



THE BELL SURGERY AUTUMN 2018 NEWSLETTER

The Bell Surgery's GPs are job sharing to maintain continuity of care.



Across the team at the Bell Surgery we have several GPs who work part-time, this allows our GPs flexibility with their working hours and delivers appointments at times convenient to our patients.

Our part-time GPs in the team are job sharing to provide continuity of care to our patients.

The job shares are Dr Shellani Knight with Dr Tamara Cunningham and Dr Nikki Doling with Dr Sarah Waterman. We spoke to Dr Knight and Dr Cunningham to find out how the job share arrangement works.

Can you explain how the job share works?

We both work different days of the week with a cross over day on Wednesday. Dr Knight's consulting days are Monday & Wednesday and Dr Cunningham's are Wednesday, Thursday & Friday.

We both have our own lists of registered patients who we predominantly see. Being in a job share means we get to know each other's patients and can provide greater flexibility in appointments for them to be seen across the week by a GP who understands their care needs.

How does the GP job share benefit our patients?

Dr Cunningham says "The main benefit to our patients is that they can be seen by either GP and know that there is continuity in their care.

We also cover test results and referrals for each other so that any action required is taken in a timely way.

On Wednesday we are both in the Surgery and we discuss any patient's needs if required."

How does the job share benefit you as a GP?

"Working closely together as a job share means that we are confident the care needs of our patients can be met even when we are not at the Surgery and that there will not be any delay in referrals being made or results being actioned." said Dr Knight.

What about patients who are registered with other GPs who are not in a job share?

Our other GPs all consult across the week and patients can be seen by any GP at the practice, not just their registered GP. We all work as a team when delivering care to our patients and each GP can view your computerised care history. This means that all patients can be confident they will receive the appropriate care for them.

New GP Trainees

We welcome our two new GP Trainees **Dr Zubair Idris** who is with us for a year and **Dr Kevin Jones** who is here for 6 months.

New influenza vaccine offers improved protection for older adults

We can now offer greater protection for our patients aged 65 years and over from influenza infection in the 2018/19 season this is thanks to the UK regulator approving the adjuvanted trivalent influenza vaccine (aTIV), FLUAD®.

The Bell Surgery has a special flu clinic for patients aged 65 and over on Saturday 22 September - see our website for more information.

Henley Health Walks

The Bell Surgery is supporting the new Health Walks, with one of our nursing team joining in each week. The walks have proved extremely popular and are helping our patients to become more active. Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier. It is open to all our patients and their friends. The walks take around 30 mins, they are not a race and go at the pace of the people in the group.



Come and join in at 12 noon every Tuesday from Henley Town Hall.

If you would like to join the walk please just turn up on the day, you will be very welcome or contact Hendriette Knouws on 01235 42226



Flu Clinics

Flu season is here again!

A flu vaccination is recommended if you are:

Aged 65 or over

Pregnant

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

Ask your Nurse or GP at your next appointment or call reception to book into our flu clinics.

Saturday 22nd September – over 65s
Saturday 13th October

The Bell Surgery Health Talks

With the support of our PPG we are continuing to run our 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 continues as per the schedule below:

Tuesday 18th September 2018 6-8pm – **Ophthalmology** – Ms Bacon & team

Tuesday 9th October 2-4pm – **Funerals Planning Ahead** - with Walkers, Tomalins, the Woodland Burial Ground and an Interfaith Celebrant. The third talk in our Life Planning Series.

Tuesday 30th October - 6-8pm – **Pain Management** – RBH Consultants, Dr Husham Alsather, Dr Deepak Ravindram, plus a Psychiatrist & Specialist Nurse.

Future Talks include the work of the RACU (Rapid Access Care Unit) in December.

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A Day in the Life of the Prescriptions Team



Here our Prescription team tells us what it is like to be responsible for our patients' prescription requests. Our Prescription team 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.

Who works in the Prescriptions team?

We all work different days to cover the whole week, Monday & Friday is Hannah, Tuesday is Laura, Wednesday is Allie and Thursday is Linda.

