

# FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No.76 Spring 2023

## SURGERY NEWS

### Staff News

**Dr Paul Sherringham** has announced his plans to leave the surgery at the end of August. It's a decision he has agonised over, but he feels that it is the right decision and time, both professionally and personally, to have a change of direction and balance in his career after nearly 25 years in Stow.

We are pleased that **Dr Laura Colston** will be staying on at the practice when her maternity cover contract comes to an end and plans are being made for her to join the Partnership.

The surgery is advertising for a further GP with a view to them also joining the Partnership.

It is with great sadness that we report that **Jane Cannon**, former Lead Practice Nurse at the surgery, passed away in January. She was at the surgery for 25 years and dedicated her life to looking after others. Many patients left comments on the surgery Facebook page and these have been passed on to her family.

We have recently welcomed **Jasmine and Eleni** as Clinical Administrators to the team at the surgery. **Eleni** will also be assisting in the Dispensary.

**Shannon Hitchman** has recently completed the GP Assistant course and received her accreditation. She will be providing additional administrative support to the clinical team in her new role.

### Prescription drug dependency

As part of a Quality Improvement Project, we have been looking at prescription drugs which can cause dependency and considering ways in which we can

- reduce the initiation of these,
- reduce the duration of the prescribing,
- invest in alternative non-pharmacological support and interventions
- and provide patients with a better understanding of the benefits / harm when prescribing.

For many, these drugs are prescribed for chronic pain or insomnia. The GPs are working with our Clinical Pharmacist and social prescribing team to gain a better understanding of ways to support patients with possible dependency. They will be offering structured medication reviews to patients to obtain their input and feelings.

The following video and websites may be of interest to those prescribed these types of medication.

<https://vimeo.com/27887626>

<https://my.livewellwithpain.co.uk/>

[Sleep problems and insomnia self-help guide | NHS inform](#)

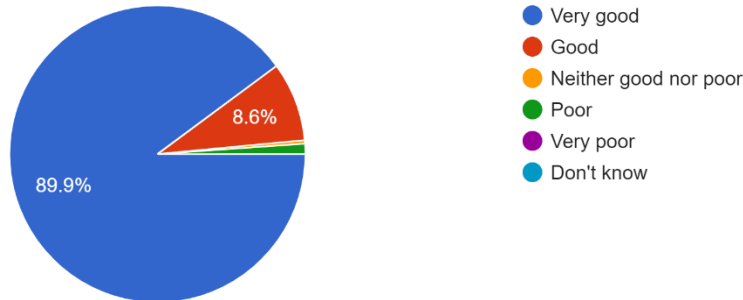
## Surgery Feedback

Those patients who have used the surgery recently and who have a mobile phone will be aware that we have started sending a request for feedback via text messages. We are very grateful to those who take the time to respond. All feedback is passed down to staff and the doctors daily. Themes are considered in depth by the management team. Please be aware that the feedback provided is received at the surgery anonymously and as such individual comments cannot be responded to. If you require a response, please use the website - [Feedback & Complaints | Stow Surgery](#)

The pie chart below shows the results for the month of February 2023.

Overall, how was your experience of our service?

267 responses



## **Recent Themes**

Feedback Received	Action Taken
“It is difficult to get through on the phones, particularly on Monday mornings”	We have increased the number of telephone lines for incoming and outgoing calls. This, coupled with an increase in the number of staff handling calls, means that more calls are being answered promptly. We are aware that there are still some issues, particularly at very busy times and we are looking to address these.
“The text message confirmation I’ve received for my appointment says it will be by telephone and I wanted to be seen in person”	Due to the way our appointment system is configured some text messages state that the appointment will be “by telephone unless you have been advised otherwise”. We are looking at ways in which we can be more specific with this communication but in the meantime if you have requested to be <u>seen</u> at the surgery and you receive a message worded like this, ignore it because your appointment will be at the surgery.
“There is such a long wait for a menopause clinic appointment”	All GPs at the practice have now received updated training on the menopause and treatment options. Sister Bridget Gibson has also undertaken some recent training and has commenced holding her own menopause clinics. This means that Dr Chiles’ clinics will be used for more complex cases. As a result, we hope that waiting times will be reduced.

## Appointment System Review

We are also undertaking a review of our appointment system. Following patient feedback, we are proposing that all routine GP appointments will be in person / face to face unless the patient specifically requested a telephone appointment. *This will require an update of our system and at the time of going to press we don’t have a live date for this.* Please look out for updates on our website and Facebook page prior to the next newsletter. More urgent requests made to the surgery for “on the day” review will continue to be triaged by telephone.

## **Surgery's new Community Garden needs volunteers!**

A Community Garden is being developed with charity Cotswold Friends behind Stow Surgery for surgery patients and local older residents to use.

Cotswold Friends are currently looking for volunteers to help create the Community Garden: raised beds of flowers, herbs and vegetables, accessible paths, seating and a sheltered area.

The charity's older clients, and those referred by Stow Surgery, will be able to take part in gentle gardening activity and outdoor exercise sessions e.g., Tai Chi or seated yoga, or simply spend time there with others.

It will make good use of the empty space behind the Surgery. As the garden project develops, it will help to support people's wellbeing, provide companionship for people and be a creative outdoor space.

If you have a few hours a week to spare and you have basic or more experienced gardening skills to help develop the garden as a volunteer, please contact Cotswold Friends' Volunteer Manager, Sheryl Murray, on 01608 697007 or email [sheryl@cotswoldfriends.org](mailto:sheryl@cotswoldfriends.org). They would love to hear from you!

## **FOSS 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, to our donors who prefer to remain anonymous, to the donation made in memory of Mary Stevens of Naunton and the donation in memory of Mr. Christopher Aldersley

### **Supporting the surgery.**

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

### **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**

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

Our email address: [foss2000@gmail.com](mailto:foss2000@gmail.com)

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

## Doctor Availability – from March 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, 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](http://www.stowsurgery.co.uk)



Stow Surgery