

THE BELL SURGERY

SPRING SUMMER 2018 NEWSLETTER



GP Team Update

We are really pleased that **Dr Matt Norman**, has joined us as a GP Partner. Many patients will know him already as he has been part of team at The Bell since August 2016. "Having grown up in Sonning Common and attended The Henley College, I am delighted to be able to give back to a community that I know so well," says Dr Norman.



"Following A Levels in Henley, I qualified from The University of Manchester Medical School in 2010 and then worked in hospitals across the Oxford Deanery including the Royal Berkshire Hospital and the John Radcliffe Hospital. I was fortunate to be able to spend two years working in Australia in a Disabled Veterans Hospital in Queensland before returning to the UK and to General Practice.

Dr Norman's specialist interests are men's health, respiratory medicine, care of the elderly and mental health.

One of Dr Norman's responsibilities at the Surgery is to look after the intermediate care beds at the popular Chilterns Court Care Home.

"With hospital beds in such scarce supply I am happy to be part of the community rehabilitation team that gets patients out of the hospital and back into their community, and eventually, their home".

His interests outside of work, are a love of films, golf and being an avid Chelsea FC supporter. We congratulate Dr Norman and his wife on the birth of their first child.

GP Trainees

We welcome our new GP Trainee **Dr Sonal Kumar** who is with us for 6 months. She joins **Dr Chima Achara** who is here until July 2018.

Part-time GP Job Sharing

To maintain continuity of care for our patients the GPs who work part-time at the Surgery will be job sharing.

This means that if you need an appointment on a day when your usual GP is not working, where possible we will book you an appointment with the GP they are job sharing with. Both GPs will get to know you as a patient.

The job shares are: **Dr Knight & Dr Cunningham** and **Dr Doling & Dr Waterman**.

****NEW** Health Walks**



The Bell Surgery and Hart Surgery are working in partnership with "GO Active Get Healthy" to offer Health Walks to our patients. There is a free 30 minute Health Walk taster session on **Tuesday 22 May 2018, 12 noon from Henley Town Hall**. Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier. With enough interest in surgery led Health Walks, regular walks can be organised for our patients interested in becoming more active.

If you would like to join the walk please contact **Hendriette Knouws** either by email or phone **01235 422226**.

A Day in the Life of a Receptionist.



Here; one of our Receptionists, Debbie, tells us what it is like to be behind the desk. Our Receptionists are one part of a great team at the Surgery, whose purpose is to provide all our patients with the highest standard of health care possible.

Tell us how your day starts in the morning.....

I normally arrive at about 7.30am. The Doctors' rooms are opened and their patient lists for the day distributed accordingly. Computers switched on and a quick review of the appointment status for the day, who is Duty Doctor, which Doctors and Nurses are in, any other visiting clinics and then, very importantly, put the kettle on!

How many calls are answered by reception in a typical day?

The amount of calls we receive varies each day with Monday generally being the busiest. For this article we counted the calls from 8am-12.30pm on a Wednesday, although not the busiest day of the week, between the two of us on the desk we took 116 calls. We have been known to exceed 60/70 calls in an hour so pretty non-stop! Of course, while answering these calls as swiftly as possible we are helping our patients who arrive at the desk for their appointments.

How do patients check in for their appointments?

Many patients use the screen to check in, but more often than not they will come to the desk, some for a quick chat and 'hello' and also to enquire about issues including; prescription updates, referral advice, booking a taxi home, etc.

What other activities do you carry out for our patients?

Answering calls takes up the majority of our shifts but there are many other tasks we do, a few of those are:

- Scanning and filing letters, results reports from Consultants or hospital visits onto patient's records.
- Responding, promptly, to tasks from the Doctors to contact patients for follow up appointments, repeat tests etc.
- Registering new patients, registering patients for online access to appointments and repeat prescriptions, keeping change of address details up to date and recording readings from the BP machine in the lobby.
- Ringing patients to arrange their free NHS health checks, flu/shingles jabs, Diabetic clinic appointments, children's immunisations, travel vaccinations and much more.

