

THE BELL SURGERY

SPRING SUMMER 2017

NEWSLETTER

V2 May 2017



Car Parking

Important News about Parking In response to patient feedback and to address the car parking issues we have been experiencing we have introduced a new parking system at The Bell and Hart Surgeries. We have a limited number of parking spaces and so feel we have no choice but to prioritise who can use them. Spaces are allocated to Doctor and Staff parking and we have increased our disabled spaces from two to four.

The remaining 19 spaces are not sufficient to allow parking for patients of two surgeries and so we will be restricting patient parking to those who are disabled, frail, elderly or acutely unwell.

To clamp down on the regular misuse of their car parks, Townlands Hospital and the adjacent care home, Chilterns Court, are adopting a number-plate recognition control system and WE HAVE JOINED THE SCHEME at no cost to ourselves, which is now live.

The essence of the new arrangements are as follows:

- Any patient or someone driving you to the surgery for an appointment may park for up to 20 minutes maximum (for drop-offs and pick-ups). The number recognition system will track your arrival and departure time.
- Those patients who are disabled, frail, elderly or acutely unwell using the car park to attend an appointment will have to enter their car registration details at one of the surgeries' receptions. This will entitle them to up to 90 minutes of free parking.
- Failure to comply with these conditions will result in a parking charge of £100 payable to Smart Parking (reduced to £60 if paid within 14 days)
- The three car parks – Bell/Hart Surgeries, Townlands Hospital, Chilterns Court will have three completely different criteria for parking i.e. the right to park in one car park does not give you the right to park in another.
- The scheme will be administered by an external company, Smart Parking at no financial benefit or cost to ourselves.

What happens if my appointment overruns the 90 minutes or I enter my car registration details incorrectly?

The surgeries will have the ability to overrule a parking charge if applied unjustly. However, all appeals must initially go through Smart Parking by emailing appeals@smartparking.com.

Once again we would remind you that the surgery car park does not have enough spaces for all our patients to park and therefore it is reserved for those who are disabled, frail, elderly or acutely unwell. We politely ask that patients who are able to walk/cycle into the Surgery to do so, or take a bus or park elsewhere and walk to the surgery from town.

Elderly and disabled patients in Henley and Shiplake can also use the service of Henley Volunteer Drivers who play a valuable role in bringing patients to their appointments and will be able to wait in the car park for the duration of the patient's appointment.

We are hopeful that our patients will respect the criteria and be mindful of their own need and consider their fellow neighbours by parking elsewhere when they can. We apologise if this new system causes any inconvenience but we are trying to assist patients who are most in need of a car parking space.

Our Team



We say a sad farewell to Dr Rushton who has decided to take a career break and move onto other things after 12.5 years as a Partner with us. We will all miss her and wish her all the best for a happy and healthy time with her family.

We are also really pleased to welcome Dr Knight back following her return from maternity leave this month.

The *consulting days* of all our Doctors are shown below:

Dr Chris Langley: Monday, Tuesday, Thursday, Friday
Dr Tamara Cunningham: Monday, Wednesday, Thursday am.
Dr Shellani Knight: Monday, Wednesday
Dr Nicole Doling: Monday, Tuesday, Friday
Dr Peter Reynolds: Monday, Tuesday, Thursday, Friday
Dr Sarah Waterman: Wednesday, Friday

Registrars

Dr Matt Norman: Monday, Wednesday, Thursday & Friday
Dr Jack Hodge: Monday, Wednesday, Thursday & Friday

7 day NHS Pilot Scheme

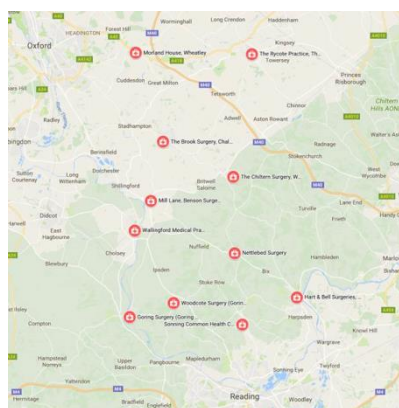


As part of the Government's pledge to provide a 7 day NHS they have proposed a pilot scheme which provides additional access to patients during evenings and at weekends. The GP Practices across South East Oxfordshire are working as a collective to provide the recommended number of these additional routine, pre-bookable appointments each week.

Each surgery is providing services at different times and on different days; however you are able to book into an available slot at ANY of the participating surgeries. If you consent then the clinician who sees you will have access to your private medical record. Please note that if you feel an onward referral to a specialist or any further investigations may be required, then it may be better to arrange an appointment with your own GP, however, this is not essential.

Each surgery is providing services at different times and on different days; however you are

You can see the rota for appointments available across the locality for April - September 2017 on our website www.thebellsurgery.co.uk or simply call the surgery and speak to our reception team.



This pilot scheme will be running until the end of March 2018. After the initial period the success of the pilot will be assessed and a decision made whether to continue the service.