Tell us how your day starts in the morning

We arrive at the Surgery between 8.30am and 9am. The first thing we do is to empty the repeat prescription box in reception to check for any requests that patients have dropped in. Then we switch the computer on and check who the Duty Doctor is for the day.

We start dealing with any urgent prescription requests first then any prescriptions left from the day before and the repeat requests.

Our phones are on between 9.30am & 12.30pm so that we can help patients or pharmacists with any prescription queries.

How can patients get in touch with the Prescriptions team?

Patients can contact us with queries over the phone, via email or with a written request that they can bring to the surgery.

For repeat prescriptions patients can register for Online Access and order their prescription when they need them.

Alternatively, their nominated pharmacy can request it on their behalf. Patients can also come into the surgery with a written request or email us directly.

How does the Electronic Prescription Service (EPS) work?

The Electronic Prescription Service has really made ours and our patient's lives easier. It has reduced the paper trail and as a result the chance of error or loss of prescriptions in the process.

Once a medication has been requested, the Prescriptions team issue the prescription electronically to the GP for them to authorise.

As soon as it is authorised it is sent electronically to the patient's nominated Pharmacy to be processed.

The whole process takes 2-3 working days and it will

then be ready for the patient to collect at the Pharmacy of their choice.

How many prescriptions do you deal with in a typical day?

That's a tricky question as every day is different. We are often very busy before and after a bank holiday weekend or during peak holiday times. However, the number of Prescriptions we deal with can vary from 70 to 300 in a day!

How long do patients need to allow to receive a repeat prescription?

For repeat prescriptions we request that patients allow 2-3 working days.

Where can patients collect their prescriptions from?

Prescriptions can either be collected from the Surgery or from a Pharmacy of their choice, they just need to let us know when they order it so that we can record it on their patient record. Once we have added a Pharmacy, Prescriptions will continue to be sent to it unless the patient advises us to make a change.

What other activities do you carry out in a typical day?

We do a lot of varied tasks each day. We electronically share out the prescriptions that need authorising to all the Doctors who are working that day. We make sure that any Urgent Prescriptions are given to the Duty Doctor to authorise. We also liaise with local pharmacies, nursing homes and contact patients with any queries from the Doctors.

What do you find stressful about your job on Prescriptions?

At peak times of demand the workload can be stressful as we have to maintain accuracy whilst dealing with increased demand. We also know that patients are often seriously unwell and need their medication in a timely way

It can be stressful if patients leave it until the last minute to request their prescription or in some instances actually call us from the airport asking for a prescription to be sent to the airport pharmacy!

We always work as a team to help each other out and provide safe patient care whatever the demand.

What do you like most about your job on Prescriptions?

It's often satisfying to resolve a prescription concern for a patient and to know that they are happy and you are enabling them to get medication which will help to make them feel better.

Patient Panel Group - NEW! Patient Voice Membership!

Our friendly and active PPG meets regularly with members of the Surgery team. A new category of membership is available and there are vacancies, the '**Patient Voice**' member which allows people to receive the agenda, minutes and consultations without the expectation to be involved in PPG activities. This is in addition to the On-Line Patient Group see [Patient Panel Group](#) on our website for further details. Do please contact Janet Waters, PPG Chair, on 01491-572066 if you would like to join us.

Patient Panel Group Update

The Bell Surgery Patient Panel Group has been very active over the past few months, here are a few of the highlights from Lynne Anderson, PPG Communications Representative.