What's the strangest request you have ever had?

At my previous surgery, which nestled in the Peak District hills and had a vague resemblance to "Doc Martin", a very sweet elderly gentleman rang in to book a home visit and asked if the doctor would kindly pick up a cabbage for his lunch on his way!

What's the worst thing about being a Receptionist?

The worst aspect of being in the front line on Reception is seeing patients who are in pain, distressed or have suffered a bereavement and often, people who are lonely and need reassurance and a smiley face.

What do you like most about your job as a Receptionist?

The best aspect of my job is the feeling of achievement, that hopefully, I have been able to satisfy the requirements of our patients, Doctors and Nurses, sometimes in busy and pressurised circumstances, to go home and come back to do it all again the next day.

Register for Patient Access today

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- View your medical record
- Free mobile app
- **To register, just ask at reception**



Minor Illness Clinic



The Surgery offers a Minor Illness Clinic led by our Practice Nurse, Cathy Formon, we spoke to her about what this involves.

Tell us a little bit about yourself and your background. I have been a Practice Nurse for 14 years. I trained at University College Hospital and The Middlesex after leaving school at 18. I then specialised in Cardiac Intensive Care for many years before becoming a Practice Nurse.

What does the Minor Illness Clinic involve? Patients can be booked into the Minor Illness Clinic via our daily telephone triage system. If a patient needs some advice on the same day, they can be added to the Duty Doctor's list and they will be called back within 2 hours.

If appropriate the GP can book a patient into the Minor Illness Clinic.

I can see most minor illnesses, such as, coughs, colds, chest infections, UTIs, ear ache, rashes etc

Describe a typical morning in the Minor Illness Clinic. I see around 8-10 patients in 10 minute slots. The patients I see vary from the very elderly to the very young. For some patients I arrange to get a prescription for them from the GP and for others I provide reassurance and advise them about self-care.

What's the worst thing about being a Practice Nurse? Sometimes I need to spend more time with a patient to give them the best possible care, however, this means I run late. Although most of our patients are understanding, I don't like to keep them waiting.

What's the best thing about your job? I love meeting people and especially getting to build good relationships with members of the local community.



Bell Surgery Health Talks

With the support of our PPG we have been running a series of free educational health talks. The Maurice Tate room at Townlands Memorial Hospital has been packed for all the talks in the series so far. The series of talks at 6-8pm continues as per the schedule below:

19th June 2018 – Gastroenterology
Dr Jonathan Booth and team

18th September 2018 – Ophthalmology
Ms Bacon and team

4th December 2018 – RACU
RACU team

12 February 2019 - Urology
Dr Rogers and Dr Adam Jones

16 April 2019 – Dermatology
Dr Helena Malhomme and team

11 June 2019 – Respiratory
Dr Yvonne West and Dr Chris Davies

10 September 2019 – Paediatric including child development

19 November 2019 – Parkinson's and movement disorders

Flyers with more details will be available nearer the time. Enrol early at Reception as spaces are limited and we often have a waiting list.

Are your Contact Details up to date?

Please make sure we have your current email address, mobile number and smoking status.

For details about how we use your information please view our full [Privacy Notice](#).

New Phones at the Surgery



We have recently installed a new phone system. Thank you for your patience while we have been sorting out some initial technical problems. We hope you will notice an improvement in the new system which enables us to

record calls coming into Reception for training and quality purposes.

Waiting Room Screens

You may have noticed that we have screens in our waiting room which provide you with key Surgery and NHS information. Please keep your eyes on the screens for updates. We would welcome feedback from you about any information you think would be useful to have displayed.

What does the new General Data Protection Regulation (GDPR) mean to you?



Your information, what you need to know.

We want you to know why we collect information about you, how that information may be used, how we keep it safe and confidential and what your rights are in relation to this.

Why we collect information about you.

As Health Care Professionals who provide you with care we are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. We will only use the information that we hold about you for the purposes of your health care or to share information about the Bell Surgery directly with you in a timely way.

What does this mean to you?

