

FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No.74 Autumn 2022

HEADLINE: COME TO THE TALKS BY DR CHILES AND DR SHERRINGHAM (see p.7)
We shall deal with the business meeting swiftly to maximise the time available to the Doctors

INTRODUCTION

The history of trying to take the newsletter digital was set out in our last issue (No.73 Summer 2022).

There will be no hand delivery of this issue. This issue will be sent out by email by FOSS to those patients who have provided their email address to FOSS. A printed copy will be sent to those patients who have provided their name and address to FOSS.

Data protection is important, we have included in this newsletter the Data Protection Act policy adopted by FOSS (see p.2).

We shall leave printed copies of this newsletter in the surgery and the library.

If any patient who has not previously requested a copy would like to receive one by email, then please send an email to FOSS at: fossc2000@gmail.com giving your name and email address only and stating "I confirm that I am a patient of Stow Surgery".

Similarly if any patient would like a printed copy sent to them, would they please write to FOSS also stating "I confirm that I am a patient of Stow Surgery" with their name and address and send it, or deliver it, to FOSS c/o The Surgery, Mangersbury Road, Stow on the Wold GL54 1AX

FOSS NEWS

Donations.

We have had a kind donation from Mr & Mrs Sellars in appreciation of the care the doctors have given them. We have continued to receive donations from our regular donors for which we are truly grateful.

The Odditeas, a group of ladies from Oddington village and mostly ex-Oddington WI members, are raising funds for us again this year by serving tea and cakes at Chastleton House. We are very grateful for their generosity. They have two sessions left: 14th September and 5th October. Do go, the cakes are delicious.

Equipment Purchases.

We have agreed to fund the cost of additional sessions of a part time Advanced Clinical Practitioner at £20,625 who will start in September to relieve some of the workload on the GPs (see p.3).

We have also agreed to fund the purchase of 5 Kardia mobile ECG devices costing £445 in total. These will enable a rapid measurement to be taken with the aim of reducing the incidence of Atrial Fibrillation related strokes. There will be an option for these to be issued to patients for short term home use.

FRIENDS OF STOW SURGERY
Registered Charity Number 1086648
DATA PROTECTION ACT POLICY STATEMENT

THE DATA PROTECTION ACT 2018 is the UK implementation of the General Data Protection Regulations (GDPR)

1. The only personal data held by the Charity falls into two categories or groups:
 - a) Those members who have supplied their name and postal address
 - b) Those members who have supplied their name and email address.

2. Although all patients of the surgery are deemed members of the Charity, the surgery provides no information to the Charity about any patients. The only information held by the Charity has been provided by the members themselves as referred to in paragraph 1 above.

3. The information referred to in paragraph 1 above
 - a) is held by the Charity for the administration of the Charity and is not shared with any third party; and

 - b) is used exclusively to communicate with those members by post or email, providing a copy of the FOSS newsletter and other information relating to the charity or the surgery; and

 - c) is held digitally by the Charity with password protection.

4. Any member who has provided the information referred to in paragraph 1 above has the right to:
 - a) have any incorrect data updated,

 - b) have the data erased.

Any such request should be directed to the Secretary of the Charity,
Pat Mattock

By post c/o The Surgery, Mangersbury Road Stow on the Wold GL54 1AX ;
by email at fossc2000@gmail.com

SURGERY NEWS

Staff News

Dr Bee has recently started her maternity leave. We look forward to her return in 2023.

David Horkan (the tall chap who many will know from the Covid vaccination programme) our Clinical Pharmacist, will also be taking some leave shortly to support his wife who is due to give birth. A team of other Clinical Pharmacists will be covering his work whilst he is away.

Dr Knight has just completed her final training placement with the surgery and is now a fully qualified GP. She is taking some time out and will return to Gloucestershire in the New Year.

Dr Laura Colston is joining the surgery in September. Dr Colston is an experienced GP who splits her time between farming and being a doctor. She will be working 2.5 days a week at the surgery to cover for Dr Bee. She will also be responsible for looking after residents of Edwardstow Court Care Centre.

We are pleased to report that we have finally concluded the expansion of the **Clinical Administration Team**. We have welcomed 3 new members of staff – **Kerry, Rachel and Tracey** over recent weeks and all are settling in well. Please bear with them when making enquiries, it will take them a while to settle in and to learn about all the quirks of a) working in a GP surgery and b) specifically the processes and policies that we work to in Stow.

