

FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No.77 Summer 2023

COME AND SAY FAREWELL TO DR. PAUL SHERRINGHAM

AT THE 23rd ANNUAL GENERAL MEETING OF THE FRIENDS OF STOW SURGERY

On Thursday 22nd June at 7.30pm
At St Edward's Hall, The Square, Stow on the Wold GL54 1AF

For the presentation of the Annual Report and Accounts
And *the election of the Officers and Committee for the year 2023/2024

*Nominations must be in writing and received by the Secretary
14 clear days before the meeting.

The meeting will be followed by
A TALK BY DR ANNA CHILES
Dying Matters and ReSPECT forms

And
A TALK BY DR. PAUL SHERRINGHAM
“The changes in primary care during my time at Stow Surgery”

ALL PATIENTS OF THE SURGERY ARE CORDIALLY INVITED TO ATTEND

FRIENDS' NEWS

Donations

We continue to be extremely grateful to all our donors enabling us to continue our support to the surgery in both equipment and services.

So, thank you to our regular donors and to our donors who prefer to remain anonymous. Thank you to the Gloucestershire County Bridge Association for their kind donation. Thank you to the late Michael Mander for the bequest in his will. He asked that we should mention his bequest in the newsletter “... as it might encourage other patients to leave a gift in their will”.

Raising funds: Odditeas at Chastleton House.: The ladies will be serving teas and their scrumptious cakes on Wednesday afternoons 31st May; 19th July; 30th August; 27th September and 4th October.

Supporting the surgery.

We contribute over £1,000 per month for additional sessions provided by the Advance Clinical Practitioner.

Feedback from a donor: They were extremely grateful to FOSS for funding the purchase last year of an expensive piece of equipment that enabled the surgery to provide a rapid diagnosis of their condition.

SURGERY NEWS

Appointment System Review

In the last newsletter we mentioned a review of the appointment system. At the time of writing, we have implemented some changes which are being trialled.

- All routine GP appointments are now being offered in person / face to face. If you would prefer to consult with the clinician over the telephone that is fine; just let us know.

Since the pandemic we have operated an “on the day” appointment system for anyone who felt they needed to be seen (or spoken to) by a clinician the same day. Unfortunately, the number of contacts became unmanageable.

The British Medical Association guidelines are that for a GP to deliver safe care they should not have more than 25 contacts per day.

- Moving forwards, we will be trialling a restricted number of contacts for the clinicians on the duty team to 30 contacts each per day.

This is still more appointments than recommended but is in line with anticipated demand for urgent requests and more manageable than the previous uncapped system.

If the demand for urgent appointments exceeds capacity, then patients will be directed to an appropriate service. This might be to a local community pharmacy, a minor injury / illness unit or to NHS111.

- Alan Collett, our Advanced Clinical Practitioner is trialling some in person, minor illness appointments which can be booked without triage.
- More planned / routine appointments are being made available to support patients with non-urgent problems
- We have trained our Clinical Administrators to enable them to direct patients to the most appropriate service / clinician
- Dr Tom Jenkins has increased the number of musculoskeletal appointments available to patients registered with the GP practices across the North Cotswolds. This means that in addition to his clinic in Stow on Wednesday mornings patients may also be offered appointments in other locations on Tuesday / Wednesday afternoons.
- We are trialling a service where patients can be sent text messages with a link to book into appointment types (like the Covid vaccination invitations)

Cloud Based Telephone System

There has been widespread coverage in the media recently about cloud-based telephone systems for GPs surgeries and their ability to reduce the 8.00am rush.

We don't have a cloud-based system at Stow Surgery. This will therefore be a priority for us in the coming year. In addition to allowing patients to leave their place in the queue and receive a call back, such a new system will also allow us to record calls (for training and complaint response purposes) and provide better management of call waiting.

Meanwhile we have improved accessibility by phone and are very pleased with patient feedback. The results from the 2022 patient survey revealed that: -

- 90% of the patients surveyed felt that it was easy to get through to someone at Stow Surgery on the phone. The Gloucestershire wide result was 69% and nationally only 53% found it easy to get through to their practice.

- 81% of the patients surveyed described their experience of making an appointment at Stow Surgery as good or excellent. The North Cotswolds average was 70%, Gloucestershire wide 66% and nationally only 56% described their experience as good or excellent.

