



What's up Doc?!

The quarterly newsletter for Bentham Medical Practice

Autumn 2014

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Welcome to the latest edition of What's Up Doc?! The Bentham Medical Practice Newsletter.

Its is amazing to think that Christmas is just around the corner and that we are at the end of another year.

And a busy year it has been again at the practice. We have tried to cover as much of this years news as we can in this copy of the newsletter.

If there are any articles in the newsletter that you would like to find out more about or if you have any news that you would like including in the newsletter or if you have any feedback then please do not hesitate to contact me by my email address jonathan.scott@gp-B82061.nhs.uk or by writing to me at the practice.



On behalf of everyone at the practice I would like to wish you all a very merry Christmas and all the best for the New Year and 2015

Best regards

Jonathan Scott

Practice News

Practice Staff

Ralph Sullivan

The end of October saw the retirement of Dr Ralph Sullivan. Ralph had been with the practice for 30 years and was, I am sure, a part of the fixtures and fittings at Bentham as far as many of the patients and staff were concerned. In recent years, as well as his practice work, Ralph had been working at the Health and Social Care Information Centre (HSCIC) in Leeds where his extensive knowledge on the use of electronic data within the National Health Service was invaluable. Ralph stood down as lead partner in the practice in 2013 returning as a salaried GP initially for two days a week and then reducing to one day.



We are all very sorry to see Ralph go as he has done so much for practice and patients over the years and has been at the forefront of driving things forward over this time. However, we do wish him a long and happy retirement and hope that he and Laraine have a wonderful new lease of life together doing all the things they have looked forward to including making the best use of their unmistakeable 'plums and cream' camper van. At least, living in Ingleton, Ralph will always be around to keep an eye on us!.

All the best Ralph and thank you.

Hamish Grant.

As reported in the last newsletter Dr Grant left the practice in July for a full time position closer to home. Hamish did write to me when he left but his letter was too late to include in the last newsletter so I have included it now even though a few months out of date.

"I unfortunately have to leave Bentham Medical Practice this month, after almost 3 years working at the practice. I wanted to write this short note for the newsletter to say thank you to all of the people I have encountered whilst working in Bentham, Ingleton and the surrounding area.

My first year of working here was my registrar year, which is the final stage of GP training. This involves making the transition from working as a hospital doctor to that of a GP, and thus is a steep learning curve. I felt fortunate to be able to have this year in the practice as I found people to be incredibly helpful and patient with me.

I had to ask patients to let me video their consultations, fill in feedback forms, wait whilst I asked for advice from colleagues, and tell me about their medical conditions if I was unfamiliar with them. This aspect of doctors' training would not work without the goodwill of patients and I rarely felt anything other than supported by the patients of Bentham Medical Practice.

Since then I have completed my GP training and stayed working in the practice part time. It has been a long commute from Bolton, which is the reason I have eventually decided to find another job, however it has been a privilege to work here. Working as a GP rather than a trainee meant that days got busier. I have been thankful of the understanding shown by patients when my surgeries were running late, or when I have not had time to sort all their problems in one appointment.

I have greatly enjoyed my time at Bentham, and the main reason for this has been the people I have encountered day to day. I often find myself telling other GPs how nice the patients are whom I get to work with in Bentham! I will be sorry to leave but I am thankful to have been able to work in such a great community, in a beautiful part of the country".

Hannah Lambert

As most people will know Wanda Lewcun, one of our nurses, left the practice in August this year. We then had a couple of hectic months with the remaining three nurses trying to cover for the sessions lost. Thankfully we were joined in late October by Hannah Lambert.

A lot of patients will know Hannah because, as well as being a local girl, she had been part of the District Nurse team for a number of years.

It hasn't taken Hannah long to settle in. She had little choice as she joined right in the middle of the seasonal flu vaccination season!

We wish Hannah many happy years with us at Bentham.