We would also like to take this opportunity to thank **4 students** who have spent time with us over the summer holidays. **Ellie, James, Nicole and Oliver** have been great assets. We love having young people in the practice as they are always eager to learn and bring new ideas with them. These students have supported the permanent staff extensively over recent months and have been very much appreciated by the doctors and patients alike.

Advanced Clinical Practitioners

The surgery has been trialling the use of Advanced Clinical Practitioners (ACPs) to support the GP duty team. ACPs are healthcare professionals, educated to Master's level in clinical practice and have been assessed as competent in practice using their expert clinical knowledge and skills. They have the freedom and authority to act, making autonomous decisions in the assessment, diagnosis and treatment of patients. In Primary Care they often have a background in paramedic science or nursing and are usually accredited to prescribe independently.

An ACP working at Stow Surgery works as part of the duty team triaging and assessing patients who have urgent problems and need to be spoken to / seen the same day. Generally, they will deal autonomously with minor illness problems where self-care / pharmacy advice has already been tried. There is always at least one GP present as part of the duty team to provide support and guidance as required.

We are delighted that **Alan Collett** has agreed to join us on a part time basis from September. Alan is a specialist paramedic by background and has been involved as senior lecturer in paramedic science at various universities. He is an independent prescriber and has 6 years experience of working in primary care, helping to support the care of patients in care homes as well as running minor illness clinics.

We are very grateful therefore that FOSS has agreed to support financially additional sessions for Alan thus increasing the number of appointments we are able to offer.

Appointment Booking

We are continuing to offer 2 types of GP appointment – urgent and routine: -

- Urgent appointments – if you have a problem / concern and feel that you need to be seen / spoken to soon, then please telephone the surgery as early as you can on the day (the telephone lines open at 8.00am and are generally quieter by 9.30am). Your request will be triaged for urgency and you will receive a call back within 48 hours (the same working day if it is triaged to be clinically urgent).
- Routine appointments – these are available to book online with all GPs (the appointment book is currently open until the end of December) or can be booked by phone with one of our clinical administrators.

Our aim is to provide more routine GP appointments as the more urgent issues are dealt with by Alan Collett.

Face to face appointments are available with all of the GPs, however, these are being triaged to ensure that we are working to maximum efficiency. Approximately one third of patients are seen in person.

Specialist appointments – we are now back to running all specialist clinics post pandemic however we still have a few waiting lists, examples of which are for menopause advice and minor surgery. Please bear with us whilst we work through these.

Staff Training

The surgery will be closed from 12.30pm on Tuesday 20th September and Tuesday 18th October for staff training. If you require the services of a doctor in the afternoon on these days (and you think that it cannot wait until the following working day) please call the surgery number and you will be directed to an answering service who will contact the doctor on duty on your behalf.

Minor Injuries and Illness Unit – North Cotswolds Hospital

The X-Ray equipment at North Cotswolds Hospital is currently undergoing refurbishment. There will be no x-ray facilities there until the end of September.

You can continue to get help for a variety of new or recent minor illnesses or injuries, including sprains, minor fractures, wounds and burns, earache, sore throats, skin problems and eye conditions at the Unit.

Where possible it is helpful if you call in advance and arrange a time to attend – Tel: 0300 421 7777

Non-Visible Haematuria (or blood in urine which is not visible to the naked eye)

Many patients with long term conditions will be aware, that as part of their routine annual review, we check their kidney function by way of a urine test. For several years this test has also included a check as whether there is blood in the urine.

Samples cannot always be checked immediately, and often, by the time that is done, the patient has left the surgery. A phone call afterwards can sometimes be concerning. We thought it might be useful to detail here why these checks are made.

Blood in the urine can indicate a malignancy or renal disease but, in most circumstances, simply indicates less serious causes such as recent exercise or sexual activity, urinary tract infection, and menstruation. Hence further samples are requested.

If further samples also indicate that blood cells are present, then a referral is made to the hospital for the patient to have further tests and investigation into the cause.

If you are asked to bring in a sample for this purpose it is really helpful if you indicate that it is for NVH testing.

