

Surgery News



Newsletter July 2016

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Staffing

Nurse Wendy, who retired at the end of March, is back as she is kindly helping us out during staff sickness. We will also be employing some locum nurses for the foreseeable future.

Registrars

We are very sorry to say goodbye to Dr Clem Mitchell who will be leaving us at the end of July. We will have a new registrar starting in August, Dr James McGuire.

Surgery Email Address

Please note the email address for the surgery is st.agnes@nhs.net.

Appointments on-line

We have opened up more appointments on-line, both for the doctors and also for the Health Care Assistants. We are seeing what the uptake will be, but thought it might be useful for patients who have regular blood checks to be able to book their own appointment on-line.

The doctor appointments are accessible eight weeks ahead of time and the HCA appointment four weeks ahead of time.

Reminders via MJOG

We are now sending out reminders via text and email for appointments and would be very grateful if you could please let our reception staff know any updated contact information. We have also started sending out invite letters via email for patients to attend their regular clinics, such as diabetes etc.

The appointment reminders will hopefully reduce the number of patients who don't attend for their appointment without letting us know in advance. We saw **47,000 patients** last year and **2,000 did not attend for their appointment**. Please let us know if you are unable to attend so we can offer this appointment to someone else.

Health Information

Health Promotion Evenings

The next health promotion talk will be held on 22nd of September at 7.00. The topic covered will be dementia with the input of our designated dementia nurse Amelia James, one of the doctors and our community matron Debbie Dalglish. It is possible that Lisa Burrows, from the Memory Café will also be able to attend. The evening is for anyone who has concerns about their memory and information will be given about financial and emotional support for both patients and their carers.



IMMUNISATION UPDATE

FOR MORE INFORMATION PLEASE SEE NHS CHOICES WWW.NHS.UK/VACCINATIONS

Shingles – Patients aged 70, 71, 72, 78 or 79 on 1st September are eligible for shingles vaccinations until 31st August, when the criteria will change again. This means anyone whose date of birth falls between 2.9.1942 and 1.9.1945 OR 2.9.1935 and 1.9.1937.

Meningococcal group ACWY – This vaccine is also recommended for students attending university for the first time aged between 19 and 24.

Cases of meningitis and septicaemia due to meningitis W have been increasing in England. The routine UK schedule has changed so that all children will receive this vaccine when attending for their teenage booster aged 13 years 4 months. A catch-up programme is in place for all young people in years 9-13 in schools or colleges. Please contact the surgery to make an appointment.

Meningitis C

Meningitis C vaccine is no longer given at 12 weeks of age, but will continue to be given at age 1 year and 13 years with routine immunisations.

This is due to the success of the meningitis C programme and means that there are almost no cases of meningitis C disease in infants and young children in the UK (Public Health England).

FLU!!

It doesn't seem possible, but the flu season is creeping up on us and we will be receiving the immunisations a bit earlier this year. This will enable us to start the flu clinics on Saturday 17th September 2016 at St Agnes and Tuesday 20th September at Mount Hawke. As soon as the start time of the clinics has been agreed the appointments will be available for booking.

Patient Participation Group



If you would like to share any thoughts we would love to hear from you and are particularly keen to recruit the younger members of our community to make sure as many as possible patient groups are represented. We have a good quota of patients representing the slightly more mature element of our patient groups, but do need some younger members.

For contact details:

Name	Phone Number	Email
Di Profaska	01872 553184	diprofaska@hotmail.co.uk
Jennie Leigh	01872 552458	polbreen@sky.com
Mary Gofton	07929597706	mountmay@hotmail.com
Jenny Doble		jennydoble55@gmail.com
Lesley Harris		Lesley.e.harris@btinternet.com

Questionnaires

The Patient Participation Group is continuing with their good working helping us get your opinions with and Friends Test . The monthly results, which are published on our website are as follows:



- Jan 2016 – 34 patients completed the questionnaires 21 were highly likely to recommend us, 12 likely and 1 don't know
- Feb 2016 – 31 patients completed the questionnaires, 24 were highly likely to recommend us, 5 are likely and 1 unlikely
- March 2016 – 29 patients completed the questionnaires, 24 were highly likely to recommend us and 5 likely
- April 2016 – 4 patients completed the questionnaires, 2 were highly likely to recommend us, 1 neutral and 1 extremely unlikely

Prescriptions



Drug Savings Cornwall is vastly overspent in their prescribing budget compared with the rest of England. In line with NHS prescribing guidelines we are keen to reduce the drug wastage in the practice. Some patients stock-pile medication SO PLEASE DO NOT ORDER IF YOU DON'T NEED IT. JUST LET US KNOW IF YOU NO LONGER TAKE YOUR MEDICATION. We have also found that drugs were being ordered automatically by Boots, despite patients not needing them. We have asked Boots to stop pre-ordering for a trial period of six months and in return they are letting us know if a patient tells them they have enough of a certain drug we are prescribing. We do appreciate that this may be inconvenient for some patients, but the savings to the NHS are considerable and patients have fed back to us that they have been given drugs they do not need. We would like to thank you for your understanding in this matter.

