

FARNHAM ROAD PRACTICE

Issue 27

June 2014

THE NEWSLETTER FOR PATIENTS OF FARNHAM ROAD SURGERY
AND WEEKES DRIVE SURGERY

Farnham Road Practice Information

Comings...

Michelle, Rif and Kim have recently joined the Practice and we would like to welcome them.

...and Goings

Zoe has recently left the Practice and we would like to wish her every success for the future.

New Computer System

On 29 April we switched the computer system that we use for our patient records to EMIS Web, a system used widely both locally and nationally. It is hosted in a secure location and meets the NHS standards for security. The transfer of data from our previous Vision system to EMIS Web seems to have gone smoothly and all of the staff are now getting to grips with the benefits of the new system.

Changes to the Appointments We Offer

The government are changing the way they fund appointments in the evening. For the past few years we have been encouraged to offer a walk-in appointment system for week day evenings. It has been decided that this should now change to a clinic where we offer booked appointments.

Therefore, from 2 June we will no longer be offering a "walk-in" clinic. Instead, we will be offering a clinic of appointments that can be booked, between 18.30 and 19.30 Monday to Friday. This is separate from the Prime Minister's Challenge Fund appointments detailed on the back page. Both Farnham Road and Weekes Drive Surgeries will continue to offer an 'emergency clinic' for patients who need to be seen and cannot get an appointment, up to 18.30 each day. And the East Berkshire Out of Hours Service will continue to provide an emergency service when the surgeries are closed (18.30 to 08.00 weekdays and all day at weekends) - please call 111 to arrange to speak to a doctor if you need advice or to see a Doctor when the surgery is closed.

Thames Valley Air Ambulance Service

The red and yellow liveried EC135 helicopter is based at RAF Benson, Oxfordshire, which is the central point for the three counties TVACAA serves. The Air Ambulance carries a full range of life saving medical equipment and two fully qualified paramedics, who are supported on a regular basis by a small team of dedicated doctors. The helicopter is operated in daylight hours, seven days per week, 365 days per year. The Air Ambulance has the benefit of having an additional seat to carry a carer or parent, which can be very important if the patient is a sick or injured child. It can transport one patient with the ability to treat and care in the air and has the provision for two stretchers in the case of an extreme medical emergency situation. TVACAA operates across the three counties of Berkshire, Oxfordshire and Buckinghamshire (BOB). However, Air Ambulances have no clinical boundaries and can often be called out to attend emergencies in neighbouring counties when further assistance is required by the resident Air Ambulance. TVACAA functions solely to raise the funds required to keep the helicopter flying. Each mission flown costs approximately £2,500 with an average of 3 missions per day. The Charity is not involved in tasking the helicopter or in its operation.

From Tuesday 27th - Friday 30th May the Practice raised Money for the Thames Valley Air Ambulance. There were buckets in the reception area all week and on the Friday cakes were sold in the waiting room of the Farnham Road site. We raised £244.66 for the charity.



The Prime Minister's Challenge Fund - improved access to your GP services in Slough!

David Cameron likes to issue challenges. It's a great way to grab attention. More importantly it is effective in getting people to shift their thinking. His first challenge in 2012 was around dementia. He earmarked some funding and threw down the challenge to motivated groups to bid for money to improve the rates of diagnosis and speed up referrals and treatment. And it really worked. In Slough (as part of east Berkshire) we bid, we obtained £1.6m, and used it to transform the care available for people with dementia. We have seen an impressive rise in numbers referred and treated.

Last October he issued his second challenge: he would make £50m available for nine groups of practices to come forward and bid to extend routine general practice into the evenings and weekends - something we've never had in this country. In December he issued the detail. Interested groups would have to submit their bids by 14 February. Such was the level of interest in the idea that many GPs up and down the country started to consider the prospect and shift their thinking. Over 250 bids were received, a much greater response than expected. In the end 19 groups and one company were successful, and one of those was the bid from the 16 Slough practices, which was awarded £2.95m to deliver the project this year.

All over Slough from 1 July 2014, opening hours for patients in GP surgeries are being extended to 8 p.m. Monday to Friday; and from early August we plan for you to be able to see a GP or nurse on Saturday or Sunday between 9 a.m. and 5 p.m. Most of these appointments will be pre-bookable (i.e. bookable before the day) and at least 25% of them will be same-day appointments, some "drop-in" and some booked earlier on the day.

We are joining with The Wentworth Avenue practice for this extended hours service, which will be run for patients of both practices from Farnham Road. We will have GPs and a nurse seeing patients during these hours. Appointment duration will vary - from 5 to 30 minutes according to medical need and patient preference. Watch for more details to follow shortly.

Why is this happening? Because you have told us it's difficult to get an appointment - 28% of patients told us this. We've heard, and are making these changes to help you.

How are we doing this? With money from the Prime Minister - £2.95m of it to be exact - which we were fortunate enough to bid successfully in February. Last October David Cameron told us he too had heard what patients and the public were saying. He asked for groups of practices to come forward and bid for part of a £50m fund to set up this extension to GP services.

The Slough practices decided we wanted to deliver this for our population. We asked our Practice Representative Group (PRG) members to tell us what "good" or "great" would look like and we co-designed the bid with them around what they said. NHS England later told us that our bid was outstanding in the extent to which our patients and public designed the elements of the bid.

The funding allows us to introduce other services. You will soon be able to make some appointments online, and if necessary cancel them using SMS text. We will provide new health apps that will give you relevant health information, allow you to find the service you need locally, or tell you about services you never knew existed. More GP telephone advice will be available, and we are also looking at providing online consultations by email and Skype.

The new provision recognises the needs of specific groups e.g. workers who find it hard to get to a surgery appointment or take a relative to one during normal hours, children with asthma needing help and medical review to manage their condition, people with complex needs for whom ten minute appointments during the week don't satisfy their requirement, and those needing one or a combination of screening, smears, immunisations or information who find a 'one visit for all my needs' difficult to achieve during the week.