Autumn Covid Booster and Flu Campaign

The Government has announced the rollout of the Autumn Covid booster campaign and at the current time the following groups will be invited to attend for vaccination:

- residents and staff in care homes for older adults
- frontline health and social care workers
- adults aged 50 years and over
- persons aged 5 to 49 years in a clinical risk group
- persons aged 5 to 49 years who are household contacts of people with immunosuppression
- persons aged 16 to 49 years who are carers

Vaccination appointments for patients registered with Stow Surgery (and the other 5 practices in the North Cotswolds) will be offered from North Cotswolds Hospital in Moreton-in-Marsh. Flu vaccinations will also be offered at the same appointment. To streamline this process and to make the most of resources, flu vaccinations for adults will not be available at the surgery this year.

Appointments will initially be offered by text message so please ensure that we have an up-to-date mobile number for you.

A link to an online booking system will be contained within the text message and if you are able to book online it would be greatly appreciated. The dedicated telephone appointment line will re-open shortly for those unable to book online (01608 692115). Please be patient and await your invitation; we have a very large number of patients to vaccinate, and we have sufficient vaccine for all those eligible.

We understand that we will most likely be using the mRNA bivalent vaccine alongside the age-appropriate seasonal influenza vaccinations.

Flu Vaccinations for Children

Flu vaccinations for children will predominately be administered in schools by the school's nursing teams. We believe that, in addition to the usual cohorts, secondary school-aged children focusing on Years 7, 8 and 9 will be offered the vaccine and any remaining vaccine will be offered to years 10 and 11.

Young people in clinical at-risk groups will be invited for vaccination at the surgery but are free to choose to have the vaccine at school if they wish.

Children under school age will be invited to come to the surgery.

If your child is of school age but does not attend school, please keep an eye on the following website for information about community clinics that will be offering the vaccine to this group of students.

<https://www.ghc.nhs.uk/our-teams-and-services/childrensflu>

Non-NHS Services

The GPs at the surgery carry out a number of services for patients which are not funded by the NHS. Examples are HGV & driving medicals, completion of insurance claim forms, reports for insurance companies, provision of medical records etc.

Requests for these types of services are increasing and due to the demands on our service we therefore reiterate that we are unable to prioritise these requests or treat them as urgent. Whilst a charge is made for most of these services, it is GP time which is in short supply and we must prioritise those who are unwell above completion of these tasks. In some cases, there are alternative providers for these services and we would urge patients to seek these out where possible.

Additional Telephone Lines

Although our telephone system was only installed when our new surgery opened 3 years ago, because of the increase in the number of telephone consultations and the additional Clinical Administrators available to answer the telephones, it is clear that our telephone system is under pressure. We apologise for the increased waiting times for us to answer your call and are working on a solution to increase the number of lines available.

Personal Protective Equipment (PPE)

We are currently reviewing our policies on a weekly basis in line with national and local guidance, as well as considering the number of local Covid cases. For the time being we have again relaxed the requirement for wearing a face covering when attending the surgery but please look out for notices of change to this policy.

If you would prefer the clinician you see to wear a face covering then please ask when you check in. This is not a problem. Some of our clinicians are also choosing to continue to wear face masks. Other PPE, such as aprons and gloves, continue to be worn for certain procedures, in line with local policies.

Blood pressure monitors

Whilst we have monitors for patients to borrow short term, the general advice is that it is sensible for all households to own one.

Costing around £20 they are generally available online or from pharmacies or large supermarkets.

As a general guide:

normal blood pressure is considered to be between 90/60mmHg and 120/80mmHg
high blood pressure is considered to be 140/90mmHg or higher
low blood pressure is considered to be 90/60mmHg or lower

If you are worried about your blood pressure, come to the surgery and check it on the Pod, or if aged 40-74 with no other long-term conditions, book a free NHS Health Check.

**NOTICE OF THE 22ND ANNUAL GENERAL MEETING
OF THE
FRIENDS OF STOW SURGERY**

**On Thursday 13th October 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 2022/23
*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
“The menopause and the impact on the family”

And
A TALK BY DR. PAUL SHERRINGHAM
“The surgery practice in 2022”

Patrick Mattock, Secretary

ALL PATIENTS OF THE SURGERY ARE CORDIALLY INVITED TO ATTEND

Your present FOSS committee

Officers

Chair	Robert McKechnie	01451 870919
Secretary	Patrick Mattock	01451 831469
Treasurer	Paula Evison	01451 830304

Committee Members

Tim Churchward	01451 831617
Mary Honess	01451 830052

Our email address: fossc2000@gmail.com

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

Doctor Availability – from 12th September 2022

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, Dr Chiles & 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 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 Jenkins, Dr Chiles & 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 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