



Oxshott Medical Practice

Autumn Newsletter 2010



FLU VACCINATION PROGRAMME—It's that time again already!

The Surgery has commenced it's annual flu vaccination programme and clinics are available now! The patients with the following conditions are eligible for flu immunisation:

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| • People over 65 years old | • Diabetes (Type I and Type II) |
| • Chronic Respiratory Disease (including asthma if taking regular inhaled steroids) | • Immunosuppression |
| • Chronic Heart Disease | • Carers |
| • Chronic Renal Disease | • Pregnant Women |
| • Chronic Liver Disease | • Frontline Health and Social Care Workers |
| • Chronic Neurological Disease | • Poultry Workers |

Any patient who falls into one of the above categories (except pregnant women), who has not been immunised against pneumonia, can also have this done at the same time as their flu jab.

THE WHITE PAPER - THE CHANGING NHS AND HOW IT WILL AFFECT YOU AS A PATIENT

Our Surgery has been part of a Practice Based Commission (PBC) Group called Mid Surrey Commissioning Group for the past 3 years. This is a group of 15 GP practices who have joined together with the same ideological views. With the release of the White Paper, it has emerged that Surrey Primary Care Trust (PCT) will cease in April 2012 and PBC Groups will form consortia (groups) which will control our local NHS services.

More information on our commissioning group, is available at <http://www.midsurreypbc.com>

Recently, the PCT introduced restrictions on NHS patient referrals for over 100 services. Whilst our Surgery does not agree with all of these restrictions, we have to comply with the PCT. Should your GP decide that you need referral to one of these services, permission is required from the PCT before a referral can be made. This process may also involve completing an individual application form for funding. Our surgery is always striving to put our patients wishes first but we must all understand that NHS funds are limited.

The new Government has also scrapped the maximum 18 week wait to be seen and treated on the NHS. As a consequence, hospital waiting lists may be longer. Should you require an NHS referral, *you have a choice of hospital* (provider) but *you have never had a choice of consultant*. Our GPs will always advise on the best organisation for your needs locally, such as Cobham Hospital.

ANNOUNCING THE RETIREMENT OF DR JACKIE PICKIN

During January 2011, after many years of serving the residents of Oxshott, Dr Jackie Pickin will be taking retirement from active general practice.

As all patients of the Surgery have to be registered with a partner of the Practice, Dr Pickin's patients will be split between the two remaining partners, Dr Nicholas Down and Dr Richard Draper. However, patients can continue to see the Doctor of their choosing. We still have three permanent female doctors assisting at the Surgery who would be more than happy to see you.

This will be a transitional period for all involved, but we are sure that you will join us in sending Dr Pickin our warmest wishes and good luck for the future.



MACMILLAN WORLD'S LARGEST COFFEE MORNING

There was a phenomenal turn out for the coffee morning on Friday 24th September in support of Macmillan Cancer Services organised by Dr Austen. **Over £1100 was raised** and Dr Austen has already been inundated with requests for next year!



GP PATIENT SURVEY

Our patient survey results produced few issues we were not already aware of. We know that patients can be overheard at Reception and until we are able to have a new Surgery this can not be prevented. However, should you wish to speak in private, please do ask a receptionist who will try their best to facilitate this.

REAL-TIME ASSESSMENT PATIENT SURVEY (RAPS)

At reception, the Practice Manager has arranged for a hand held computer to be installed to allow selected patients to complete a real-time satisfaction survey regarding their consultation. The computer is located next to reception and is a small hand held device. It will display questions for you to answer and you can do so using the touch screen.

If you are invited by your Doctor or Nurse to complete the survey, there is no obligation for you to do so. If you require any help in completing the survey, please ask for Carina.

GP PATIENT SURVEY RESULTS

Our results are available at:

<http://www.gp-patient.co.uk/results/results/factsheets/search/?code=H81107>

RECENTLY AT THE SURGERY...

All of the Doctors and staff recently undertook CPR, resuscitation and defibrillation training.



This was provided by the South East Coast Ambulance Service and was thoroughly enjoyed by all. The Surgery now has a working defibrillator on site but we hope we never have to use it.

PATIENT GROUP REPRESENTATIVE

Our Practice has two patients who are participating on behalf of all of our patients at Practice Based Commissioning meetings, Anne Pickering and Ann Harper.

Both these patients are giving up their own time and trying to ensure that patient views are upheld. Should any patient wish to leave a message for our representatives, please speak to the Practice Manager, Anny or leave a note at Reception.

EQUIPMENT FUND

The Surgery, like most NHS organisations, relies more and more on donations to be able to keep our equipment up to date. Recently, we have bought a 24 hour blood pressure monitoring machine which means that patients now do not have to attend hospital for this test. This gives our patients closer to home care.

We are currently trying to replace some chairs in the reception waiting area to ensure our patients have comfort whilst waiting to be seen. If anyone has any fundraising ideas, or wishes to make a small donation, please speak to Anny, Practice Manager.

CHILD HEALTH CLINIC—TUESDAY LUNCHTIMES

Central Surrey Health (CSH), who employ our Health Visiting team, have recently introduced a “booked appointment only” rule at their child health care clinic on Tuesdays. Additionally, these clinics will now be run by a nursery nurse not a health visitor.

Should you need to discuss any specific needs regarding your child with a Health Visitor, you can contact the telephone helpline on 020 8979 6464 (Open Monday - Friday, 9am-1pm). *To book an appointment at the child health care clinic, you also need to telephone 020 8979 6464. Appointments can not be booked at the Surgery.*

MISSED APPOINTMENTS

As demand for appointments has increased, we would appreciate it if patients cancel unwanted appointments so it can be offered to other patients.

Number of missed appointments:
July - 44 August - 29

NEW STAFF

You are probably aware that we have undergone some staff changes over the Summer and we would like to welcome Josie, Katie, Anthea and Anise, all who have recently joined our reception team.

A FINAL NOTE...

As the weather turns colder (and wetter!) we would like to remind our patients to wrap up warm. Also, please take care when coming the Surgery as we know that the entrance can get quite slippery on rainy days.