May

Time for the AGM. Here are the key points:

- **Car Parking** The situation with Smart Parking has involved the PPG giving feedback on the system, writing to the Henley Standard and undertaking a review of car parking after the cancellation of the contract with Smart Parking. PPG members felt strongly about this system and worked with the Practice Manager and communicated with OCCG and Chiltern Court to try and resolve some of the many difficulties that arose with fines.
- **Staffing** One of our concerns has been keeping up with the changes of doctors and nurses and knowing who is currently working at the Practice. The Newsletter provides a good opportunity to keep patients updated.
- **Carers Talk** We organised the second annual talk for Carers on 20 March 2018 – this was a great and informative session and the chance to network was appreciated.
- **Educational Talks** We agreed to arrange two series of talks – the Health Education series and the Life series.
- The **Health Education** series has from June 2017 to date included: Rheumatology and Arthritis; Diabetes and Endocrinology; Cardiology; Audiology; Stroke treatment and Prevention. All these talks were well supported and many had waiting lists to attend. The series continues during 2018 to 2020.
- The **Life Planning series** started in June 2017 with a two hour talk on Life Planning by Blandy and Blandy (solicitors); the second talk was held in November and involved a talk from Sue Ryder representatives on the services available and all aspects of end of life planning. Another talk on Funerals will be held before the end of this year.

The PPG has sent a photo and a summary to the

Henley Standard to promote each event and the surgery activities.

- **The South East Locality Forum (SELF)** has met six times during the past year, these meetings have been attended by the PPG. The chair of SELF meets with the other localities and feeds back views and concerns to the Oxfordshire Clinical Commissioning Group (OCCG). This group operates very effectively and continues to share information between the GP Practices in the locality.
- **Townlands Memorial Hospital** has increased the number of clinics during the year. The Rapid Access Care Unit (RACU) is operational and Step up/Step down beds are available at the Chiltern Court care home. The PPG chair has attended all meetings of the Townlands Stakeholder Reference Group and updated the PPG and surgery staff on progress.

June

Every Patient Matters – coffee morning

During NAPP (National Association for Patient Participation) week in June 2018, the Bell Surgery PPG held a coffee morning, 'Every Patient Matters' and elicited ideas and comments from 15 patients in the waiting room. Positives included the high-quality of all the staff, the new health walks initiative and the system of advice by phone; while other people commented on long waits to see a specific doctor. Continuity of care is still an issue. These comments are valued and will be discussed by the surgery staff.

July

70th Birthday for the NHS

July was an important month for the National Health Service which reached its 70th year. To mark it, the PPG suggested a celebratory article to the Henley Standard. This included an extended review of the situation locally from Dr Chris Langley as well as an interview with two of our elderly patients who had interesting observations on how things were before the NHS was created. See Dr Langley's full article in this newsletter.

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Surgery Celebration for the NHS 70th Birthday

The cake proved popular with patients & staff!



University Students

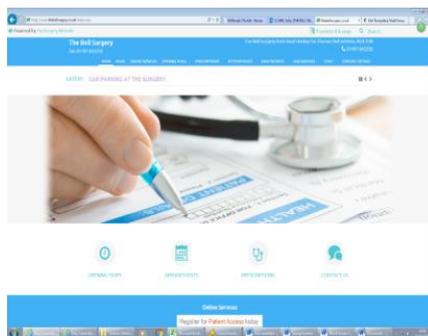


If your child is heading off to University they don't have to change their GP to where they move to. They can stay as a patient with us and then register as a temporary patient if they need to see a GP while they are away. We can send Repeat Prescriptions electronically for collection at a pharmacy of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

Feedback

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



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**



 Patient.co.uk

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



Happy Birthday to the NHS



Some thoughts from Chris Langley The Bell Surgery, Senior Partner

The NHS is 70 this July. I joined The Bell Surgery as a partner 20 years ago when she was only 50 and like many of my patients those past 20 years have brought many challenges and difficulties. However, birthdays aren't the time to dwell on the negatives but a time to celebrate the positive, happy times and for the NHS there have been many.

Andrew Lansley, Secretary of State for Health 2010 -12, described the NHS as a "national organisation, but it is best delivered locally" and the Henley area is a great example of how true this is. South East Oxfordshire is served by excellent GP surgeries working well together. Our neighbourhood has its Primary Care delivered by four impressive GP surgeries, The Bell and Hart in Henley, Nettlebed and Sonning Common Health Centre. After several years of change due to retirements (some early), ill health and a couple of GPs leaving the NHS, all four surgeries are fully staffed with more GPs and nurses than ever before. This is a reflection of the high regard with which these surgeries are held within the locality as there are several surgeries within Oxfordshire and many more nationally that face closure as they are unable to recruit staff. Several of the new GPs have moved from elsewhere in Oxfordshire to work in Henley, bringing with them valuable experience and expertise. The surgeries are also soon to deliver more choice of appointments by employing nurse practitioners, a pharmacist and clinical paramedic which will further help to manage the ever increasing demand for appointments.

