



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 010

Email us at: wat.chal@nhs.net

January 2014

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:

- Money worries
- Consulting the Public
- Our Survey Says?!
- How Many Flu Jabs?
- Enjoy Waiting!
- Back to Back!

Contact Us By Email

wat.chal@nhs.net

The OCCG Credit Crunch!!!

You may recall from previous Newsletters that we advised the Oxfordshire Clinical Commissioning Group (OCCG) now holds the budget for a lot of the health care that directly affects the majority of patients.

Recent reports in the media warn us that the OCCG is facing a budget deficit at the end of this financial year of anything between £11 and £20 million. In addition, a harsh winter could lead to an increased demand on services and that £20 million shortfall could be reached long before the Spring sets in.

This view is backed up by Dr Stephen Richards, the Clinical Director, who adds that the combination of an aging population, increased costs and demands on facilities could lead to a projected deficit of up to £200 million in 6 years time if nothing changes.

This situation should be of concern to everyone in the community.

If you want to find out more about the implications of this financial shortfall, the OCCG is holding an open question and answer session on Tuesday 7th January 2014 from 6.30 p.m. to 9.00 p.m. at the Oxford Town Hall.

We would urge as many who are able to attend.

To find out more details and have your say - even if you cannot attend the meeting - go to;

There could be a projected deficit of up to £200 million in 6 years time if nothing changes.

<https://consult.oxfordshireccg.nhs.uk>

On a more positive note, we can report that our Practice has already adopted a new national policy which is now part of all NHS Doctors' new contracts.

Under these, all patients over the age of 75 must be allocated a named Doctor. (Our Practice has always had a named Doctor for *all* its patients).

Services

In November one member of the PPG visited the Children's Centres and, with a friend and the Practice Manager, spent a morning in Watlington town centre canvassing people of all ages with regard to their opinion of the Practice and of the range of services available to patients.

The overall feedback was very good and the information gained has been passed on to the Locality Group.

While we are on the topic of services - are you one of the 7 people who, in one morning alone, did not turn up to a physiotherapy appointment at Watlington and did not even bother to phone to cancel?

If we want to keep a local physiotherapy service we cannot waste the professionals' time in this way - as well as deny someone else a much-needed appointment.

Patient Survey 2014

Over two weeks at the beginning of December patients attending either of the two surgeries were asked to fill in a questionnaire designed to gather information on the quality of care they have received.

The format of the questionnaire is very slightly different to previous years but focuses on the same areas.

The completed questionnaires have been sent to a company called PatientDynamics for analysis.

When we get the results back, the PPG will write a report outlining the findings and the agreed targets of an Action Plan for the coming year.

Flu Clinic – Update

Over 1300 patients received a flu jab over the 2 nominated days at the Watlington and Chalgrove surgeries. Another 200 have been vaccinated since.

This represents 44% of the target group already which is patients under the age of 65 who are in one of the 'at risk' groups. Our Practice is continuing to take a proactive approach to this campaign and is currently contacting relevant patients who did not attend the clinic to go along to the surgery and have the jab. If you know anyone who might be 'on the list' please remind them of the benefits of prevention over cure.

You may remember that we told you about the new campaign to offer the flu vaccine to 2 and 3 year olds in the form of a nasal spray. Well 54% of children in this group have now been treated and this puts our Practice within the top 10% in the Thames Valley.

The Shingles vaccine was also offered to 70 and 79 year olds at the Flu Clinic. Approximately 50% of the eligible group took up the offer and feedback that we have received indicates that generally people felt no side effects afterwards. There are still a few vaccines available for this group so if you *are* eligible and would like to take advantage of this initiative you should contact the surgery to make an appointment.

Waiting Rooms

Some patients have requested that they be allowed to smoke **E cigarettes** in the waiting rooms.

The lack of evidence available on the long-term effects of these coupled with the possible negative influence this may have on children and young people has led the Partners and the PPG to unanimously agree that the smoking of E cigarettes within the building **will not be permitted**.

However, thanks to the new fibre optic IT system that has been installed in both surgeries, patients will soon be able to pass the waiting time via access to a **secure free WIFI connection in the waiting rooms**.

This system has been installed primarily to link all GP surgeries to the hospitals and speed up the exchange of information between the two parties. The Practice has decided to use this opportunity to include a WIFI connection in the waiting rooms for the benefit of its patients.

Sharp Rise in the Number of Back Issues Reported

On a lighter note.....! Last month the Practice Manager announced that the Watlington & Chalgrove Practice is experiencing an unprecedented rise in the number of back issues being handled in the two surgeries. Although there are no official figures available, he is concerned that this trend is increasing and may be exacerbated by the fact that some patients are arriving at the surgery laden with back issues dating back many months.

He went on to advise that the surgery has always adopted a policy of providing up-to-date information on a wide range of topics which some patients may wish to read while they wait for an appointment and the Practice is very grateful for the generous donation of material that is current and 'hot off the press'.

The problem seems to stem from one or two members of the community whose back issues are causing many patients to become confused and disorientated. One patient reported that she had thought that there was to be another royal wedding after reading November's copy of *Royal Review* until she realised that the issue was dated 2010!

Staff at the surgery regularly take an audit of the material available to the public to ensure that the copies available are current ones but it seems that back issues are still somehow finding their way into the public domain.

The Practice Manager has grave concerns that he may have no alternative but to load up the boot of his car once a week and dispose of these back issues by surreptitiously placing them in a convenient and unguarded empty green recycling bin on his way home from work as neither surgery has access to one of its own!

Seriously, whilst the Practice is very grateful to those patients who bring in the latest copy of a magazine when they have finished reading it, as neither surgery has any recycling facilities for material such as old magazines, and not wishing to sound *ungrateful*, the Practice would appreciate it if patients could restrict their donations to up-to-date copies as, during their regular tidy-ups, staff often uncover some dating back several years! Thank you.

**Back Issues are Proving a Real Pain for the Practice Manger to Resolve!!!
A Happy & Healthy New Year to you all.**
