access.

Similarly there are houses along Well Lane, past the Wells and it is important therefore not to block the lane at the entrance to the surgery car park. Please could all cars be parked sensitively?

The surgery would like to thank Stow Social Club for their support in allowing surgery staff to park in their car park whilst there has been a lack of on-road parking.

Wet Leaves & Cold Weather

The surgery is grateful to the Brethren community who have assisted in keeping the surgery car park free from leaves. This seems like a never-ending job sometimes and we are very grateful for the help.

Seasonal Flu Vaccinations

The surgery would like to thank patients for their co-operation in attending the flu bus parked at Tesco this year. If you haven't yet had your flu vaccination, it's not too late. Please call the Reception Desk on 01451 830625 to make an appointment – or ask your doctor or nurse when you come in for an appointment.

Incoming Telephone Calls

We have made some changes to the way we handle requests for telephone calls from doctors and these have been published on the surgery website and Facebook page.

- All GPs have routine telephone consultation slots, which can be booked in advance and by 8.25am on the day of the consultation. These are restricted to 10 slots per GP per day.
- In addition all GPs have telephone appointment slots for patients to discuss test results. These will be restricted to 4 slots per GP per day.
- One GP per day is allocated as the Duty Doctor. The Duty Doctor will have telephone consultation / triage appointments for urgent things that require a call back the same day and these calls will not be restricted.

The e-consult service will remain available 24 hours a day for patients to request advice from their doctor by email. See the link below for further information.

<https://stowsurgery.webgp.com/consult-general-advice>

Waiting Times

We have been trying very hard over the last year to reduce the amount of time patients wait in the waiting room after their designated appointment time.

We have allocated more time to individual appointments, increasing the consultation time from 10 minutes to 15 minutes for most appointments and we have had the benefit of an additional GP Registrar.

We know that we have reduced waiting times as a result and are pleased that the perception from patients is also improved. The national GP Patient Survey conducted by Ipsos Mori is now reporting (from data collected between January and March 2017) that 41% of respondents usually wait 15 minutes or less after their appointment time to be seen and this has reduced from 59% in 2016. We recognise that there is still room for improvement however wanted to publicise the success.

Cervical Screening (Smear Tests)

The latest cervical screening data published by NHS England shows that there has been a reduction in the number of women attending for cervical screening in the practice area over the last 3 years. In the 25 – 49 year old age group over 30% of women have failed to attend and in the more mature group the figure is 24%.

We would be interested to receive feedback from patients as to why this might be and if there is anything the surgery can do to increase uptake.

Ladies are currently sent two invitation letters from a central NHS department with an information booklet about what to expect from the screening. The surgery shortly will be trialling a 3rd reminder by text message for ladies who have consented to receive health information by text message.

Cervical screening is undertaken by nursing staff and whilst we have dedicated appointments throughout the week we frequently book outside of these to meet ladies requirements.

For further information about cervical screening see below :-

<https://www.nhs.uk/conditions/cervical-screening/>

Donations

We have received a donation in memory of Brian Hill, and offer our condolences to his family and express our gratitude for remembering him in this way.

Equipment

FOSS have agreed to fund the following items:

6 Blood Pressure monitors for short term loan to patients

3 Chairs

1 Evacuation Chair

Christmas: Why it can be a difficult time

For many people Christmas can be a happy time, providing time to relax and meet with family and friends. However, Christmas can be a difficult time for many people due to lots of different stresses.

Christmas may feel busy and pressured because of cooking, cleaning and shopping. There may be pressures on finances and caring for others may be more difficult. Christmas can feel like a frightening and unpredictable time where there is abuse in a family or it may trigger memories from the past.

For those who are bereaved Christmas can be a difficult time.

Warm & Well (supported by Cotswold District Council) – a team of trained energy advisors can give free energy efficiency advice that will help you to stay warmer and healthier in your home. Contact 0800 500 3076 for more information.

Community Connector Service – can be helpful in times of change for example after redundancy, health issues or retirement, in times of emotional hardship, for those worried about debt or financial issues or if you generally don't know where to turn for support. They can be contacted on 01452 528491

Gloucestershire Domestic Abuse Support Service – a free and confidential service. Contact: 0845 602 9035

Gloucestershire Care Services Confidential Advice and Support Line for Young People (aged 11-19). Text: 07507 333351.

