

Patient Newsletter

Summer 2010

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The Team

There has been little change to the practice team since the last newsletter which saw a number of major changes. We are however, pleased to welcome Dr Ryce Rajak back to the team. Dr Rajak will be with the practice helping over the next few months.

AS THERE HAVE BEEN SO MANY CHANGES IN THE DOCTORS WORKING WITHIN THE TEAM OVER THE LAST FEW MONTHS, MUCH OF THIS NEWSLETTER HAS BEEN DEVOTED TO GIVING YOU INFORMATION WHICH MAY HELP ANSWER QUESTIONS THAT YOU HAVE IN CONNECTION WITH YOUR ONGOING RELATIONSHIP WITH THE PRACTICE.

Whole Practice Training Days

The surgeries will be closed on the following dates for staff training:

17 June 10 – 1.30 pm to 5.00 pm
21 July 10 – 1.30 pm to 5.00 pm

There will be no meeting in August.

Once again we apologise for any inconvenience caused to our patients and thank you for your support in this matter.



Who is my Doctor now?

If your doctor was one of the GPs who recently left the practice, you may be asking yourself 'Who is my doctor now?'

Over the last few years the system for handling patient registrations has changed considerably. Gone are the days when patients were registered with one doctor and were required to see that doctor when they became ill.

Within the NHS you are now contractually registered with your chosen Practice for all your health care needs, not an individual doctor.

THE DOCTORS AT OUR PRACTICE DO NOT OPERATE A PERSONAL LIST SYSTEM.

This is extremely confusing for patients because the antiquated NHS computer registration system has not been updated since the changes were first introduced. Patients therefore still receive a registration card showing a GP within the practice as a named doctor. We allocate these randomly on a rotational basis when patients register with us, unless we are informed specifically by the patient what doctor they would like this to be. When a doctor leaves, we then block transfer these registrations to the new doctor joining the partnership team. BUT THIS IS A PAPER BASED EXERCISE TO FIT IN WITH THE NHS COMPUTER SYSTEM.

As a patient you have a choice about which doctor or doctors you choose to see.

Whilst you may choose to see the same doctor for your ongoing chronic disease

management, you may find it more convenient to accept an appointment with another doctor for a one off complaint needing prompt attention if that doctor can see you at a more convenient time. **Where possible we try to indicate within your medical record who your primary chosen GP is, so that when you are requesting an appointment or advice, we know who you prefer to see.**

There may in fact be times when your chosen doctor may ask you to see another doctor within the practice team. **Your GP will refer you to another doctor at the practice when this would be beneficial to you care.** A number of our team actually have additional knowledge and experience beyond routine general practice within certain fields. Your doctor may initially ask someone else in the team to see you rather than referring you on to someone outside of the practice.

IT IS THE DUTY OF THE PRACTICE TO ENSURE YOU ARE PROVIDED WITH CARE, NOT INDIVIDUAL DOCTORS, SO YOU WILL NO LONGER BE ADVISED BY THE NHS IF YOUR DOCTOR OF CHOICE LEAVES THE PRACTICE BECAUSE YOU ARE NOT ACTUALLY REGISTERED WITH THAT INDIVIDUAL.

When your doctor leaves, we don't expect you to know immediately which doctor you may want to choose to see. In fact, we encourage you to get to know more than one, so that if your preferred GP is not available for any reason, you have confidence in another member of the team.

You may actually want to see a number of clinicians within the team before you finally make a decision about your preferred doctor. Who you select to see is a personal choice and will be dependent on a number of factors, not just the clinical content of your consultations. All of our doctors are experienced, qualified general practitioners but, like you, they are individuals. You will want to select a doctor who meets your needs.

This system allows you to select your 'OWN DOCTOR' if that is important to you and it also allows you to change your doctor if you wish to.

Once you have decided who you would like your primary preferred doctor to be, please let one of the receptionists know, so that they can arrange for this information to be included on your medical record.

If you would like any more information please speak to one of the practice team.

The GP Team in Brief

In view of the recent changes the following is a brief update outlining the doctors and minor ailment nurses in our team who are available for appointments for taking care of our patients. If you would like any further information about clinicians on our team please ask one of the receptionists.



THE DOCTORS

DR CHARLES (CHARLIE) PASCALL

(Male Born 1950) - Dr Pascall is the senior partner in the practice with a long standing service to the team. In addition to his full time general practice duties he is a qualified GP trainer with a specialist interest in surgical procedures.