Gluten Free In the same vein, there is a consultation in progress by NHS Kernow regarding prescribing for gluten free items. They are now freely available to buy and the prescribing teams are looking into a new policy for prescribing these items. Until that has been published we will continue to prescribe everyday items, but are unable to carry on issuing prescriptions for biscuits and such which are not essential items.



Opening Times

Not all patients are aware of our early morning clinics:

Morning Clinics

Monday to Friday
8.30 am - 11.00 am

Afternoon Clinics

Monday to Friday
3.30 pm - 5.20 pm

On some days of the week appointments are available from 2.00 pm-4.00 pm

Extended Opening Hours:

St. Agnes Surgery offers extra appointments for people who are unable to attend the surgery during ordinary opening hours. These appointments can be pre-booked up to 8 weeks in advance of the day required.

Wednesdays

7.30 am - 8.00 am

Fridays

7.30 am - 8.00 am

Bits and Bobs

Telephones

If you encounter a problem with our telephone line out of hours please call 111.

Named GP

All our patients have an accountable GP. Please see our website for further information regarding this.

CQC Visit

In October 2015 we were visited by the Care Quality Commission and were given a rating of 'requires improvement' as they felt that there were some administrative areas that did not meet the standard required.

We would like to reassure patients that these areas did not relate directly to patient care or the services that we provide and that at no time were the Inspectors concerned for patient safety. In fact they were most impressed with the care our patients are given. This is also reiterated by our PPG and the monthly questionnaires. We are shown to be well above national and CCG average on patient satisfaction.

The inspectors assure us that there were no major concerns, but a series of smaller ones:

Whilst all of our clinical staff has been subject to Disclosure & Barring service checks, some of our existing non-clinical staff had not. Now all members of staff who are likely to act as chaperones for the doctors have undergone the appropriate Disclosure & Barring service checks.

One directive to be used by nursing staff to administer flu jabs had not been signed.

The inspectors were unable to establish that all equipment had been calibrated, one sticker was missed.

Three members of staff had not had their appraisal – this has now been rectified as we no longer have long term sickness.

Processes were not robust enough regarding the monitoring of prescriptions. The system is in place now and there is a robust audit trail.

We had not completed enough audits and there was not a clear learning trail. This has now been rectified.

The full report is available on our website.

Accessibility

A reminder to please let us know if you need an alternative method of communication with us, ie we have access to a Language Line, we have a hearing loop, can offer information in large print. You may find it easier to receive communication via email, etc etc.



Services

St Agnes Surgery offers a wide range of services to our patients:

Asthma Reviews
Diabetic Reviews
Learning Disability Reviews
Child Health checks
Immunisations
Travel Clinic
Maternity Care
Contraceptive Care including coil fitting and Implanon
Smears
Minor surgery
Minor injury
Ear microscopy (see explanation below)
Nasendoscopy (see explanation below)

The use of an ear microscope gives the best visualization of the ear canal and the ear drum. Apart from examining the ear, the microscope can also help removing any ear wax, foreign body or infective material like pus.

Nasendoscopy is the examination of the nose and upper airways by the use of a small flexible tube (endoscope) that allows a doctor to examine the lining of these areas. The examination examines the nose (nasal cavity), the back of the nasal cavity, the back of the mouth and tongue and upper part of the voice box.



Minor Injuries

It is worth while emphasizing the minor injury service we offer. We will deal with any minor injuries we are able to, which saves a trip to the Minor Injuries Unit. Obviously there will be times when time constraints or available clinical personnel will not permit this, but we will deal with a wide range of injuries:

- Cuts, lacerations, abrasions
- Simple local infections
- Cellulitis
- Animal and human bites
- Insect bites and stings
- Removal of foreign bodies
- Soft tissue injuries
- Minor Head Injuries
- Burns
- Bruises due to trauma
- Eye injuries

Please do not go to the Accident and Emergency Department for this type of injury. If the practice cannot deal with it there are dedicated Minor Injury Units at various locations, the nearest being:

Camborne and Redruth Community Hospital (01209 881650) - 8am to 10pm every day

Falmouth Hospital (01326 434739) - 8am to 8pm every day

Newquay Hospital (01637 893623) - 8am to 10pm every day and open 24-hours on Fridays and Saturdays during July and August

Out of Hours please ring Cornwall Health (on the surgery number) in the first instance.