Covid Spring Boosters

If you are eligible and have not yet received your spring booster then contact the Covid Hub (tel:01608 692115) currently open on Tuesdays and Thursdays from 10am to 2pm.

Repeat Dispensing / Batch Prescriptions

If you get regular or repeat prescriptions from a pharmacy (**not** the surgery dispensary), you could save time by switching to electronic Repeat Dispensing (eRD) or batch prescriptions as they are frequently referred to.

eRD sends your prescriptions electronically from your GP surgery to the pharmacy of your choice. eRD allows your GP to prescribe your regular medicines for up to a year.

Your regular prescriptions are stored securely on the NHS database, so they'll be ready at the pharmacy each time you need them.

Using eRD you can:

- save time by avoiding unnecessary trips or calls to your GP every time you need to order a repeat prescription
- pick up your repeat prescriptions directly from your pharmacy without having to visit your GP
- spend less time waiting for your prescription in the pharmacy or GP practice

For more information about eRD please ask at the Dispensary or ask one of the Clinical Administrators.

Dispensary Delivery Service

Patients who obtain their medicines from the surgery dispensary have benefitted from a delivery service which was started during the pandemic and supported by FOSS. Deliveries are predominantly made to patients who are housebound or who struggle to get to the surgery to collect their medicines. The volunteer drivers are happy to continue to do this.

If you think that you no longer require the service, please let the dispensary know (01451 833482 or Stowsurgery.scripts@nhs.net)

If you would like to volunteer to help deliver medications, we would like to hear from you. If you could cover occasional deliveries to the local area that would be greatly appreciated. Mileage is paid & business insurance on the vehicle and a DBS check would be required.

Newsletters subscribe / unsubscribe

To effect changes write to us (printed copies) or email us (emailed copies) and as appropriate we will add you to, or delete you from, our lists.

Your present FOSS committee

Officers			Committee Members	
Chair	Robert McKechnie	01451 870919	Tim Churchward	01451 831617
Secretary	Patrick Mattock	01451 831469		
Treasurer	Paula Evison	01451 830304		

Our email address: fossc2000@gmail.com

Our postal address: c/o The Surgery, Mangersbury Road, Stow on the Wold. GL54 1AX

Doctor Availability – from May 2023

Please see below a schedule showing when the doctors are usually available to see / speak to 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
Duty Doctor Team AM	Dr Sherringham, Dr Lawrence, Dr Fatima & Alan Collett (ACP)	Dr Lawrence or Dr Chiles, Dr Jenkins & Alan Collett (ACP)	Dr Colston & Alan Collett (ACP)	Dr Sherringham, Dr Lawrence & Alan Collett (ACP)	Dr Jenkins, Dr Beaumont & Alan Collett (ACP)
Routine appointments AM		Dr Beaumont Dr Lawrence / Dr Chiles Dr Sherringham & Dr Fatima – joint surgery	Dr Beaumont Dr Chiles Dr Jenkins (MSK clinic)	Dr Fatima	Dr Sherringham Dr Colston Dr Fatima
Duty Doctor Team PM	Dr Sherringham, Dr Lawrence & Dr Fatima	Dr Chiles & / or Dr Lawrence & Dr Colston (from 5.30pm)	Dr Colston & Dr Beaumont	Dr Sherringham, Dr Lawrence & Dr Fatima	Dr Beaumont, Dr Colston, Dr Fatima & Alan Collett (ACP)
Routine appointments PM		Dr Sherringham Dr Lawrence / Dr Chiles Dr Fatima Dr Colston (at Edwardstow Court) until 5.30pm	Dr Chiles	Sexual health clinic run by Sister Bridget Gibson and / or Dr Lawrence	Dr Sherringham at Newlands of Stow

Surgery Opening Times

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

Dispensary

Dispenser available: 9am – 4pm

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

Telephoning the Surgery

Appointment requests, general enquiries and results of blood tests etc - 8am - 6.30pm

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

Telephone numbers:

All daytime enquiries – 01451 830625

Dispensary – 01451 833482

Out of Hours – 111

Website: www.stowsurgery.co.uk



Stow Surgery