



# NewsWATCH—The Watlington & Chalgrove GP Practice Newsletter



Issue 021

Email us at: [watchalppg@btconnect.com](mailto:watchalppg@btconnect.com) - Website [www.watlington-surgeries.nhs.uk](http://www.watlington-surgeries.nhs.uk)

November 2016



## Members

### Watlington

- Doreen Hobbs
- Jacky Wagstaff
- Roger Beattie
- Marian Davis
- Tony Williamson

### Chalgrove

- Ann Reed
- Evelyn Chakera
- Gill Walker
- Helen Moss-Black
- Ian Jones
- Lynn Baker
- Neil Topping
- David Lee
- Peter Grout
- Ann McDevitt
- Ellen Collins

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:

- Fund Raising
- Take Care!
- Flu Day Success
- Receptionists Rule
- School Update

### Contact Us By Email

[watchalppg@btconnect.com](mailto:watchalppg@btconnect.com)

## Successful First Year for Fundraising

The PPG is pleased to announce that at the end of a very busy first year the Fundraising Committee has been successful in raising a total of £2,228.77.

Activities included;

- A tombola, raffle and cake stall at the Chalgrove May Day Festival
- A Strawberry Cream Tea in Watlington in June
- A jumble/bric-a-brac sale in Watlington in September

As a result we have been able to help the Watlington and Chalgrove surgeries in a number of ways. The PPG purchased a much-needed new ECG machine for the Practice which was officially handed over to Dr McManus, one of the Practice Partners, in September.

Dr McManus thanked the Fundraising Committee for all the hard work that has gone into raising this money and said that having this machine will improve the ability to make a diagnosis at the surgery, thereby reducing the need for a patient to make a visit to hospital.

In addition we have been able to purchase a specialist chair along with risers for an existing chair for each waiting room for patients with mobility problems.

The PPG would like to thank the Fundraising Committee comprising Ann McDevitt (Fundraising Coordinator), Jacky Wagstaff, Peter Grout, (Treasurer), Marian Davis, Ellen Collins, Maggie Lindley and Christine Smith for their untiring enthusiasm and efforts and also thank all those patients, local businesses and friends who have generously supported this new venture.

The photograph shows the official handover of the ECG machine. From left to right, Sue Jeffries (Phlebotomist), Ellen Collins, Dr Eileen McManus (Practice Partner), Marian Davis, Anita Green (Receptionist), Eva Goble (Receptionist), Ann McDevitt and Maggie Lindley.



## Carers' Champion

Are you one of the 60,000+ unpaid carers in Oxfordshire; someone who provides unpaid care and support to a family member or friend?

Do you need information; information about anything from grants, equipment, aids, lifting and respite care to power of attorney and palliative care.

Where do you go to get this information? The answer is **Tony Williamson - Watlington and Chalgrove's Carers' Champion.**

Tony is happy to talk or meet with any carer from our Practice and if he doesn't

know the answer to your question he will 'know a man who does'.

Tony's contact details are:

Telephone; **01491 612143**

e-mail; [tony\\_williamson@lineone.net](mailto:tony_williamson@lineone.net)

There is actually a lot of help and support available to carers; it's just knowing what, where and how to access it.

Contact Tony and he'll point you in the right direction and if you are not a carer yourself but know someone who is, please pass on this information to them.

## Successful Flu Days

Were you one of the 1000+ patients who attended one of our two Flu Vaccinations Days this year? Well if you were you would have met at least one of us, probably more. A PPG member that is. We were very pleased to offer our services helping the Practice deliver the important jobs efficiently and effectively.

Very encouragingly, the total jobs administered to date are approaching 1400 which is very similar to previous years. As this is the first year the Practice didn't send out reminder letters it is very pleasing that the methods chosen to publicise the days—always held in October - proved to be so successful.

If, for any reason, you were unable to attend and would still like your jab, they are readily available to eligible patients. Just make an appointment with the Practice Nurse and we will make sure you get your protection against what the winter throws at us this year!

## Be Sure of a Great Reception!

**A**t the last PPG meeting Eva Goble, a long-serving Receptionist at the Practice, talked to us about her role. Many GP Practices employ both Receptionists and administrative staff. Our Practice does not, so, contrary to popular belief, our Receptionists do far more than book appointments; they also carry out all the administrative jobs which are not covered by the Medical Secretaries or Practice Manager. These include:

- Register new patients and add their details onto the computer; delete these details if a patient moves away; and send patient records on to the new GP via a contracted company. Note, it can take several months for a patient file to reach us or the new GP practice.
- Update all patient records
- Scan and file all documents which arrive following a patient's visit to a hospital or clinic; letters from Consultants, test results, referrals etc.
- Retrieve a patient's notes if requested by a hospital, clinic etc.
- Chase up test results and enter the results into a patient's record
- Code mammograms
- Send specimens off to the appropriate labs
- Complete the repeat prescriptions for the GP signature/approval prior to being forwarded to the nominated Pharmacies. Post prescriptions to third party providers
- Open and distribute the mail and assign letters to an alternative Doctor (if the addressee is not in that day) so anything urgent can be handled without delay
- Handle all electronic mail that arrives in a similar way
- Answer telephone calls from patients, professionals, representatives and many others
- Book appointments and assign slots according to the clinician or treatment required
- Record home visit requests
- Call emergency ambulances
- Check clinical stock in the consulting and treatment rooms and replenish as necessary
- Carry out a range of Health and Safety checks such as testing the fire alarms and the temperature of the hot water
- Sign for deliveries and collection of clinical waste
- Chaperone a patient if this is requested
- Check the waiting rooms and keep the notice boards up-to-date
- Open and secure the building

Our Receptionists receive intense training over a 6-month period which covers all these administrative tasks plus resuscitation training data protection, safeguarding, information governance, moving and handling procedures. They do not receive any medical training and therefore are not qualified to offer an opinion or diagnosis. Their job is emotionally very demanding at times as they have to be able to respond appropriately to a patient sharing news of anything from the birth of new baby to the death of a child or life-long partner; sometimes switching from responding to one to the other in a matter of minutes.

They are often caught between a Doctor and a patient and have to maintain their composure if, for example, a patient is standing at the desk vociferously demanding to see a Doctor but the Doctor cannot be disturbed as they are carrying out a consultations or dealing with an emergency.

The installation of the self check-in screens has taken some of the pressure off at busy times but, as you can see from the list, there are so many other jobs waiting to be completed.

So, next time you are at one of the surgeries, greet the Receptionist with a cheery salutation and remember they are not just sitting around waiting for the next request for an appointment!

## School Project Update

**R**egular readers of this Newsletter will know that Healthwatch Oxfordshire were very interested in the project that the PPG conducted with the pupils at Chalgrove Primary School and offered to take over the planned extension of this project to Icknield Community College. The Healthwatch report, whose main findings were very similar to those of the Primary School Project, is now ready and can be downloaded at

[http://www.healthwatchoxfordshire.co.uk/sites/default/files/icknield\\_community\\_college\\_gp\\_experience\\_report\\_final\\_version.pdf](http://www.healthwatchoxfordshire.co.uk/sites/default/files/icknield_community_college_gp_experience_report_final_version.pdf)