



Cookham Medical Centre News

Autumn 2017

Produced for CMC by the Patient Participation Group (PPG)
www.cookhamdoctor.co.uk

Students off to a new area



Students going to University or college outside our catchment area will need to register with a GP in their new location. Universities and colleges are very keen to ensure the welfare of their students and most provide suitable GP services e.g. University Medical Centre, often on campus.

Registering elsewhere triggers a Deduction - where the patient is removed from our practice list and the electronic and hard copy notes are sent to the new Practice.

It is essential that students who come home at the end of term ensure they have got any repeat prescriptions, contraceptive services etc. from their new practice BEFORE returning to their parental home.



If they should suddenly become unwell whilst in our area – they may register as temporary patients for urgent assistance but would not be seen for routine matters or repeat medication.

Did Not Attend or DNA

Our text messaging appointment reminder service has helped to reduce the number of appointments wasted as patients either attend or cancel in time for someone else to book that appointment.

However **105** people in June and **65** people in July **did not attend**.
76 people have failed to attend in the first 3 weeks of August.

We do not have mobile numbers for over 3,500 patients and every week we get failed texts as some numbers we hold are out of date. Over 1000 patients have declined text messaging and we would like to ask those patients to reconsider their decision to help all patients obtain better access to appointments.

Please keep us up to date with your contact details and consent preferences. Thank you.

Welcome to two new faces!

Cookham Medical Centre has, for many years, been proud to say it's a GP Training practice. So, the PPG is pleased to welcome two new female Registrars. (These are fully qualified and experienced hospital doctors, converting to GPs):

Dr Catherine Tichler (part time) for one year, being trained by Dr Swamy, and
Dr Vithu Nathan (full time until end of January), being trained by Dr Birdi.

Falls Prevention

4th July 2017

This event, (held in Pinder Hall, Cookham) had three main speakers:

Lorraine Parker-James, Public Programmes Officer, Care Commissioning Group and RBWM,
Jackie Firth, occupational therapist, with the area's NHS Short Term Support Team and
Katie Cinque, NHS Wellbeing Prescriber and other team members.

Lorraine Parker-James outlined the 'Keep Safe Stay Well Service' which undertakes falls prevention work with people at risk from falling or who have recently had a fall. This service provides individuals, carers and groups with advice and help to stay mobile and keep safe and well at home. The service is free and the telephone number to ring for help and advice is 01628 683744.



There had been 40 referrals in 6 weeks from 3 surgeries, triage is undertaken by telephone and the patient sign-posted to a service. Up to six weeks support can be given by the team and short term support provided within 24 hours. There are 80 staff in the team and they work towards patients regaining independence.



Hip fractures are one of the most common results of a fall and one key message was that people who fall once are twice as likely to fall again but they are very unlikely to seek advice following the first fall – **so seek help and advice after that first fall !**

Jackie Firth stressed the importance of a good diet and exercise to maintain bone density. Exercise, such as walking, also helps to ensure maintenance of good balance. Vitamin D deficiency is also a risk factor for falls.

Environmental factors, such as trip hazards in the home, loose footwear and obstacles on stairs all add to the risk and are things to manage carefully at all times but particularly as one gets older.

The Stay Well Service can arrange a visit to your home to assess the risks.

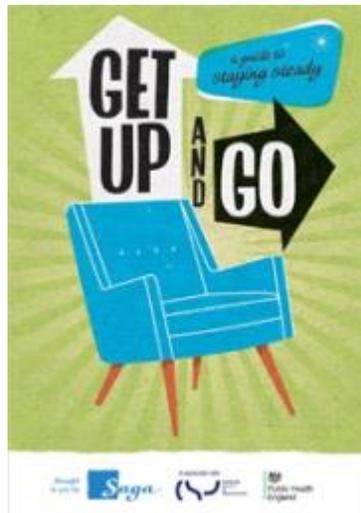


Falls Prevention (continued)



Various pieces of equipment were demonstrated that were designed to discourage people over-reaching themselves and losing balance including giving greater height to seats to make sitting down and standing up safer and easier. The effects of various types of vision impairment were demonstrated by putting on special glasses. Hearing impairment can also affect balance and increase the risk of falling.

