

# FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No. 70 Spring 2020

**This issue was not hand delivered to patients. It is on the surgery website only.**

## **New Surgery Building**

We would like to thank everyone for their support in the physical process of moving and also during the time whilst we adjusted to the new building and recruited more staff.

Following a number of trips and falls in the car park new railings have been installed on the “pier” leading from the front door to the car park. Numerous reports informed us that there was not a defect in the design of the car park but feedback meant that action needed to be taken. We are pleased to report that there have been no further incidents.

## **Staff News**

**Dr Hannah Armstrong** will be going on maternity leave in April and we wish her well with her new baby. She will return to the practice in March 2021.

**Dr Sophie Beaumont** will be covering Dr Armstrong’s leave. Dr Beaumont has been working in Oxfordshire and is an experienced GP.

**Dr Akin Fadamiro** is an ST2 doctor (a qualified doctor but in his second year of GP training) who has joined the practice for a 6-month placement. Dr Sherringham is his mentor and will also be running joint clinics with him.

**Jemma Knowles**, a health care professional, has joined the practice. She is an Advanced Care Practitioner is able to prescribe independently. She is a qualified paramedic, has a degree in Pre Hospital Emergency Care and a PG Certificate in Advanced Clinical Practice. She is able to interpret x-rays and other radiology requests.

**Javier Llodra-Belda** is also a health care professional, who has joined the practice. He is a Clinical Pharmacist. He is a qualified pharmacist and has undertaken additional training to enable him to write prescriptions independently. Javier is specialising in reviewing medicines for older, frailer patients who might have accumulated many tablets over the years and who may not need to take so many! If you are younger and receive communication from him please do not be alarmed; he has other responsibilities too!

**Di Kalus and Sonia Silk** are specialist nurses whom you may see in the practice. In most cases they will be supporting our permanent nurses in improving their clinical competencies.

**Chris Whitworth** joined the practice as an apprentice 4 years ago and progressed into administration. He has recently left us to progress his career further. We are very proud of how much he has achieved and wish him well for the future.

**Hani Rahman** has taken Chris’s place. Hani came to the UK only recently from India and has many clinical qualifications which are unfortunately not transferable to the UK. Hani processes all of the surgery’s incoming correspondence. She files and codes it into medical records and liaises with patients, doctors and consultants as required.

## **Clinical Administrators**

Some patients will have noticed that Clinical Administrators are now employed by the surgery. These members of staff have received additional training and carry out more administrative duties than traditional receptionists have done.

## **Personnel organisation**

There have been some concerns expressed that the non-clinical staff numbers have reduced and that familiar faces have disappeared.

When we moved to the new surgery, we removed phone answering from the Reception desk. This is to ensure that the “meet & greet” receptionist could focus on the needs of the patients coming through the surgery doors. We hope that it will promote a feeling of calm in the waiting room.

However, we acknowledge that there are some concerns about the confidentiality of patient information when speaking to the Receptionists. To this end we have moved some of the seating away from the Reception desk.

In addition we would like to ask patients to wait patiently at the desk if there is a queue, rather than crowding around the desk.

We are about to install another TV which will play music as well as provide information about the surgery.

The majority of non-clinical staff are based on the lower ground floor. The offices and the telephone-answering hub are located on that floor.

Our call monitoring statistics show that telephone calls are now being answered generally more quickly than previously.

## **Appointments**

We were going to address:- routine appointments, more urgent appointments and appointment availability.

Coronavirus has caused us to implement a system whereby appointments can only be made by telephone. Therefore the surgery website appointments facility has been disabled.

## **Coronavirus**

With the situation changing daily we are not publishing advice as at the date of this issue. Please see our website for up to date advice.

## **Donations**

We have received generous donations from Vittorio Rosato and an anonymous donor, for both of which we are very grateful. We are also grateful for the donation of the proceeds of a coffee morning held at Lower Slaughter Village Hall.

As ever, we thank our regular donors for their continuing support,

## **Prescription ordering**

Chelsie, who previously worked part time with Lesley in the dispensary, qualified as a Paramedic during the winter and is now doing this fulltime, in Coventry & Warwickshire, her dream role.

