



St James Surgery

NEWSLETTER

AUTUMN 2015

Topics

- **Flu Immunisations**
- **New Recruits**
- **Practice Updates**
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Flu Immunisations

For most people, flu is an unpleasant illness, but it's not serious. If you are otherwise healthy, you will usually recover from flu within a week.

However, certain people are more likely to develop potentially serious complications of flu, such as bronchitis and pneumonia. These people are advised to have a flu vaccination each year.

The groups of people advised to have a Flu Vaccine are:

- those aged 65 years and over
- those aged six months to under 65 in clinical risk groups
- pregnant women
- all two-, three- and four-year-olds (but not five years or older) on 31 August 2015
- those in long-stay residential care homes
- carers
- primary school-aged children in areas that previously participated in primary school pilots in 2014/15

We expect frontline health and social care workers to be offered flu vaccination by their employer. This includes general practice

staff.

Flu nasal spray vaccination

The flu vaccine is routinely given as an annual nasal spray to:

- healthy children aged two, three and four years old
- children aged 2 to 17 years at a particular risk of flu

-lived than it would otherwise have been.

Over time, protection from the injected flu vaccine gradually decreases and flu strains often change. So new flu vaccines are produced each year which is why people advised to have the flu jab need it every year too.



How effective is the flu jab?

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition. Studies have shown that the flu jab does work and will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary between people, so it's not a 100% guarantee that you'll be flu-free, but if you do get flu after vaccination it's likely to be milder and shorter

Our Flu Vaccination clinics will run in the mornings of

**Saturday 19th
September
9am-12noon**

and

**Saturday
10th October
9am-12noon**

If you are a registered patient and are eligible for the flu vaccination, please attend one of our drop in sessions on one of the above dates.

ST JAMES SURGERY

2 Harold Street
Dover
Kent
CT16 1SF

Phone: 01304 225559

Fax: 01304 229322

Website:

www.st-jamessurgery.co.uk

OUR PATIENTS, OUR PRIORITY

We have a Patient Participation Group (PPG) who meet regularly to discuss matters relating to the surgery.

If you would like to join our PPG please call us on 01304 225559 or email the surgery on skccg.stjamesreception@nhs.net



New Recruits

Good News! We have managed to recruit two new Doctors to add to our team.

Dr Sutherland will be joining us in October and is coming to us from a practice in Canterbury. Dr Sutherland is a very experienced GP and is very friendly and personable. We are sure he'll make a great addition to our team.

We have also offered a position to Dr Stocia

who is joining us from a private hospital in Hampshire. Dr Stocia had been working abroad previously, as a Family GP, because of this, she now has to register with the NHS to work in our surgery and is currently fighting through the red tape. Our Dr Allingham is helping her achieve this along with support from the local medical committee. We are unsure of a definite start date at this stage but we hope it

to be around Christmas time or early in the new year. Dr Stocia is a very warm and caring person and we are all looking forward to working with her.

In the mean time we thank you for your patience with waiting time for appointments with our GP's. Hopefully when we are fully staffed again we can reopen our practice list and be able to take on more patients.

Practice Updates

Opening Hours

Our opening hours have extended and we are now providing two routine evening surgeries on a Wednesday and Thursday, and some early morning appointments. Also one of our nurses is offering an evening appointments on a Thursday, and our HCA's are available

from 7.30 am twice a week.

Summer Social Event

At the beginning of July all the staff were invited to a BBQ, at Dr Allingham's House. It was a lovely day. We enjoyed some garden games, a quiz and, great hospitality from Dr Allingham and his family. Everyone had

a lovely time, and Dr Reinecke's adorable children kept us all entertained.



The selection of desserts was a particular highlight for our girls!

Charitable Events

Race For Life

On June 15th St James Angels took part in the race for life. A 5k race along Folkestone seafront. We raised a brilliant 1,405.29 for Cancer Research UK.

Thankyou to all who contributed to this great cause.



Macmillan Coffee Morning

On September 25th we'll be holding a cake sale at the surgery, to raise

money for Macmillan Cancer Support. I hope you'll join us for this event.





Ruth Town Practice Nurse

Ruth is a great member of our team and we wouldn't be without her. She's a fantastic nurse and colleague, she makes us all smile. She cares about all of the patients she sees. Ruth is always ready to listen to and support anyone that needs her.

Meet the Team

Why did you want to work at St James?

I was working as a midwife and then as a health visitor in the community. I was looking for a job as a practice nurse and found one advertised for St James Surgery. I got the job and haven't looked back. I enjoyed training as a practice nurse and the team at the surgery is really great. I like the way we all support each other.

