

Glenlyn Medical Centre & Giggs Hill Surgery Newsletter

Issue 1 – May 2015

In a very positive development Glenlyn Medical Centre and Giggs Hill Surgery merged on 1st April 2015. This will allow us to centralise many managerial and clinical services. The two practices will retain their individual identities and patients, but will work together, sharing resources and services thus providing greater opportunities for improved access and increasing the range of services for both practice populations. We will retain the best qualities that each practice already has and use the opportunity to improve on the shortcomings at both sites.

This is our first shared newsletter and we apologise in advance for the length of it. We do appreciate that communication up to this point has not been very consistent at either surgery and this will now be addressed through regular newsletters and a new patient group spanning both practices.

New Role of Business Manager

Caroline Self has been a patient at Glenlyn for many years and lived in Molesey all her life. She spent 23 years in banking and took over the Practice Manager's role at Giggs Hill Surgery in 2001. She has worked in four of the eight practices in East Elmbridge during her time as Practice Manager and has an excellent understanding of the frustrations and problems we are experiencing in our locality. She has been asked to take on the role of Business Manager, overseeing and developing services across both sites. This is a new role and a very positive move that will help with patient engagement, staff development and financial sustainability.

The Health Economy Challenge

Our primary task is to provide better care for our now bigger community on a reducing budget. Over the last five years we have been involved in an extensive Surrey-wide budget reduction programme this has meant that Glenlyn lost 18% of its budget and Giggs Hill 25%. Glenlyn has completed its cuts programme but Giggs Hill have a further £40000 to lose from its budget this year.

This is in contrast to an ever increasing demand for appointments, a national shortage of GPs, a part-time workforce and a wave of early retirements. These are problems we are seeing across East Elmbridge and nationally and are not unique to Glenlyn or Giggs Hill.

The Solution

The way to tackle these challenges is by positively seeking growth rather than withering away.

In merging the two surgeries, we will be able to provide more specialist services beyond core GP contract funding to both groups of patients. This will improve revenue while efficiencies of scale will simultaneously reduce overheads. In turn this allows us to improve the intense workload our clinicians and administrative staff experience and provide them with more structured support, training and career progression opportunities.

If we get that right then we will be able to retain and build on our strong clinical and admin teams at both Glenlyn and Giggs Hill and patients will feel the difference.

What can you expect in the short term.

Patients from Glenlyn are already used to travelling to Emberbrook for our specialist community clinics. ENT, ECHO, GYNAE and Ultrasound are all based there. Giggs Hill patients have been seen at Glenlyn for Ophthalmology, Gastroenterology, Surgery and some Orthopaedic community clinics. Services across the two sites will be developed along with more specialist clinics. This means that whilst patients may have to travel between sites, we will be able to expand the services we provide. Where there were not enough patients in one practice to warrant a service, in combining patients we can now provide that service.

Additional Services Available Immediately

Minor Surgery + Skin Biopsies

Joint Injections

One-stop Warfarin monitoring

Coil + Implanon fitting

Free Health Checks for those aged 40 - 74

24hr BP monitoring

These services are available to all patients. Just ask reception or your doctor if you would like to attend. If you are on Warfarin and your blood samples go to Kingston Hospital with dosing instructions returned in a Yellow Book then the One-Stop service will make your life much simpler. Just a finger-prick and you get your dose instructions immediately!

New URGENT CARE SERVICE

July will see the launch of our new Urgent Care Service. The new service will be for those seeking medical assistance/advice on the day. Both Glenlyn and Giggs Hill patients will be able to book into the new clinic which will provide almost an extra 100 appointments a day for both surgeries.

It will be based at Giggs Hill and will be run by three Advanced Nurse Practitioners and a Doctor. Advanced Nurse Practitioners can do everything a doctor can, including prescribe medication. A doctor will work alongside them for the more complex cases.

This will allow us to release more pre-bookable appointments with our regular doctors and thus provide a better access and better continuity of care. Further details on this service will appear in our next newsletter.