Due to the nature of these appointments we would ask that you try to limit queries to one problem only.

Please note, these appointments are aimed at routine GP care and will NOT replace the current urgent 111 service. If you require an urgent GP appointment when the surgery is closed you still need to call 111.



DNA'S (Did not Attend)

For the last quarter we offered **3734** appointments, the number of DNA's at the Surgery was **254** appointments, that is **42** hours of lost Doctor and Patient contact time.

If you are unable to keep an appointment please let us know in advance so that we can offer it to someone else. You will receive a text message to confirm your appointment so please simply text back CANCEL on its own if you are unable to attend. Alternatively call reception to cancel your appointment.



Extended Hours

To provide improved access for all our patients and especially those who are working, we also offer regular early morning and evening appointments as well as weekend appointments on the pilot scheme above.

Did you know that you can always see a doctor on the same day if you need to? If you feel you need to be seen on the day, our receptionists will offer you a telephone appointment with the duty doctor so that he/she can assess the urgency of your problem.

Calling all Carers

We launched a new Carer's Group in January; including two 'Carer's Champions, a Carer Representative and the Bell Surgery Practice Manager, Louise West. Their aim is to explore how they can support the wide range of Carer's in the local community. *Rebecca O'Leary, a Carer Representative said "This is a great start to supporting Carer's in the community and to bringing together a wide range of individuals and organisations whose goal is to share information, exchange ideas and support all individuals who care for a loved one".*

On January 19th 2017 the Bell Surgery & PPG held a 'Carer's Welcome Session'. The session covered a wide range of topics, including the Surgery Appointment System, an update on the Oxfordshire's Carer's Strategy, how to access information and support available from Carer's Oxfordshire and a brief introduction to 'Townlands Memorial Hospital'.

Janet Waters, chair of the Patients Group said' I am delighted this initiative has got off the ground and we intend to liaise across the locality to share ideas to support carer's. We are now planning a series of short educational talks for our patients'

Feedback Please



We welcome feedback and we always look for ways to improve our service to our patients. We would love to hear any

positive comments you have about our team at the Surgery and any areas we can improve on.

There are several ways you can tell us how we are doing:

- by completing our [Patient Survey](#) on our website.
- by completing a [Friends and Family](#) card (available at Reception next time you are in the Surgery or on our website).
- by visiting the [NHS Choices](#) website to add your review.

We value your feedback so please do let us know what you think by completing one of these feedback mechanisms.

Patient Participation Group (PPG) Update



The February meeting of the Bell Surgery Patients' Panel Group (PPG) was wide-ranging and a good opportunity for updates (surgery to PPG) and feedback on developments (PPG to surgery). In addition to the topics covered in this Newsletter we also discussed the following:

Townlands Memorial Hospital: the RACU (Rapid Care Access Unit) is operational although the formal opening takes place on 28th March. So far, the response from patients treated there has been positive. The full-time consultant will be in place at the end of the year, but a part-time consultant is already working at the unit together with 3 staff. The expansion of clinics from the Royal Berks to Henley continues and is appreciated by patients not having to travel to Reading.

Carers Support for carers continues to be a priority for the Bell Surgery. The PPG and the surgery ran a 2-hour Carers session at Townlands for 12 local carers, in January, in conjunction with Carers Oxfordshire. There is a representative of the carers on the PPG to ensure their voice is heard, and the session will become an annual event.

Minor Injuries Unit. A patient raised the issue of access to the new Minor Injuries Unit: when should one go there? Our representative of the nursing staff explained that it is not an A&E department. It is for people with deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, burns and scalds, bites and stings.

The Surgery also offers a service for Minor Injuries sustained in the last 48 hours, so please speak to reception if you have any minor injuries. Otherwise, patients should use the 111 service or go to the Royal Berks A&E department.

Chilterns Court, the elderly care home, is now open. There are 7 intermediate care beds which partially replace the beds at Peppard Ward, these are being supported by GPs from both the Hart and Bell Surgeries. At the time of our meeting, these were fully occupied. There is provision to 'spot purchase' 3 more beds elsewhere if needed.

Bluebells A member gave the group an update on the situation at Bluebells, a group which meets at Christ Church, Henley. It provides a social network, exercises and lunch for those with physical disabilities of all ages, older frail adults, older adults with dementia, mental health problems and learning disabilities and valuable respite for those looking after them. It is under threat for lack of funding.

Educational Talks The PPG are planning a series of consultant-led talks on 'End of Life', as well as 'Looking After Your Heart', and 'Looking After Your Hearing'. Details will be contained in a forthcoming newsletter.

Do you have views on the issues we discussed?
If so, perhaps you would like to join our Online Group to get copies of our minutes and a chance to have your voice heard – electronically. Please contact reception to be included. We would welcome your input.

We would also welcome patients to our Annual General Meeting, taking place at the surgery on Monday 22nd May at 19:00hrs.