Training Doctors

As reported in the previous newsletter Dr Luke Parkinson, our registrar, qualified as a GP and has now a full time job closer to his home. Our new registrar, Dr Chris Coldwell, joined us in August and will be with us for a year when hopefully he will join the select band of GPs who have qualified whilst at Bentham.

Dr Dan Jackson, our foundation year two (FY2) trainee joined the practice in August for his three month stint in practice. Dan has just left and we wish him all the best in his future career. Our new FY2, Dr Chris Garside, joined the practice on 3rd December for three months. We wish Chris all the best for his time here with us.

We have also had a couple of University medical students with us over the past few months and will be having some sixth form students, who are looking for a career in medicine, having work experience here. We believe strongly that the future of General Practice relies heavily upon the quality of GPs and this, in turn, relies upon the quality of training and encouragement that aspiring doctors and GPs receive.

Medicine Changes

As part of the drive to reduce costs in the NHS we are constantly being tasked to review our prescribing methods.

Drug companies and suppliers to the NHS are constantly looking at how they can maximise their profits so we have to counter this by making sure that we keep costs to a minimum whilst always ensuring that the patients gets the best medication possible. We do this in conjunction with our clinical commissioning group so that standards are maintained throughout the area.

Recently we have switched the type of glucose monitoring machines that our Type 2 diabetics use. Interestingly it is not the machines that are a problem, these are supplied by the manufacturers free of charge, rather it is the ongoing supply of testing strips etc. that can be very expensive. Most people should now have been changed over but if you haven't or have any questions then please get in touch with us.



Triage System

Triage Service

I know that this article was printed in the last newsletter but, for the benefit of new patients and those who have not visited the practice recently, please find below an explanation on how our triage system works.

With the triage system, if you feel that you need to speak to or see a doctor urgently, then you can. Just follow the following steps;

Call into the surgery on 015242 61202. Your call will be answered by a voicemail system and you will be asked to press the number that most suits your needs;

- ◆ 1 for an urgent call
- ◆ 2 to arrange to speak to triage doctor. Please note that this will not put you immediately through to a doctor
- ◆ 3 to speak to a receptionist about a more routine appointment or matter
- ◆ 4 to order a repeat prescription. Please do use this if you can as it then frees up the phone for people with urgent problems.

Once you are put through to a receptionist and inform them that you want to speak to or see a doctor urgently you will be put onto the triage list. During the course of the conversation you will be asked a few questions;

- ◆ Who you are calling about, yourself or someone else?
- ◆ A number that the doctor can call you back on. Preferably this should be a landline number as mobile reception can be poor. The number that you give needs to be one that you will be available on. The receptionist can try to give you some indication about how busy triage is but they cannot guarantee when the doctor will call back. We regularly get well over 50 triage calls in a morning alone and they can take a long time to deal with. Also some calls can be dealt with in minutes whilst other take much longer. The receptionist has no way of knowing this. If you can't be available to take a call at the time then you may be advised to call back when you can.
- ◆ The receptionist may then ask you if you would like to explain briefly what the reason for your call is. This is just the same as receptionists in A&E departments will do. You can decline to give a reason but if you do give a reason then the doctor is better able to prioritise his/her list into the most urgent cases first.
- ◆ The doctor will then call you back to discuss your problems and take the appropriate course of action. If the doctor can't get through they will try again but cannot do this indefinitely. The main thing to understand about the triage system is that **IF YOU NEED TO SEE A DOCTOR THAT DAY THEN YOU WILL.**

I hope that makes things clear but if you do have any queries then please call or email me at the surgery.

As a footnote, if you are calling about a non urgent matter then please try not to do so at peak times of day such as first thing in the morning when people with urgent problems may be trying to get through. Please try late morning or mid-afternoon when the phones may be quieter. Better still enquire about our online access service (see article later in the newsletter) where you will be able to post queries, order prescriptions, book appointments and even view your medical record on line.

