

# THE BELL SURGERY

## AUTUMN WINTER 2017

### NEWSLETTER



## Appointments

Did you know 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](#).

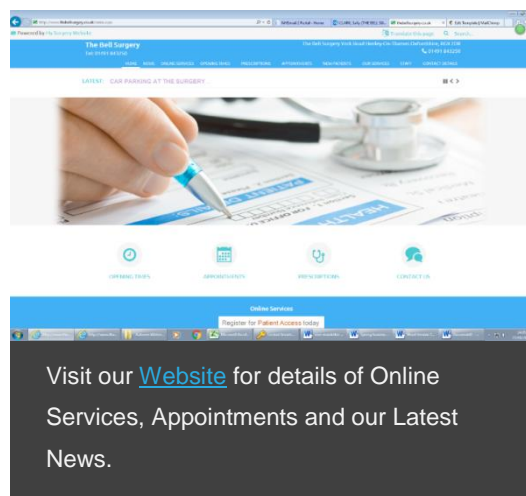
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## Team Updates

We are really pleased that our Registrar **Dr Matt Norman**, has now completed his GP Training and is staying with us as part of our team.



Dr Norman qualified from Manchester Medical School in 2010 and then worked in hospitals across the Oxford Deanery. On moving to Australia in 2012 he worked in a Disabled Veterans Hospital in Queensland, before returning to the UK and to General Practice. His special interests include Men's Health, Care of the Elderly, Respiratory Medicine and Mental Health.

When he is not at the surgery, he may be caught listening to the cricket, playing football or spending time with his wife.

## Car Parking

**Notice has been given to terminate the vehicle recognition enforcement scheme. The scheme will end on 17th November.**

We apologise for the distress and inconvenience that the parking system has caused to our patients.

Until the system ends please continue to enter your vehicle registration number when using the car park to attend an appointment. If you have parked for an appointment or visit to the Surgery and have attempted to register your vehicle registration number on the screen at reception, yet have still received a Parking Charge Notice please contact us with your name, date of appointment, VRN (vehicle registration number) and reason for appeal.

Email [thebellsurgery@nhs.net](mailto:thebellsurgery@nhs.net) marked for the attention of the Practice Manager. **Please DO NOT PAY the fine** if you feel you were legitimately parked in the Surgery Car Park

## New GP Trainees

We welcome our two new GP Trainees **Dr Chima Achara** who is with us for a year and **Dr Jessica Sutton** who is here for 6 months.

### 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**.

## Flu Clinics



We are approaching flu season again! A flu vaccination is recommended if you are:

- Pregnant;
- Aged 65 or over
- A person with diabetes
- A person with a BMI greater than 40
- A person with a long-term condition e.g. asthma, COPD, kidney disease etc.
- A child aged 2 or 3 years old (via a nasal spray)
- A child at risk aged between 6 months & 18 years old

Ask your Nurse or GP at your next appointment or call reception to book into our flu clinic on **Saturday 14th October**.

## Bell Surgery Educational Talks

*"The talk was informative and interesting; it really stimulated us into action" said one participant.*

With the support of our PPG we have established a series of free educational talks. The Maurice Tate room at Townlands Memorial Hospital was packed for the first two talks in the series. 'Life Planning: Wills, Probate and Powers of Attorney' was delivered by Blandy & Blandy and 'Rheumatology and Arthritis' was delivered by Dr Antoni Chan, Consultant Rheumatologist and Physician from the RBH.

The series of talks continues in the Autumn with **'Diabetes' on 20th November** and **'Cardiology' on 5th December**, both will be delivered by RBH Consultants. Future talks in the Life Planning series with Sue Ryder will be delivered in the Autumn. In 2018, talks on Audiology, Dermatology, Gastroenterology & Ophthalmology are also being planned.

Enrol early at Reception as spaces are limited and several people had to be wait-listed for the first talks.



## Carers Champions



The Practice Manager, Louise West and Carers Champion, Linda Craig, attended the locality meeting hosted by Carers Oxfordshire recently to promote signposting to [Carers Oxfordshire](#).

The Bell Surgery Carers Champions are Linda Craig and Kerry Whiting: please do approach either of them with any queries or questions.

**Rally Round** is new, it's free for all carers to use, a simple online tool to help families, friends and neighbours rally round and help each other when there is someone who needs support. You can find it at:

[www.rallyroundme.com/carersoxfordshire](http://www.rallyroundme.com/carersoxfordshire).

Try it out and see how it can help you.

If you would like more information please call Michelle on 01235 849470.

## Focus on Diabetes



The Bell Surgery is part of several initiatives focusing on Diabetes:

**The National Diabetes Prevention Programme.** We have been selected as a 'trailblazer site' to help identify patients at risk of diabetes. In October nearly 100 Bell Surgery patients will receive an invitation to participate in the programme, which involves attendance at workshops to offer lifestyle advice and education.

**A locality based Diabetes Review** to support population health improvement for diabetes. GPs and Practice Nurses from the Surgery will be attending diabetes review meetings with members of the Diabetes Specialist Team as part of a Clinical Commissioning Group (CCG) initiative with the aim of developing strategies to ensure the best health outcomes for our diabetes patients.

**PPG educational talk on Diabetes & Endocrinology. Monday 20th November from 6-8pm at Townlands.** Flyers promoting the event are available in the Surgery.

## Update on Musculoskeletal (MSK) Referrals

All routine, non-urgent orthopaedics, rheumatology, orthotics, MSK podiatry, physio and pain management referrals are going to a new MSK hub run for the locality by 'Healthshare'. The good news is that physio referrals will be seen at Townlands from October. There is a backlog of physio referrals so Healthshare are going to have additional clinics to catch up and endeavour to achieve their target of 6 weeks from referral to appointment.

## Patient Panel Group



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 Panel, see [Patient Panel Group](#) on our website for further details.

## University Students



If your child is heading off to University they don't have to change their GP to where they move to. They can stay as a patient with us and then register as a temporary patient if they need to see a GP while they are away. We can send Repeat Prescriptions electronically for collection at a pharmacy of their choice.

## Feedback

We welcome feedback and would love to hear any positive comments you have about our team at the Surgery an 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!



**Are your Contact Details up to date? Please make sure we have your current email address, mobile number and smoking status.**