DR ANDREW DAYANI

(Male Born 1966) - Dr Dayani is a full time practice partner and in addition to his routine general practice duties he holds additional qualifications in occupational medicine and has specialised interests in dermatology and

cardiology. He is also a qualified teacher for medical students routinely placed with the practice.

DR ALISTAIR BARCLAY

(Male Born 1959) - Dr Barclay is a full time practice partner who in addition to his general practice duties devotes time to being a GP trainer.

DR LAURA BETHUNE

(Female Born 1977) – Dr Bethune is a full time partner (currently only working on a part time basis). In addition to her general practice work, Dr Bethune has specialised in family planning and women's health.

DR ANDREW DICKS

(Male Born 1968) - Dr Dicks is a full time partner at the practice and joined the team last year. In addition to his routine general practice sessions, Dr Dicks work with the PCT to improve diabetic care in Somerset.

DR VANITA MOORTHY

(Female Born 1972) - Dr Moorthy is the newest member to the partnership team, having previously worked as our salaried GP. Dr Moorthy is an experienced GP who currently works part-time and has a keen interest in dermatology and women's health.

DR RACHEL CHARLES

(Female Born 1971) - Dr Charles has recently joined our team as a part-time salaried GP, currently specializing in women's health. Dr Charles will shortly be joining the partnership team.

DR RYCE RAJAK

(Male Born 1979) - Dr Rajak was a former GP Registrar with the practice and has joined the team again on a part-time basis to provide some addition GP cover to the team over the coming months.

DR BETH ORFORD

(Female Born 1981) - Dr Beth Orford is a qualified doctor working here as a full time GP Registrar to complete her

general practice training and experience. She works with her trainer Dr Pascall to refine these skills.

DR EMILY ROWE

(Female Born 1979) - Dr Emily Rowe is a qualified doctor working here as a part-time GP Registrar to complete her general practice training and experience. She works with her trainer Dr Barclay to refine these skills.

OUR MINOR AILMENT NURSES

SISTER PATSY WOOD

Patsy is an experienced nurse who has specialist skills in triage and dealing with minor ailments, in addition to chronic disease management knowledge.

SISTER LAURA STEWART

Laura is an experienced nurse who has specialist skills in triage and dealing with minor ailments in addition to chronic disease management, knowledge.

SISTER CHRISTINE SPEERS

Chris is an integrated nurse with experience both within the practice and the community setting. In addition she has recently trained to gain the skills required for triage and minor ailment consultations.

Appointment Shortages

We have been very short of doctors and nurses over the last few months for a number of reasons. This has placed additional strain on our appointments system where demand has continued to exceed what we can supply.

We have limited clinical resources available to us and we therefore need to make sure that we use these wisely to the benefit of the full population.

Please help us to maintain a good level of care for patients who need to

be seen, by only requesting a surgery appointment with your doctor or the nurse in if you need it. There may be more suitable alternatives.

Often matters can be dealt with by a telephone call, which saves a bookable appointment for someone who actually needs to come to the surgery to address their clinical needs. If you think your reason for wanting to speak with a doctor or nurse can be dealt with over the phone, please speak to the receptionist about this and she will advise you accordingly.

Often matters such as any form completion, prescription queries or test results can be dealt with directly through the receptionist who can obtain the necessary advice and ring you back.

Minor ailments are better dealt with by our minor ailment nurses or local pharmacists who have been specially trained in this field and can offer more up to date advice than your GP.

Always give the receptionist some brief details of your needs so that they can sign post you to the most appropriate person to help.

More detailed information about appointments can be found in our special Appointments System newsletter. Please pick up a copy.

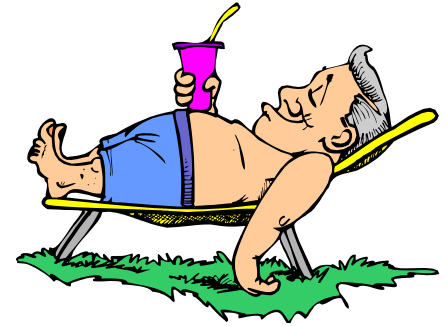
Holidays, Summer Sun & Your Skin

At the risk of sounding like a worn out recording we want you to make the most of your Summer, whilst being safe in the sun! In this country the sun in May, June & July is the most dangerous.

The sun in countries closer to the Equator, however, is more powerful and those with fair skins who take foreign holidays are most at risk.