- Many of you have already registered your email address or mobile phone number with us, we will only use this information to communicate with you about matters that support your own health care or that relate to what's happening at the Bell Surgery e.g. Newsletters, Educational talks etc.
- Having your up to date mobile number or email means that you get information from us in an efficient and cost-effective way for the sole purpose of delivering the best health care we can to you. Please check with Reception that we have your up to date contact details.
- We will not disclose your information to any third party without your permission unless there are exceptional circumstances (such as a risk of serious harm to yourself or others) or where the law requires information to be passed on.

For further details please view our full [Privacy Notice](#). We will be also be making details available in a leaflet for our patients shortly.

Patients Participation Group (PPG)



Our friendly and active PPG meets regularly with members of the Surgery team. Meeting Minutes and information about our PPG can be found on our website. We currently have vacancies on our PPG so please contact Janet Waters, PPG Chair on 07730 468561. We also welcome new members to our Online Patient Group, see [Patients Participation Group](#) on our website for further details.

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Patients Participation Group (PPG) News Update

The Bell Surgery's Patients Participation Group (PPG) is continuing with the successful series of Health Talks that began back in June 2017 with 'Diabetes'. Since then, subjects covered by Royal Berkshire Hospital Consultants have included 'Rheumatology & Arthritis', 'Cardiology' 'Audiology' and 'Stroke Treatment & Prevention'. They have all been very well received by packed meetings at Townlands, where attendees had the opportunity to ask questions and mingle with the medical staff the formal presentations. The next in the series in the Maurice Tate room from 6-8 pm will be '**Gastroenterology on 19th June**'. See the schedule above for future topics.

Travel Clinic



With summer hopefully just around the corner we asked our Practice Nurse, Cathy Formon to tell us about the Travel Clinic at the Surgery.

What services do you offer in the Travel Clinic? I discuss the type of trip the patient is going on, which countries they will be visiting, look at the vaccines required and if malaria tablets are needed. I then administer the appropriate vaccine or book the patient into a subsequent appointment if I need to order something in or a follow up vaccination is required.

How can I find out which vaccinations I need for my holiday? You can do some research on [Fit for Travel](#) or [Nathnac](#) then I will discuss it all at your travel consultation.

How do I book into the Travel Clinic? Call us or ask at Reception and they will book you an appointment.

How long before I travel should I book into the Travel Clinic? As soon as possible. It is never too early. If it is a complex or long trip then several months beforehand would be good.

What are the most common vaccinations needed for travel? Hep A, Tetanus & Typhoid.

What is the strangest country you have ever had to vaccinate for? Our patients travel far and wide all over the globe, I love hearing about the exciting trips they are planning and I'm often a little bit jealous!

In parallel, the Life Planning stream of talks has been taking place, starting back in June with 'Wills' delivered by Blandly & Blandly, and followed by 'Advanced Care Support for the End of Life'.

These subjects have been sensitively covered and appreciated by their audiences. Their next topic will be funerals and planning on a date to be arranged.

You are also invited to a **Patient Voice** coffee and conversation at the surgery, **11am on Thursday 7th June** for an hour. This activity is linked to Patients' Awareness Week (4-9th June) and the PPG would value your contributions and ideas. Please confirm with Reception if you would like to come along and meet with the Practice Manager and members of the PPG.

Appointments



Just a reminder that we provide a daily telephone triage service. If you call the surgery and need some advice on the day our Duty Doctor will call you back within 2 hours and either provide advice over the telephone or arrange an appropriate appointment for you to be seen.

We also offer Minor Illness appointments with a Nurse, Telephone appointments if you are working or just have a quick question for the Doctor and Routine appointments within a week with a clinician. In addition we offer early morning, late evening and weekend appointments which are all listed on our [website](#).

Feedback

We welcome feedback and would love to hear any positive comments you have about our team at the Surgery and areas we can improve on.



Complete our [Patient Survey](#) or [Friends and Family](#) survey on our website, add a review on the [NHS Choices](#) website or just come and talk to us!

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