

**OXSHOTT MEDICAL PRACTICE
SEPTEMBER 2012 NEWSLETTER**

From the Practice and your Patient Representatives
Telephone: 01372 844000
www.oxshottmedicalpractice.co.uk

Surgery open: Monday 08:30 – 13:00, 14:00 – 19:30 (Please note extended surgery hours)
Tuesday 08:30 – 13:00, 14:00 – 19:00
Wednesday 08:30 – 13:00, 14:00 – 18:30
Thursday 08:30 – 13:00, 14:00 – 18:30
Friday 08:30 – 13:00, 14:00 – 18:30

DOCTORS & STAFF	Monday	Tuesday	Wednesday	Thursday	Friday
Dr. Richard Draper, Senior Partner & GP Trainer	08:30 – 11:30 16:30 – 19:30	08:30 – 11:30 15:00 – 17:00	-	08:30 – 11:30 16:00 – 18:00	08:30 – 11:30 16:00 – 18:00
Dr. Mark Jenkins, Partner	08:30 – 11:30 16:00 – 19:30	08:30 – 11:30 17:00 – 19:00	08:30 – 11:30 16:00 – 18:00	-	08:30 – 11:30 16:00 – 18:00
Dr. Fiona Sindall	09:00 – 11:30	09:00 – 11:30	-	09:00 – 11:30	-
Dr. Janet Austen	-	-	08:00 – 11:00	-	08:00 – 11:00
Dr. Sarah Mackay	-	-	14:00 – 16:30	14:00 – 16:30	-
Dr. Malagorzata Trubshaw	14:30 – 16:30	-	08:30 – 11:00 14:00 – 16:30	-	-
Ian Shepherd, Practice Manager	08:30 – 16:30	08:30 – 16:30	08:30 – 16:30	08:30 – 16:30	08:30 – 16:30
Rosemary Tyler, Practice Nurse	14:00 – 19:30		08:00 – 12:30 14:00 – 16:30	-	08:30 – 13:00 14:00 – 17:00
Angela Sadler, Practice Nurse	09:30 – 12:30	09:30 – 12:30 14:00 – 16:30	-	09:30 – 12:30 14:00 – 16:30	-

UPDATE FROM DR. DRAPER



The Practice has been through a very busy few months and seen a number of important changes and improvements. The most important development is the arrival in April of our new Partner, Dr Mark Jenkins. I am delighted to welcome Mark to Oxshott and I am very pleased that he is enjoying his new appointment and settling in so well. Mark and I share an ambition to improve the Practice and extend the range and quality of services on offer. We have got off to a flying start! Mark and I met over a year before he started with us and this enabled us to discuss plans for the Practice well before he was appointed. We

have a planned programme of improvements which range from the small to the much bigger and more ambitious. These plans have been informed by input and feedback from patients, patient surveys, informal discussions and the requirements of modern medical practice. These plans need the commitment and support of great staff and excellent doctors. We are confident that we have this.

Ian Shepherd, our newly appointed Practice Manager, has made a great start. He is working well with patients, staff and doctors and overcoming a series of problems and challenges with good humour and enthusiasm. We are confident he will greatly enhance the smooth running of the Practice.

The inadequate phone system has been replaced with one which will give more flexibility and vastly increased call capacity as well as waiting room Wi-Fi. We have progressed the introduction of software and equipment to allow us to offer monitoring of Warfarin medication more conveniently. We have acquired new equipment to improve and extend the range of minor surgery procedures on offer. We are working to improve staffing and have recruited additional office staff.

Since our last Newsletter in January 2012 (which can be found on the website), there have been some positive changes and we continue to make good progress across the board for you, our patients, and we have now formed a Patient Reference Group.

It is important also to stress that whilst making necessary changes and improvements we are committed to traditional medical practice. We feel that we are guardians of an important service and will strive to adopt the best of new opportunities whilst respecting the best of our medical heritage.