One key message was that patients taking 5 or more different medications a day should ask their doctor to review their medication, especially if patients suffer from dizzy spells – **so count your medications and ask for a review if five or more!**



Katie Cinque and other team members emphasised the importance of the telephone service and the extent of aid available without necessarily needing to obtain a referral by a doctor.

The 17 page leaflet 'Get Up and Go' published by the Chartered Society of Physiotherapists was strongly recommended as a guide to preventing falls.

This is available on the web at:

<http://www.csp.org.uk/publications/get-go-guide-staying-steady>

Elizabeth house is having a makeover...

Elizabeth House will be closed for major renovations from **9-27 October**, inclusive. During that period, day centre and lunch facilities will be provided for members on three days a week, Monday to Wednesday, at Cookham Dean Cricket Club. Cookham Voluntary Services, who normally operate from Elizabeth House, have secured temporary accommodation in the isolation room at the Medical Centre, thanks to help from Jill Stinchcombe, and subject to being able to find an operational 'phone line.

Wheelchair loan

The Medical Centre has a wheelchair available for loan. This have been provided for patients who have a temporary mobility problem, normally for up to two weeks at a time. The chair is lightweight and folds up easily to go in the boot of even a small car. It is hoped that it will enable people to enjoy life more.



There is another wheelchair for use in the surgery itself. To book a wheelchair, please ask at reception.

Your Comments .. (white box on the table by the window)

Your Patient Participation Group is working hard to listen to your Comments and work with the practice to get a response to all comments we receive. All comments are discussed anonymously, at PPG committee meetings.



Comment: 'It would be very nice if doctors and nurses could find the time to write in the Medical Centre News their observations and comments as they used to regularly. I found it very helpful and made me understand just what they are experiencing.'

Response: The Practice Manager, Jill Stinchcombe, will ask for articles from the doctors and nurses.

Comment: 'It would be useful to have a water dispenser in the waiting room.'

Comment: 'The waiting room needs air conditioning or at the very least a couple of fans. When one is not feeling well the last thing you want is to sit in a boiling hot room'.

Response: The surgery is revisiting the water dispenser issue and will see what can be done about supplying fans in very hot weather. Jugs of water and plastic cups have been supplied since this was raised, when hot.

Comment: 'The telephone recording giving you options needs to be re-recorded, it is quite bitty.'

Response: Jill Stinchcombe is sorry that you do not like the telephone message – she has re-recorded it several times because the message was too fast, and she removed the information about prescription requests, since they cannot be accepted by phone.

Comment: 'I was nine minutes late but the appointments check-in allowed me to book in. I sat for 40 minutes waiting and was then informed I had missed the appointment as I was too late. Please could appointment check-in machine tell you this so that no one sits waiting for nothing. Also it might be an idea to have a ten minute leeway so that you can sometimes be late if you cannot help it.'

Response: Jill Stinchcombe advises that there is leeway of up to ten minutes and if you are outside the leeway time it won't actually let you check in at all. Patients should then come to the desk and reception find out if the doctor will still see the patient. However, this may have been following a power cut, and if so, it is possible the computers had not quite resynchronised following the power cut.

Comment: I saw Jess physio and she wanted x-rays, etc. I tried to book appointment with doctor and got one for the next morning – what a lovely shock!'

Cookham Medical Centre

Lower Road, Cookham, Berkshire SL6 9HX

Health Centre Doctors

Dr Azmy Birdi
Dr Michael Sealy
Dr Anu Swamy
Dr Kenney Tsoi
Dr Lucy Follis
Dr Catherine Tichler
Dr Vithu Nathan

Nursing Team

Deborah Roberts
Kirstie Thomas
Christine Penny (HCA)
Alfiah Jiwajee (HCA)

Practice Manager

Jill Stinchcombe

Appointments 01628 810242

Emergencies 01628 524646

Any matter raised with a member of the PPG is treated with complete confidentiality

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Join the Friends of Cookham Surgery

Keep up to date on changes and news at the surgery by e-mail via the PPG (schirnbrian@gmail.com)

Please tear off this strip and place it in the Comments Box.

Your email address: (please write clearly)

Cookham PPG Committee

Why not join the committee? Meetings are quarterly, for 2 hours, on Tuesday mornings at CMC. To get involved, or to nominate a rep from your organisation, please contact Brian Schirn (schirnbrian@gmail.com)