I am pleased to be a member on the Friends of Townlands Hospital committee (FROTH) and at the annual AGM last month we were delighted to be able to agree the gift of an ultrasound machine to be used by several out-patient clinics held at the community hospital. At the meeting it was apparent that many residents are not aware of the fabulous NHS services provide at the hospital we all fought so hard for. There are plans to produce a leaflet that will provide this useful information to local residents.

We are incredibly lucky to have had this community hospital redeveloped given the current state of the NHS funding. In addition to the Minor Injuries Unit, Out of Hours base, X-ray and physiotherapy I want to mention a couple of the outstanding facilities offered in Townlands Memorial Hospital. The Rapid Access Care Unit, RACU, delivers next day (and often same day) assessments, investigations and treatment for adult patients who previously might have needed admission to the acute hospital in Reading or Oxford. The unit is well staffed by a consultant physician, an experienced staff grade doctor and nurses, physiotherapists, occupational therapists and links closely with social services to provide home care packages if required. RACU also has the option of admitting a patient to four beds in the care home adjacent to the main hospital building where they can look after the patient until they are well enough to return home. All the local GPs have found this service to be brilliant and has prevented many admissions to the acute hospitals. RACU responds quickly and the staff are always helpful, caring and provide a fantastic new service for the residents of the Henley area. While I am on the subject of beds many people might be unaware that there are seven beds in the Chiltern Court care home where patients who are needing rehabilitation before going home after a hospital stay are looked after by the GPs from the Bell and Hart surgeries in the same way that care was provided on the much loved Peppard ward in the old hospital.

The other mention must be for the huge extra provision of outpatient services that The Royal Berks Hospital has brought to the site. Thanks must go to Dr Chan, Consultant Rheumatologist, for his hard work in developing these services and I look forward to continuing to work with him on the exciting plans to bring "one -stop" clinics, ambulatory care, minor surgery, CT and MRI scans to Henley which I hope will see the so far unused 2nd floor become an active layer of our exciting community hospital, enabling it to deliver first class care into the next decades of the NHS.

"The NHS will last as long as there are folk left with the faith to fight for it" a quote attributed to the founder of the NHS, Nye Bevan, the Minister for Health in 1948.

We must celebrate how lucky we are that there are so many such folk locally.

The Townlands Steering Group who campaigned so hard and successfully helping to get agreement for the hospital redevelopment. Among many, my old partner, Dr Peter Ashby and Ian Reissmann deserve our thanks for their years of commitment to this cause.

Patient Participation Groups are a perfect example of how we can all work together to better the NHS provision in our area. Support and teamwork is shown to result in more effective, positive outcomes for us all rather than the all too easy complaints and unrealistic expectations that can hinder the hard efforts being put in by busy work laden staff.

The Bell Surgery PPG, so ably lead by Janet Waters has delivered many patient education talks on varied topics. These have become so popular that a larger space within the hospital is being arranged so that more people can attend. Speakers are already being booked for 2020!

We should also celebrate the unsung heroes who provide so many invaluable services that keep the NHS running such as the volunteer drivers, Sue Ryder volunteers, and health walk / run organisers to name just a few.

On its birthday and with the promise of extra investment I hope the NHS might get some of the presents it has made clear on its wish list. More staff, especially nurses, carers and GPs would be welcome. When it comes to cutting the "funding" cake let's hope that Primary Care gets a bigger slice this time as its getting tired with being asked to provide more with less.

Like many 70 year olds in Henley the NHS has a lot to celebrate and with some positive support from its friends can look forward to a happy and healthy future.

Dr Chris Langley
Senior Partner at The Bell Surgery, Henley on Thames