What do you like the most about your job?

I am such a people person and I really like meeting patients and children and helping them. My job is so varied and you never know what you're going to encounter.

What do you dislike the most?

When I have to interrupt a colleague for advice, or to raise an important issue. I don't like interrupting their day, as doctors are all so busy and under a lot of pressure.

What's your favourite film?

I love the Shawshank Redemption but I bet everyone says that. So I also really like the last Samurai and Les Miserables

What's your favourite food?

Anything Hot and Spicy. My diet starts tomorrow!

What do you like to do outside work?

Being with family and friends, I love socialising and I enjoy cooking for people. I also like to paint.

What is your greatest achievement?

I have 4 wonderful children and I am also a Grandma.

We're a Training Practice

We have worked towards and been approved by Kent and Sussex Deanery as a training practice .

This means that we will be hosting GP registrars at the practice.

What is a GP Registrar (trainee)?

The registrars are Doctors who are specialising in General Practice, and have already passed their exams to become a Doctor, they have worked in hospitals and have completed their classroom based training. The registrars go through a 3 year practice based training schedule. Doctor Allingham has been re-validated

as a tutor and with the support of the current GP's and teams at St James , he will help and teach our trainee's through their 3 years in practice.

What does this mean for our patients?

- Patient's seeing a GP registrar can expect to receive the same quality of service our GP's already provide.
- As a patient you should be informed you are seeing a Trainee.
- Some consultations will need to be recorded on a video or web camera. In order for the GP registrars to be assessed on their

consulting skills. This is done by the trainer and assessors viewing a video of the registrar's consultations.

- Patients will need to fill out a consent form before their consultation is filmed. This is available at reception.

The recording will be used for educational purposes only and will only be seen by assessors or examiners.

Dr Kadir will be starting with us in August. She comes to us from Wye surgery and is continuing her training here at St James Surgery.

Immunisations

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OUR PATIENTS,
OUR PRIORITY

There have been some changes to the immunisation program for Babies, Teenagers or Young Adults and People aged 70, 78 and 79.

Babies

There is a new immunisation available called **MEN B Vaccine** this is for babies and will be provided to infants as part of the routine NHS vaccinations program, from September 2015. This Vaccine will protect your baby against infection by meningococcal group B bacteria which can cause Meningitis and Septicaemia (blood poisoning).

These Conditions caused by Group B bacteria can affect people of any age, but is more common in babies and young children. The Men B vaccine will be offered to babies alongside their other routine vaccinations at 2,4 and 12 months of age. There will also be a temporary catch up for babies who are due their 3 and 4 month vaccinations in Sept 2015.

Young Adults

From August 2015 all 17 and 18 year olds in school year 13, age will be offered the **Men ACWY Vaccine** as part of the NHS Vaccination program. This vaccine protect against 4 different types of Meningitis,

and Septicaemia. Cases of meningitis and septicaemia are rising due to a particularly deadly strain. Older teenagers and university students are at high risk due to living in close contact in shared accommodation.

Adults aged 70, 78 and 79

The Shingles Vaccine is available to adults aged 70, 78 and 79. Shingles is a painful rash caused by the reactivation of the chickenpox virus in people who have previously had chicken pox. It can be very painful and uncomfortable and can sometime cause pain for years after the initial rash has healed.

Human Nature?

What do you do when something goes wrong? For example if you find that you have forgotten to ask for a repeat prescription for your tablets and you only have enough for the next 24 hours. You telephone us, but do you quietly explain you have forgotten and would be very grateful if we could do a repeat prescription urgently? Or do you demand a prescription is done because we should have known you needed a repeat, so it must be our fault, oh and you'll be up in 10 minutes to collect the signed prescription?

Fortunately we understand that patients can get very worried about their medical conditions and react different-

ly, so in both cases above we would produce a repeat prescription as soon as possible to ensure the patient doesn't run out of tablets. Mind you 10 minutes would be a triumph of hope over reality!



On relatively rare occasions a patient will become verbally abusive to the surgery staff, using colourful language in the belief it will get them what they require. This is when the NHS policy of 'Zero Tolerance' comes into play.

Such behaviour is not acceptable in a modern society and will have consequences. Depending on the circumstances the patient first may receive a written warning, if a further incidence happens or the verbal abuse is more serious the patient will be removed from our patient list and required to find a new surgery. The worst kind of behaviour involving threats of violence will result in the police being involved and the patient receiving future GP medical care under secure conditions in an alternative setting, not necessarily local.

Missed Appointments: Since January 2015 we have lost **130 hours** in missed appointments.