Samaritans – did you know that you can contact the Samaritans by text? 07725 909090.

Cotswold Friends – organise transport, befriending services, carer respite and many community activities. Give them a call on 01608 651415 for a chat.

Christmas & New Year Opening Times

The doctors and staff would like to wish all the patients a happy Christmas and a prosperous and healthy New Year.

Friday 22 nd December	Surgery open as normal
Saturday & Sunday 23 rd & 24 th December	Closed
Monday & Tuesday 25 th & 26 th December	Closed
Wednesday 27 th Dec ember	Surgery open as normal
Thursday 28 th December	Surgery open as normal
Friday 29 th December	Surgery open as normal
Saturday & Sunday 30 th & 31 st December	Closed
Monday 1 st January 2018	Closed
Tuesday 2 nd January 2018	Surgery open as normal

When the surgery is closed:-

- Please dial 999, in the event of a life-threatening emergency.
- If you require the services of a doctor or are unsure as to the severity of a problem, please dial 111 or access ASAP Glos (link below) for further information / advice.
- The Minor Injuries Unit at North Cotswolds Hospital in Moreton in Marsh is open from 8am - 8pm every day. If you are suffering from a sprain, cut / wound, skin problem such as a rash, bite, sting or infection, minor eye injury, minor fracture or minor head injury then this is the place to go. It is likely that you won't need to wait long to be seen and no appointment is necessary.
- Live waiting times for the Accident & Emergency Departments in Gloucestershire are available on the ASAP Glos link below.
- If you require the services of a District Nurse they can be contacted on 0300 421 0555 (please leave a message if necessary and someone will get back to you).
- The local pharmacy opening hours will be available on the surgery website and on the link below nearer the time.

<http://www.asapglos.nhs.uk/>

Dates For The Diary 2018

The surgery will be closed from 12.30pm on the following dates for staff training.

Tuesday January 30th

Wednesday March 21st

Thursday May 17th

Tuesday July 17th

Wednesday September 19th

Thursday November 22nd

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

Activities Calendar – Christmas Edition

Please pick up a copy of our Activities Calendar – Christmas Edition for further information about quizzes and lunches organised for older people in the area.

Doctor Availability

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 Thornett Dr Sherringham Dr Lawrence Dr Telford	Dr Thornett & Dr Telford (joint clinic) Dr Lawrence Dr Chiles Dr Telford	Dr Thornett (3 out of 4 weeks) Dr Sherringham Dr Chiles	Dr Sherringham Dr Lawrence Dr Chiles Dr Telford	Dr Thornett Dr Sherringham Dr Lawrence Dr Telford
PM	Dr Thornett Dr Sherringham Dr Telford	Dr Thornett Dr Lawrence Dr Telford	Dr Sherringham Dr Chiles	Dr Sherringham Dr Chiles Dr Telford	Dr Thornett Dr Sherringham Dr Telford
Late evening surgery	Evening surgery Dr Telford, Dr Sherringham & Dr Thornett (rotated)				

Surgery Opening Times

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

Dispensary

Dispenser available: 9.00 am – 3.00 pm
(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

Telephone numbers:

All daytime enquiries – 01451 830625
Dispensary – 01451 833482
Out of Hours - 111
Website: 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
Robert McKechnie 01451 870919

FOSS Newsletter is published four times a year

FRIENDS OF STOW SURGERY

c/o The Surgery, Well Lane, Stow on the Wold, GL54 1EQ
Registered Charity No. 1086648

Quick Guide to services



- coughs and colds
- sore throat
- indigestion
- diarrhoea or constipation
- aches and pains
- help if you run out of your repeat prescription

Pharmacist (self care)



A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues.

GP Surgery



- tooth pain
- swelling to your mouth
- painful or bleeding gums
- injury to your mouth
- advice on oral hygiene

Dentist



NHS 24's health information service includes self-help guides for a range of common conditions.

www.nhsinform.scot/self-help-guides

When your GP and local pharmacy are closed, and you are too ill to wait, call 111

NHS 24



- **Breathing Space**
0800 83 85 87
www.breathingspace.scot
- **Choose Life**
www.chooselife.net

Mental well-being



- cuts and minor burns
- sprains and strains
- suspected broken bones and fractures

Minor Injuries Unit



- suspected heart attack or stroke
- breathing difficulties
- severe bleeding

999 or A&E