Sara Todd has recently joined Lesley on a part time basis. Sara is a qualified Dispenser albeit her training was undertaken some time ago. She is undertaking some work based training to bring her dispensing skills up to date.

It is extremely help for staff at the dispensary if medicines are ordered using the online system. These requests are quicker to process and patients also receive confirmation of their order and date it will be ready for collection.

If leaving a message on the dispensary telephone order line please leave your date of birth, as per the instructions, because occasionally we have difficulty in identifying the person phoning.

## **NHS Diabetes Prevention Programme**

Approximately 300 patients registered with the surgery have had a blood test in the past which shows that they are at risk of developing Type 2 Diabetes.

It is important that these patients take some action to reduce the risk. To this end the NHS Diabetes Prevention Programme has been launched to help patients make small changes to their life. So far, 3,000 people have taken part in the programme and think that it has changed their life for the better.

One of the Health Care Assistants at the surgery is taking part in the programme which is running at the North Cotswolds Hospital in Moreton. She would like to commend the programme to patients who want to reduce their risk of developing Diabetes.

If you have had a blood test that indicates that you are at risk and want to join or have any questions, you can contact the Healthier You team on **0333 577 3010**. Alternatively, you can self-refer online by going to:- [www.preventing-diabetes.co.uk](http://www.preventing-diabetes.co.uk)

## **Diabetic eye screening.**

We were extremely excited to have been able to host the eye screening for patients with Diabetes, for the first time, this year.

We have arranged for the screening team to return to the surgery in April. They are coming primarily to screen patients from another practice that, due to space constraints, is unable to host the screening team from their premises.

This does however mean that if any of our patients were unable to attend the screening in March then there may be a possibility of re-arranging a screening for April.

If you were unable to attend and require an alternative appointment please telephone the eye screening team directly on 0300 422 2240.

## Care Home Update

When Jubilee Lodge in Bourton on the Water opened in 2012, residents of the old Ashton House care home in Stow moved there. Since then those patients, and any new residents who are registered at the surgery, have been looked after by a doctor from our practice.

Dr Armstrong is the visiting doctor there and because of her imminent temporary departure it was thought to be an appropriate time to hand over the remaining patients to the care of Cotswold Medical Practice. That practice is located just 'a stone's throw' from the home and the doctors are able to visit more regularly.

Therefore any patients who are registered at our practice and who move into Jubilee Lodge, will be asked to register with the Cotswold Medical Practice.

Visits to Edwardstow Court and Newlands Care Homes are unaffected by this change.

## Patient Suggestions

Patient feedback is very important to us and enables us to review processes and improve the way we work. You can provide feedback via our website ([www.stowsurgery.co.uk](http://www.stowsurgery.co.uk)) or please ask at Reception for a feedback form.

## Medical Students

We would like to thank patients for their patience and understanding whilst we hosted the 2 recent students. This was the first time that we had hosted 2 students at the same time and whilst it took a lot of organisation it's always good to have younger, fresh minds around to challenge and question processes and to build on their clinical practice.

## Dates for your diary. Changes to Opening Hours

The surgery will be CLOSED ALL DAY on the following dates: -

Good Friday 10<sup>th</sup> April  
Easter Monday 13<sup>th</sup> April  
Bank Holiday Friday 8<sup>th</sup> May  
Bank Holiday Monday 25<sup>th</sup> 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

For staff training the surgery will be CLOSED FROM 12.30PM on the following dates: -

Wednesday 18<sup>th</sup> March  
Thursday 14<sup>th</sup> May  
Tuesday 14<sup>th</sup> July  
Thursday 1<sup>st</sup> October  
Wednesday 11<sup>th</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 that will be able to contact the doctor on duty.

## **Doctor Availability**

We are not publishing our usual chart because of the ongoing situation with Coronavirus, see the paragraph above on page 2.

## **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, general enquiries and results if blood tests etc – 8.00am – 6.30pm

Prescription requests (choose option 2, followed by option 1) – 8.00am - 6.30pm

## **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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