



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 016

Email us at: wat.chal@nhs.net - Website www.watlington-surgeries.nhs.uk

July 2015



Patient Participation Group

Members

Watlington

- Roger Beattie
- Doreen Hobbs
- Beryl Parkinson
- Marion Davis

Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- 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:

- Time Wasted!
- Townlands News
- Health Fair?
- Goodbye/Hello
- 111 Views
- Make Someone Happy
- Prescription Woes

Contact Us
By Email
wat.chal@nhs.net

Over 43 hours of Clinical Time Wasted During April and May

At our last PPG meeting we were somewhat surprised to learn that during April and May 260 patients failed to turn up for an appointment and did not let the surgery know that they were not going to attend.

As a standard consultation slot is 10 minutes, those 260 patients wasted at least 2600 minutes or over 43 hours of valuable time for our Doctors and Nurses.

Too late to offer the slot to another patient and no time for a Doctor to fit in another task as the next patient is usually already in the waiting room. Nurses' appointments are sometimes 20 or 30 minutes - that's 2, even 3, slots wasted in one go as the next patient will probably not yet have arrived.

So, if you cannot make an appointment for any reason, please think about the impact this has on efficient operation of the surgery. Call or go online and cancel that appointment.

It only takes a minute to do (at any time of day if you do it online) and will free up the slot for another grateful patient.

Ambulatory Care

Never heard of it? Read on.....! There is expected to be a three-fold increase in the number of people aged 85+ in the next 20 years. Evidence has been gathered which shows that, amongst elderly patients, the ability to cope deteriorates by 5% a week while they are in hospital and this often continues even after they have been discharged.

Ambulatory care is the provision of a full range of out-patient care near to where people live in order to avoid the need for patients to be admitted to hospital as an in-patient.

This type of care has already been introduced to a certain degree in the form of the Emergency

Multidisciplinary Units such as those in Abingdon and Witney.

These units are supported by GPs, community services and hospital specialist teams who work together to manage the diagnosis, observation, treatment and rehabilitation of a patient resulting in higher success rate in the treatment and care of this age group.

Last year we told you about the redevelopment plans for the Townlands Hospital in Henley which is due to open later this year. With the increase in the degree of choice patients are offered, Townlands Hospital will be one of the choices available to many patients in our area.

Since the proposals for Townlands were first put forward there has been increasing evidence to show that patients respond better when they are treated in out-patient departments and offered support to stay at

home while they receive any care needed.

This is particularly the case with elderly patients and, with an increasing number of us now falling into this group, there is an urgent need to provide the most appropriate form of health care of this type. Hence the move to adopt this ambulatory care model for Townlands.

Many of you may have seen - and hopefully responded to - the consultation document asking the public for their views on which services should be offered at this hospital.

In the original proposals the second floor of the hospital was going to be used by Sue Ryder to offer the hospice care currently

provided at Nettlebed. However, the Charity has recently changed direction and is itself now moving towards adopting the ambulatory approach to providing care and has recently withdrawn from the

There is expected to be a three-fold increase in the number of people aged 85+ in the next 20 years

Townlands project.

Whilst this is somewhat of a setback from a funding point of view it does offer an opportunity to tailor the resources available at Townlands to exactly what the community it serves needs.

There are many options being discussed and other factors to be considered. If you want to find out more about this whole project go to:

<http://www.oxfordhealth.nhs.uk/resources/2015/05/Townlands-consultation-document.pdf> or search for the pdf document: 'Townlands Community Hospital Health Needs Assessment' which gives a full background to this issue.

How About A Health Fair?

Did you attend the Health Fair held at Benson last month? Those who did gave us feedback which was extremely positive.

It has prompted us to consider holding something similar for the Watlington and Chalgrove Practice.

It could be a separate project or part of another village event such as the May Festival.

Early days yet but if you have any comments or suggestions or If you feel motivated to get involved in helping to organise such an event we would love to hear from you.

You know the address: wat.chal@nhs.net - or speak to any member of the PPG.

If you or your organisation would like to take part then please let us know.

Another Goodbye and Welcome

We are sad to report that Sheila Frost will be leaving the Practice at the end of June. Sheila is well known to many of you as she has worked as a Receptionist for the Practice for 24 years, even back to the High Street days!!

We will all miss her guaranteed warm welcome on reception but, on behalf of all the patients, we would like to take this opportunity to thank her for all her hard work over the years and wish her a long healthy and happy retirement.

At the same time we would like to welcome Karen Wilson who joined as a receptionist on 20 April.

Again on behalf of the patients we would like to welcome her to the Practice.

The NHS 111 Service

In case you don't know, 111 is the NHS non-emergency number. It's designed to be fast, easy and free. If you call 111 you should find yourself speaking to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

Have you used this service? How did you find it? Please e-mail us on wat.chal@nhs.net with your experience. This service is currently under review and your feedback will contribute to any decisions made about its future.

Patients fall into 2 groups: Those with e-mail and those without. Those 'with' can have the Practice Newsletter delivered straight to their inbox*. Whether they read it or not is another matter!

Those without e-mail only get the chance to catch up on the latest health-related news if they come down to the surgery and pick up a hard copy. So, all those of you with e-mail, why not run off a copy for a less-technologically advanced neighbour, put the kettle on and invite them round to have a look through it together over a nice cup of tea? If you belong to a local group why not run off a couple of copies and take them along to your next meeting? We aim to keep all patients up to date with what's happening and would really appreciate your support to spread news and information more widely. Thank you.

Stop Press! Look out for hard copies now available in the Pharmacies too.

*If you would like to receive the Newsletter this way then just e-mail us on wat.chal@nhs.net and the Practice will add you to the list. We will not use this for any other purpose.

Prescriptions

Did you know that any uncollected prescriptions incur costs to the Surgery - money that could be put towards other services for patients?

So, please do not submit a prescription to the Pharmacy if you do not want it - and remember - if you need a repeat prescription you do need to allow 3 working days for it to be ready for collection.

.....and finally

Don't forget to contact the surgery if, for any reason, you are unable to attend an appointment you have booked.
Thank you.