



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 005

Email us at: wat.chal@nhs.net

July 2012

Nothing Endures but Change!

PPG Members

Watlington

- Roger Beattie
- Josephine Carrington
- Jenny Tindale
- Doreen Hobbs
- Shirley Brown
- Beryl Parkinson
- Jacky Wagstaff
- Marian Davis

Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- Lesley McCourt
- Gill Walker
- Lynn Baker
- Peter Grout
- Helen Moss-Black
- Audrey Mainwaring

If you have any issue that you would like raised at a PPG Meeting, please contact any of the above or email us.

Special points of interest:

- Changes
- The Right Prescription
- Flu stays the same
- Saturdays Online
- Make a Date & Keep It

Contact Us
By Email

wat.chal@nhs.net

That quote was first spoken by Heraclitus who lived from 540 BC - 480 BC Now Gerry Davidson hasn't been around quite that long but when she became the first Practice Manager in 1983 the IRA were the terrorists of the day and Maggie Thatcher won her second term of office in a landslide election!

The surgery at Watlington was in cramped conditions in the grounds of the cottage hospital and in Chalgrove we waited to be seen in a converted bungalow in the High Street!

Times are always changing and so, after 29 years of outstanding service to the Practice, Gerry is taking her well earned retirement at the end of July. On behalf of all patients past and present we would like to wish her a long, healthy and happy retirement.

Our new Practice Manager Kai Howard took up his post some weeks ago and is busy getting to grips with the intricacies and idiosyncrasies of the NHS!

Kai is married with 2 young daughters aged 6 and 7. We would like to take this opportunity to welcome him to the Practice and wish him a long and happy association with the two surgeries.

Continuing the change theme, previous Newsletters have communicated a number of Receptionist retirements and new starters. Regular visitors to the surgeries will hopefully have met some of the new team who are all settling in well.

Finally, in the March issue we told you about changes to Dr Neale's working hours at Chalgrove. Well, you may see some more changes in the coming months as - like the rest of us - Doctors reach an age where they want to take life at a slightly slower pace!

Any changes will be fully detailed in the next issue and on the website but be assured that when ever change is contemplated, the first priority is to ensure that you, the patients, notice no change in the excellent service you are used to.

Goodbye Gerry
Hello to Kai

Prescribing

In addition to discussing issues which relate to our Practice, whenever the PPG meets we are treated to a talk by one of the Doctors. This month Dr Nicholson spoke to us about prescribing and covered issues such as free prescriptions, repeat dispensing, branded versus generic drugs, budget allocations and the monitoring of what GP's prescribe.

Did you know that over 90% of prescriptions are free of charge? Or that our Doctors write up to 200 prescriptions a day and many are for several items?

Do you know how the budget allocation for prescriptions is calculated?

You will be able to find the answer to this and further information on this topic in an article based on this talk which will be posted on the website shortly:

www.watlington-surgeries.nhs.uk

Many thanks to Dr Nicholson for a very interesting and informative talk.

'Flu Campaign

If the Government can do a U-turn then so can we! Last time we informed you that, in order to cut down on the huge printing and postage costs, the Practice had decided to focus on increased advertising of the 'Flu jab days rather than send out individual letters to patients in the target group.

Well, thanks to a mail shot option that has now become available, the Practice will be sending out individual letters in the normal way at a much reduced cost. Posters and further information about the 'flu campaign will also be circulated in the autumn.

On Going Online

We know that you know that appointments can be booked online. Well, Saturday morning appointments can now be booked online too. Just go to the website

www.watlington-surgeries.nhs.uk

and follow the link. What could be easier?

Remember you will need to register for on-line booking of appointments at the Surgery Reception first in order to use this service.

Several patients have asked if they can order repeat prescriptions online.

At the moment it would require a patient to type in details of the name, strength and dosage of the medication themselves which the Practice feels leaves room for too great a risk of error.

However, if the option to simply tick a box, as on the current paper repeat prescription forms, becomes available then the Practice will consider making this service an online option too.

For those of you who have just made a double take at the words "**Saturday morning appointments**" - yes they are available! As detailed in the last issue, appointments are usually available between 8.00 and 10.50 am. No apologies for repeating the information because - as with the use of the Online Booking System - the take up is disappointing, despite the requests for such services when we conduct our surveys.

Make an Appointment - Keep an Appointment

Nothing worse than feeling unwell, wanting to see a Doctor or a Nurse and not being able to get an appointment. The Practice is proud that, generally, patients can readily get their appointment of choice (endorsed by the positive feedback in the surveys we undertake).

However, there is a two way responsibility for each appointment. The Practice Doctor or Nurse will do their utmost to see you on time and provide the answers and/or treatment expected.

The patient responsibility is straightforward. Attend on time or advise if they can't make, or no longer need, the appointment.

Unfortunately in a relatively high number of incidents, patients just don't turn up for their appointment to see a Doctor or Nurse.. For example, in June the equivalent of **85** appointments were lost due to this reason. This represents two full days of surgery appointments so is of significance.

Let The Surgery Know if You Can't Make It!

Whatever the reason for non-attendance (and we are trying to establish some of those reasons) it can have a serious knock on effect with regard to efficient operation at each surgery.

If a patient simply does not turn up, not only does this mean that another patient could have had that appointment, but the medical staff can find that they have wasted time on their hands.

This is particularly the case with the Nurses as their appointments are often double, triple or longer.

It can cause an extra impact at this time of year when the number of staff available is reduced due to holidays etc. which puts extra pressure on staff who are in attendance.

So, if you can't make an appointment please ring up and cancel it (Doctor's appointments can be cancelled as well as made online too). Thank you.

To help patients remember their appointment booked at Reception we've recently introduced a newly designed appointment card. Keep it safe - and somewhere where you will see it!