

THE SANDRINGHAM PRACTICE

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NEWSLETTER - APRIL 2013

Hi everyone,

Will it ever get warm? It is certainly becoming tedious scraping the frost off the car at 7.10am when I come to work although I must admit the sunshine this morning does boost morale. It certainly has been an elongated winter and has done nothing for the health or spirits of the local population. It is very true that when the sun comes out we are less busy as a practice and I can vouch that the practice has been extremely busy in the last few months.

RETIREMENTS

In December 2012 we saw the final retirement of Dr Peter Love who had worked here at the practice for 35 years. During his many years as senior partner he moulded the practice into an excellent example of what good general practice should be about. It is now April 2013 and it is now my time to retire which I will be doing this month. I have worked in the practice for 33 years and have seen the number of patients rise from 5,000 back in 1980 to 9,300 as the practice population is at the present time. We have moved from a single storey building across the car park where the roof often leaked to the state of art accommodation that we inhabit now. We have been here nearly 7 years so doesn't time fly. I must pay tribute to my fellow doctors, nurses, administrators, office and reception staff, not forgetting our domestic help, who have over the years dedicated themselves to the well being of the practice and the patients. There is no doubt that I will miss everyone and will hope to keep in touch. However, I will definitely NOT miss the administration or the tick boxing work that has increasingly come my way from successive governments and which to be honest has forced many of my generation of GPs to retire early. Most of all I will miss the contact with my patients with whom I hope I have developed a strong working and friendly relationship over the years - I wish you all well. I will not be giving up medicine completely but will be doing some locum work around the town for the foreseeable future.

WHO'S NEW

In December we welcomed Dr Anjumane Auckloo to the practice who is working 4 days a week with us as a partner and has brought a smile, fresh face and new ideas to the team. In late April we will be welcoming Dr Claire Vickery who will be joining on a 3 day week basis again as a partner in the practice and will no doubt help the practice move on and become even stronger. I am sure over time both of these doctors will become invaluable assets to the team and I am sure will develop a strong rapport with their patients.

NEW NURSE

As we continue to expand our nursing team it is very pleasing that Clare Wain has joined us, she comes from the Bawtry Mayflower practice and has settled in very well during her first month with us. She is in the process of starting her prescribing course so she will be able to prescribe medications as well as being skilled in all nursing matters. I am sure she will enjoy working with you all and if the first month is anything to go by we will all enjoy working with Clare.

CHANGE OF REGISTRAR

A couple of months ago Dr Shamriz Hussain left us to continue his General Practice training in the hospital world. He has been replaced by Dr Ketaki Pal who is already a couple of months into her 6 month stay with us and is getting on with her work in a very diligent manner. We also, of course, remain a training practice for student doctors who all seem to be exceedingly bright and keep us on our toes. Teaching medicine is a big part of general practice these days it certainly keeps us oldies up to scratch.

APPOINTMENTS

This is an *OMG* moment. As I have already mentioned we are extending our nursing provision so that we can offer more appointments on the nursing side of the practice. We know full well from talking to other practices that there is a very high demand for GP services at the present time. This always places difficulties for both patients and for the reception staff and for the clinical staff. It has now been decided that patients needing an appointment, that they feel is necessary on the same day, will be triaged and this involves ring backs. This will normally involve one of our Triage Nurses ringing you to discuss the clinical situation and occasionally it will involve the Doctor ringing back to discuss the situation. There are many examples when a patient's problem can be sorted out just by a phone discussion but obviously when there is a clinical need the patient will be seen. The initial new appointment system started in December but has been revised on a monthly basis since that time. It is important that we get this right from everybody's point of view so if you have constructive comments then please let us know. I do feel strongly that our receptionists are doing a brilliant job during this transition, sometimes under very difficult circumstances but please try and bear with us and we will get there.

ACCIDENT & EMERGENCY

There is a lot of pressure on us to reduce the number of patients who go directly to Accident & Emergency. We all know how Casualty gets clogged up and the waiting times can be several hours. Accident & Emergency means just that, the department is there for looking at people who have had an accident or developed an acute medical emergency that cannot be treated in general practice. During the day time it is always best to contact us if you have any doubts. Outside normal working hours our phone number is 01302 761172 and this will get you through to the Out Of Hours GP service who are based adjacent to A&E. The other local service important to remember is the 8-8 centre on 01302 645544 which is open from 8.00am to 8.00pm every day of the year and is staffed by doctors and nurses.

You may well be aware that NHS Direct is changing but as such our area has not changed as yet to the new number. I am sure this will be well publicised when it is.

PHARMACY

Please remember that our local Pharmacists are very well trained and extremely capable and can provide lots of good advice regarding common ailments. They can help you in many situations regarding your health and have been trained so to do.

LOBBY

Hopefully when you have picked up this newsletter you will have noted that there is a new entrance lobby which is designed to keep the waiting room warm as needed but also to act as a filter when we are closed on our education afternoons. Please make sure you do not walk straight into the glass - bent noses are not necessarily a pretty sight.

AND FINALLY as I drift off into retirement I will take many happy memories of working at The Sandringham Practice. I am not giving up completely, I will be doing some locum work around the town from time to time and I shall also be continuing my involvement with the Rotary Club to which I belong as well as cheering on good old Donny Rovers. What an amazing season this one's been.

Good luck to you all and I wish you well.

DR K B SYKES

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