There are two main ways in which the sun can damage your skin. The first is

through sunburn and the second is through long term sun exposure.



SUNBURN

Exposure to strong sunlight (or a sun bed) when your skin is not tanned causes sunburn. This can cause innocent moles to become active and possibly become malignant melanomas. The paler your skin and the more powerful the sunlight, the more likely this is to occur. Therefore those with red hair or those who do not tan easily are at most risk.

Malignant melanomas have become more common in recent years. It is presumed this is because more people are taking foreign holidays when they try to get a good tan as quickly as possible. This often means taking chances by using minimal or no protection. Everyone should always use sufficient protection to ensure that they do not burn. Use a higher factor sunscreen at the start of your holiday reducing the level of protection slowly as your skin starts to tan.

Remember that babies and children are more sensitive to the sun and often need any sun-creams renewing frequently as they are in and out of the water on holiday. Not suffering the discomfort of sunburn will help to ensure that your holiday is a happy one!

LONG TERM SUN EXPOSURE

People who spend time exposed to powerful sunlight in this country or abroad generally are at risk of a different form of skin damage. Their skin becomes dry and wrinkled. This can be followed by areas of thickened scaly skin that peels and can form scabs.

These areas are called solar keratoses and can turn into squamous cell carcinomas. These are not as dangerous as malignant melanomas but need surgical excision if they are not to form large deep ulcers. Unlike melanomas that occur on the trunk and legs of the body, keratoses usually occur on the face, balding scalps or arms.

If you spend a lot of time in powerful sunlight you should wear a hat and long sleeved shirts. Whilst a healthy tan is attractive, you need to think of the future of your skin and take appropriate precautions so that you continue to look good!

Repeat Prescriptions

Over the coming year there are likely to be changes made to the way in which patients can order their repeat medications.

Practices are being advised to review any existing arrangements that allow patients to order medication requests over the phone. Guidance indicates that such requests should only be accepted in writing or electronically through a secure website.

If you routinely order repeat medication you may want to think about setting yourself up on our website for this facility so that you are familiar with the process prior to the changes being introduced.

Visit our practice website at www.westsomersethealthcare.co.uk and give it a go. This requires a one off set up when you input your basic medication information, but this then easily becomes an efficient and convenient 24 hours a day system to use each time you require a prescription.

Our Website

We hope you find this facility useful as we try to ensure that it provides information in connection with the services that we offer and your health.

As well as providing detailed information about the practice you are also be able to ORDER REPEAT MEDICATION securely on line, advise us of a CHANGE OF ADDRESS and contact us to CANCEL AN APPOINTMENT if you are unable to attend for any reason. If you have any difficulties in using the website please bring this to our attention.

The site also includes useful information on a variety of health topics including child health, common ailments, over the counter medications and provides a number of useful links to other information sites.



Why not make a note of the website address which is:

www.westsomersethealthcare.co.uk

Patient Survey

Thank you to everyone who took the time to help us by completing a patient survey for 2009-10 recently. This is an annual event and helps us to continually review the level of service that we provide. If you weren't asked to complete a form and would like to you can complete a form for the current year at any time by logging onto our website at www.westsomersethealthcare.co.uk and select the patient survey option from the Home page.

We appreciate the involvement of our Patient Group members this year as we felt this gave the process a more personal feel and gave patients the opportunity to talk with someone about the forms they were completing.

These results are currently being analysed and will be published in our next newsletter when this has been

completed. The results will also be shared in full with the Patient Group so that these observations and suggestions can be included in any action planning resulting from your feedback.

On a Lighter Note

IN THE DELIVERY WAITING ROOM

I was sitting in the waiting room of the hospital after my wife had gone into labour and the nurse walked out and said to the man sitting next to me, "Congratulations sir, you're the new father of twins!"

The man replied, "How about that, I work for Doublemint Chewing Gum." The man then followed the woman to his wife's room.

About an hour later, the same nurse entered the waiting room and announced that Mr. Smith's wife has just had triplets. Mr. Smith stood up and said, "Well, how do ya like that, I work for the 3M."

The gentleman that was sitting next to me then got up and started to leave. When I asked him why he was leaving, he remarked, "I think I need a breath of fresh air." The man continued, "I work for 7-UP."



WE ONCE AGAIN THANK YOU FOR TAKING THE TIME TO READ OUR NEWSLETTER, WE HOPE YOU FOUND IT INFORMATIVE.