WELCOME TO DR. MARK JENKINS



Dr. Mark Jenkins (MB, BS, DRCOG, DFFP) qualified from Guy's and St. Thomas' Hospitals in 1998. He trained in both Surrey and Kent before qualifying in General Practice in 2002. In addition to his GP work, Mark is qualified in aesthetic work and also has a special interest in Paediatric Neurodisability due to his work as an attending GP at The Children's Trust in Tadworth. Prior to joining the Oxshott Medical Practice, Mark was a GP in Tadworth, Surrey for 9 years, where his patients described him as kind, clever and caring! He is married with 3 children.

In conversation with Mark, he said that he knew by the time he was 9 that he wanted to make medicine his career. In part this was influenced by his father. In his spare time he likes golf and mountain biking and he has a keen interest in sport having played Outside Centre for the England Students Rugby Team.

Whilst attending Epsom College as a music scholar he achieved grade 8 on the oboe and played in the National Youth Orchestra.

WELCOME TO IAN SHEPHERD



The role of the Practice Manager was first created in the late 1970s and was often given to a senior staff member (such as an experienced receptionist). It formed a focal point for

day-to-day administration, management and a bridge between clinical and clerical activities.

Over the past decade however, the complexities of running a practice have continued to increase and the role of the Practice Manager is now pivotal to the smooth running of most surgeries.

A PM's primary function is to support and at times lead the doctors in running the practice. This will include managing the accounts and payroll, managing the staff, including recruitment, performance, training and attendance, the accurate up keep of medical records, whether that be electronically or in the traditional paper format, as well as a business strategy for the healthcare facility that links in with national direction.

The role of the PM can at times be somewhat isolated, falling between the partners as the employers and the staff. A huge advantage of the role, however, is the diversity and breadth of the remit and while this in itself may be challenging it is also very rewarding.

The traditional PM is a generalist in its broadest sense, being required to call upon a whole host of skills in

order to perform their day-to-day duties, for example:

- Strategic planning and business skills
- IT expertise
- Knowledge of employee legislation
- Organizational expertise
- Strong leadership skills
- Understanding of NHS finance and NHS policy
- Negotiate both internally and with external agencies

A strong PM is essential if the practice is to grow and continue to be successful in what has become a very difficult and challenging economic climate. They will be required to draw upon all of their resources to manage their teams who will be a very diverse bunch; from admin and reception staff to nurses and doctors - including partners - as even partners (although they will not like to admit it!) need managing. There is a need to manage sensitively upwards and effectively downwards whilst retaining a sense of humour!

WELCOME TO DR. HANNAH COLEMAN

We would like to welcome Dr Hannah Coleman who will be with us until the end of the year. Hannah is a Registrar and is just embarking on her career in General Practice. She trained at St George's Hospital Medical School and has worked in various hospital posts before starting at Oxshott.

IN PRACTICE FELLOWSHIP AWARD

Dr Draper has just been awarded an "In Practice Fellowship" at the University of Oxford. This will start in October 2012 but will not significantly reduce his clinical time at the Practice. It brings interesting research and development opportunities to the Practice and is a very welcome award.

WIRELESS INTERNET ACCESS

There is now a Wireless Wi-Fi connection in the Waiting Room for patient's use.

NEW TELEPHONE SYSTEM

A new telephone system is now in place which offers a more "balanced" approach to making appointments, giving the options of booking an appointment up to 2/3 months in advance, up to 48 hours ahead and on the day/next day for an "emergency" appointment.

BLOOD PRESSURE MONITORING

In order to take the strain off the Doctors, please do not make an appointment with a Doctor just to have your blood pressure taken. This can be dealt with by one of our Nurses who will then advise you whether you need to see a Doctor.