You are probably aware of the increasing demand for on-the-day appointments. While we would never want to discourage appropriate health seeking behaviour, it is important that everyone uses the GP resource we have sensibly. Along with this newsletter you will find another attachment which can easily be put on your fridge, noticeboard or wherever you keep important information. You will find the contact details of the local pharmacies, walk in centres and hospital.

Staff changes at Giggs Hill

We are very pleased that Dr Matthews and Dr Kenyon will continue to clinically lead the practice. Dr Brodie who was at Glenlyn for many years also remains at Giggs Hill. Dr Ruthra-Rajan who kindly covered as our maternity locum will remain as a permanent member of staff.

After having been without both our nurses for a period of time following an unplanned retirement and maternity leave, we are pleased to welcome Nurse Sue Brock and Nurse Wendy Goddin, both experienced primary care practice nurses.

Dr Crow retired, Dr Sheppard left to be nearer home following return from maternity leave and Dr Mtandabari also left the practice between December and March.

Staff changes at Glenlyn

At Glenlyn, Dr Miller has been promoted to the new role of Medical Director. He will be responsible for the recruitment and welfare of the clinical staff across all both sites and for monitoring service delivery. Many patients will be as pleased as we are that Dr Vo has returned to the practice to join Dr Davies as Associates, to support Dr Miller and the clinical team at Glenlyn.

Further New Staff

We are pleased to announce the appointment of a new Office Manager for Glenlyn. Mrs Shehzana Riaz returns to the organisation and we are recruiting a similar position for Giggs Hill. Over the next few weeks we will be appointing further doctors and Advanced Nurse Practitioners (ANP) to cover both sites.

Patient Groups

At present there are two patient Groups, one for each surgery. Their aim is to work with the surgery to facilitate and shape the services offered. They should be representative of the practice populations and should seek to engage with the wider practice population through a variety of media, to both give and receive information and ideas. They are not a forum for complaints and we have included a section on complaints below.

It will be necessary to amalgamate the Patient Groups into one to move forward and become effective. We believe passionately that Patient Groups who take up the challenge and work hard with their surgery and the patient population can effect change and we are happy to work with them to do this. We need your help to make this work. If you would like to research a good patient group you need look no further than Capelfield in Claygate. They have been active for over 20 years. In that time they have set up regular health talks, inviting consultants and doctors to come and discuss specific areas of their medical expertise, they have issued a regular newsletter to let patients know about the changes to primary care and to advise of changes to the practice. The Patient Group is your voice and the best way of effecting change is to get involved.

Our Business Manager, Caroline Self, will be looking to form one new group with new members, more broadly representative of the demographic range of patients. We would urge anyone with a few hours to spare who is interested in helping the surgeries to move forward to leave their details, addressed to the Office Manager, at either surgery or email friends.glenlyn@nhs.net. We can then set up a joint meeting with all those patients who are willing to get involved. Membership may be in person or in a virtual group.

We would look to report regularly through this group on appointment waiting times, non-attendance rates, satisfaction survey results and new services. There will also be seasonal health reminders.

Complaints

We would like to take this opportunity to remind you that we are open to both complaints and constructive criticism. We have a thorough internal process for gathering information in response to these complaints and reflecting on them with a view to improving both as the individuals involved in the complaint and as an organisation. We also get frequent compliments and thank you letters and these are very rewarding to receive.

There is a formal complaints procedure and details can be found on the websites or at reception, but the most straightforward thing to do if you have a complaint please address it to:

The Office Manager
Giggs Hill Surgery
14 Raphael Drive
Thames Ditton
Surrey KT7 0EB

Mrs Shehzana
Office Manager
Glenlyn Medical Centre
115 Molesey Park Road
East Molesey
Surrey KT8 JX

Finally

Both surgeries have prided themselves on giving an excellent service over the years and patients have been pleased and proud of that service. Whilst this has been increasingly difficult to maintain over the last few years, we hope you can recognise that we are not waiting on the unlikely event that the NHS will provide better funding. Instead, we are looking forward and being innovative to give you a service that meets your needs in a timely fashion. We would like to engage as many of you as possible in this process and harness some of the energy and passion that many of you have for your local surgeries. We would urge you to have your voice and work with the patient group and the surgery to help shape our future.