Communications

If you have visited the practice recently you may have seen these leaflets on making better use of your practice services. All these services enable you to contact the surgery in your own time without the need to phone in thereby saving you time and freeing up the phone system for other users. Please ask at reception for details

Make Better Use Of Your Practice Services

At Bentham Medical Practice we have a number of services that are designed to help you get the most out of the practice and to communicate with us more easily.

1) Online Access

You can now get online access to your medical record. This allows you to;

- Send in queries and communicate online
- Order Repeat Prescriptions online
- View details of your medical record such as consultations, reports, results etc.



All this can be done in your own time and at your own convenience without the need to call the surgery. Please ask at reception for details.

2) Receive Text Reminders Of Your Appointments.

Remembering appointments can be difficult. If you miss an appointment not only will you need to make another one but valuable appointment time at the surgery is lost. If you have a mobile phone we can send you a text reminder of the date and time. If you cannot make the appointment just text **CANCEL** back, **FREE OF CHARGE**. To register for the Text reminder service please complete the tear off section below and hand in to reception.



3) Twenty Eight Day Repeat Prescription Service

If you are on repeat prescriptions and get your medications from the surgery you can join our 28 day repeat prescription service. This means that you do not need to place an order every month. We will sort it for you and it will be ready for you to collect on the same day every month. Please ask at reception for details.



FLU Campaign

The seasonal flu campaign appeared to work well. The new Saturday morning sessions were well attended and seemed to suit patients. We still have a number of patients who are advised to have a flu vaccination but have not yet taken up the offer. We still have some stocks of vaccinations left. Please do call the surgery if you are still due a vaccination. Flu is a debilitating disease which can be extremely serious and in some cases fatal. Remember, having the vaccination not only protects you from flu but also your family and friends and the wider community.



We have extended childhood flu vaccinations this year to all 3, 4 and 5 year olds and all those in primary school. This vaccination is in the form of a nasal spray so is very quick and easy. Flu is a very distressing disease for children and also they are termed as the 'super carriers' quickly passing flu on to their family friends and greater community. Please call reception and get your child vaccinated as soon as possible.



Friends and Family Test

From 1st December all GP practices in the country were contractually obliged to ask patients to complete a family and friend test (see below). You may be asked to complete one of these cards when you next visit the surgery. Alternatively you can complete on line on our website at www.benthamsurgery.org.uk

BENTHAM MEDICAL PRACTICE		
How likely are you to recommend our GP surgery to friends and family if they needed similar care or treatment?		
	Extremely likely	<input type="checkbox"/>
	Likely	<input type="checkbox"/>
	Neither likely nor unlikely	<input type="checkbox"/>
	Unlikely	<input type="checkbox"/>
	Extremely unlikely	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Please comment upon your latest experience of Bentham Medical Practice		
Please tick the box if you do not wish your comment to be published <input type="checkbox"/>		

Patient Representative Group

Your PRG has been very active this year meeting on a regular basis and organising a number of things including the latest practice questionnaire. The group has studied the results of the questionnaire and the comments received and has now formed a working group to discuss with the practice what can be done to improve the levels of service that the practice provides. Already a number of changes have been made. Areas that the group are currently looking at are;



Missed Appointments

Up to 30 appointments are missed every week due to people not showing up. This can be due to a number of reasons but if we don't know someone is not going to attend then we can't give the appointment to anyone else. Solving this problem would go a long way to solve any problem regarding lack of appointments. We are looking at ways of making this problem more obvious to patients so they realise how important it is and also at increasing the number of patients who get text reminders for appointments or who can book and cancel online.

Phone system

We are looking at better ways of using and programming the phone system to enable patients to use the automatic repeat prescription service more easily and also to determine where the bottlenecks in the system may be.

We are trying to inform patients of the different ways in which they can contact the practice for instance online or by text thereby making it quicker and more convenient for the patient and reducing pressure on the phone system

The PRG will continue to work with the practice on improvements

The following is an report from the PRG Chair, Lorraine Crossley

Thank you to all the patients/clients that took part in the surgery's survey at both Ingleton and Bentham. This gave members of your patient Representative Group opportunity to meet you the people using the surgery facilities.