TEST RESULTS

Likewise, you do not need to make an appointment with your Doctor to get the results of a blood/urine test. **All** test results are looked at by the Doctors, and **only** in the event of an **abnormal** result, will you be contacted by the Surgery and asked to make an

appointment with your Doctor to discuss this. If however, you want to know the results of the test, you can telephone the surgery from 2:00pm. Results cannot be given out at any other time, as the telephone lines are very busy. A lot of appointments are taken up by patients just wanting to get the results of a test, so if everyone follows the advised route, this will free up appointment slots for people who really need to see a Doctor. Thank you for your cooperation on this.

HOW TO MAKE AN APPOINTMENT

Please remember that not everything needs to be dealt with by a Doctor. Many things can be dealt with by a Nurse, for example blood tests, blood pressure checks and management of conditions such as diabetes or asthma. Our receptionists are also able to assist with many enquiries that you may have concerning referral letters, test results, repeat prescriptions, etc. A pharmacist can also be consulted as they can offer a wide range of health services, guidance and advice.

If you are unsure whether you NEED to see a Doctor please ask, as it may be that either a Nurse or receptionist can deal with your concern, or a telephone call from the Doctor may be more appropriate. This will free up appointments for urgent things which need to be dealt with face to face.

We hope that making an appointment and getting through to the surgery by telephone is now easier than it has been, and thank you for “bearing with us” during the installation of the new telephone system. We are trying hard to cater for different types of appointment. When you telephone the surgery you will hear a series of options; the idea of this “auto attendant” is to filter the calls and allow us to deal with patients who need to make an appointment as quickly and as efficiently as possible. Callers not requiring an appointment can then be dealt with when the phones are less busy.

It would help us if you consider why, and how soon, you need to see a doctor. To cater for this we have the following three kinds of appointments:-

1. An **URGENT** appointment is for when you are not feeling at all well and need an appointment. You should telephone the surgery as soon as possible and we will endeavour to see you on that day or the following day.
2. If you feel that you need to see a Doctor but it can wait for a couple of days, we have a number of **48 hour advance appointments** available. Please telephone after 10:00am for one of these appointments.
3. **ROUTINE** appointments can be booked up to two months ahead. A routine appointment is for an on-going issue, disease management or

planned reviews. Please telephone after 3:00pm if you wish to make a routine appointment.

PATIENT REFERENCE GROUP

Earlier in the year, you may have noticed a sign in the surgery asking patients whether they would be interested in joining a ‘Patient Reference Group’ (PRG), enabling them to give their views, raise concerns and highlight issues on behalf of themselves and other patients at this surgery. There was an excellent response to this, and the group now meets quarterly. The group will discuss various topics, raise concerns and try to improve the delivery of services to patients at the Oxshott Medical Practice.

A “Suggestions Box” has now been implemented in the surgery, so any feedback, positive or negative, would be appreciated, as we are constantly trying to improve the services offered at the surgery. Hand gel has also been placed near the touch screen as requested at the last PRG meeting. Some of the discussions which took place at the last PRG meeting included:

- Extended hours - this has now been implemented. The surgery is open with access to both a Doctor and a Nurse on a Monday and Tuesday evening, where hours have now been extended to 19:30 on Monday and 19:00 on Tuesday.
- Re-development of the surgery itself to enhance the overall level of health services
- Establishment of a dispensing pharmacy within the Practice which will also help to minimize dispensing errors and make repeat prescriptions easier
- Focus groups for the PRG
- Enhanced Services

One of the aims of the PRG is to represent all patient age groups and we would like to hear from patients aged between 18 and 40, as this age group is currently under-represented. If you would be willing to come along and give your views, please leave your name and contact details at Reception. We are actively looking for people with young children, city commuters and young adults. The objective of the group is to endeavour to have a representative group of patients from the Practice to prioritise issues, to collate patient views through discussions and to provide the Doctors and Practice Manager with feedback. It is hoped that this group will raise concerns and try to improve the delivery of services at the surgery.

RESULTS OF THE HEALTH SURVEY

The interim results of the “Oxshott Health Survey” are now available on the website and a full report will be published as soon as possible.

WARFARIN CLINIC

We have invested in equipment to save patients on Warfarin having to attend Cobham Cottage Hospital. We can now carry out INR tests (International Normalised Ratio) at the Practice with instant results,

and your dosage can be amended immediately rather than having to wait for lab test results.

REPEAT PRESCRIPTIONS

We offer a 48 hour turnaround on repeat prescription requests. Please note that this is from receipt of the request at the surgery, during working hours, and does not include weekends or bank holidays. Whilst prescriptions may, on occasions, be ready in less time than this, there is no guarantee that this will always be the case and 48 hours should be considered the norm. You should endeavour to order further supplies of your medication in good time to be sure you do not run out, particularly when the surgery is closed over Bank Holidays etc..

Requests can also be made via our website or with 'Lloyds Pharmacy' on the High Street in Oxshott. Remember that it will take longer for requests from Lloyds to reach us at the surgery.

Please use the printed repeat prescription sheet issued with your last prescription and complete by ticking only the items required. It is the responsibility of each patient to monitor their medication and to know when you are likely to run out of something. It is NOT the responsibility of the surgery or the pharmacy, and, as mentioned above, there is no guarantee that a request will be processed in less than 48 hours.

TRAVEL VACCINES

Most travel vaccines are on a private prescription and these incur a charge over and above the normal prescription charge because travel vaccination is not included in the services provided by the NHS. If you require any vaccinations relating to foreign travel, please visit our website which is extremely comprehensive and has the relevant information, including costs and the forms to complete to return to the surgery. You will need to make an appointment with the Practice Nurse to discuss your travel arrangements to determine which vaccinations are required. You are advised to make this appointment at least 6 weeks before you travel. Generally vaccines should be given at least 2 weeks before you travel to allow the vaccinations to work. There are plans in place to improve this service with a new Travel Clinic. We will inform patients when this service is available.

FLU VACCINATIONS

Flu Clinics will be starting shortly, and we would like to remind those patients who are eligible for the flu vaccination to book an appointment with Rosemary or Angela, the Practice Nurses. If you are a patient who is at-risk (see guidelines below) please make an appointment as soon as possible, whilst stocks last.

Influenza vaccine is offered annually to:

- all those aged over 65 years,
- front health and social care workers,

- those who live in long-stay care homes,
- those who are the sole or main carer of an elderly or disabled person,
- pregnant women
- all those aged over six months who are clinically at risk and suffer from any of the following chronic diseases:
 - kidney disease
 - heart disease
 - liver disease
 - diabetes
 - respiratory disease (including asthma)

PNEUMOCOCCAL VACCINATIONS

Pneumococcal vaccinations are also available to people as shown above. Although you can have it at the same time as your flu jab, you don't have to wait – you can request it as soon as you are 65.

OUT OF HOURS

Please telephone 0300 130 1305 outside Surgery hours, which will take you to "Harmoni" (ThamesDoc's new name!). Alternatively, you can telephone NHS Direct on 0845 4647 to speak to a Triage Nurse. In an emergency, such as chest pains or shortness of breath or any other **emergency**, please telephone **999**.

HEALTHY RECIPE TO SERVE 4 PEOPLE ROASTED VEGETABLES

1 x red pepper de-seeded and diced
1 x orange pepper de-seeded and diced
1 x yellow pepper de-seeded and diced
2 x red onions quartered
2 x white onions quartered
Courgettes cut into diagonal slices
Aubergine thinly sliced
Asparagus tips
Clumps of baby vine tomatoes
Dry fry sliced aubergines and asparagus in a frying/griddle pan and "blister" the small clumps of tomatoes at the top of a high oven

Put all ingredients together (with tomatoes & asparagus on top) into a deep oven proof dish and drizzle with very good extra virgin olive oil and balsamic vinegar, salt and pepper and roast in the oven for 45 minutes @ 200°



Recipe provided by Jackie Mazur from
Delicious Dishes
who generously sponsored and assisted with the catering
at Dr. Down's leaving party
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