It is important for us to have the results of the survey so that we can help the staff to improve areas that can be improved and make suggestions that may enhance the service already given.

I must report that the results of the survey were very favourable and along with the Care Quality Commission's visit earlier in the year the surgeries are doing well.

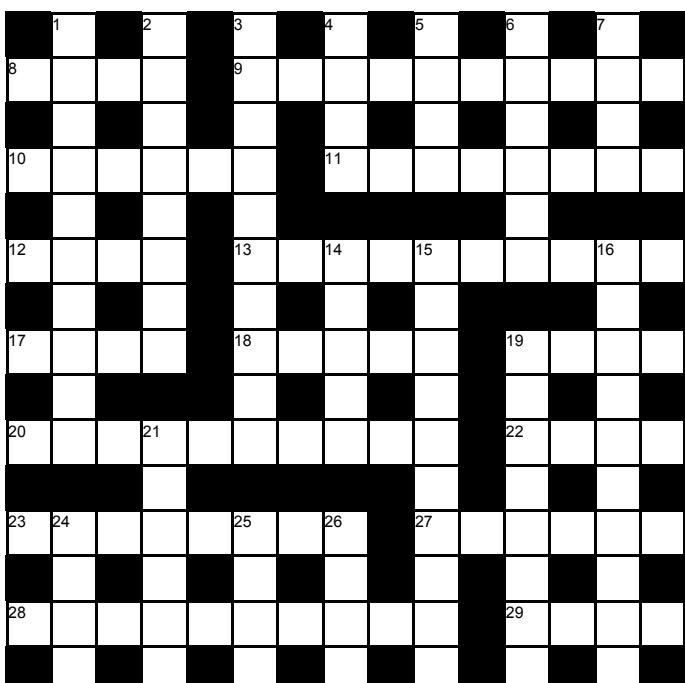
We are also grateful to those who have signed the petition about GP services & budgets and we await the results of this.

The changes within the NHS, especially in primary care, i.e. GP's, District Nursing, Social Care etc. are, at the moment uncertain and at times quite scary and we, as your representative will voice what we feel are the needs for Bentham and Ingleton patients.

We are always happy to hear what patients think about the experiences they have had at either surgery. The minutes of our meetings are posted on the 'EAR' noticeboards in the waiting rooms.

If you would like to know more about your Patient Representative Group please contact Lorraine Crossley (Chair) on 015242 61700.

CROSSWORD



Across

- 8 Don't ask for trouble. For starters that's just stupid (4)
- 9 Had Olive Oil missing a job (10)
- 10 Passage had a line in the passage (6)
- 11 Workers curse retail department (8)
- 12 Quite regularly Tom broke instrument (4)
- 13 Might have been on one side of 17 (4,6)
- 17 Point everyone to barrier (4)
- 18 A charge for visiting the island? (5)

- 19 Wave at the stuffed shirt (4)
- 20 One in Citadel is dreaming (10)
- 22 Pink? Not often (4)
- 23 Plead for adjustment to table (4-4)
- 27 What you might need to give you a boost (6)
- 28 Sour Cava had Edward III (10)
- 29 Confusion regarding Palm Oil ingredients (4)
- Down**
- 1 Where to unwind before a hanging (10)
- 2 Girl had a bird that was strange (8)
- 3 The celebrities wore gilt attire (10)
- 4 Erratic player control drops the French seed (4)
- 5 Map to a world without alien life form (4)
- 6 Useless group gives demonstration to her majesty (6)
- 7 This explosion can be super (4)
- 14 Rorts in a litter gives sound of derision (5)
- 15 One might have a rough time here. (4,6)
- 16 Needs control (3,7)
- 19 Trap for animal over a mile out (8)
- 21 Month in which vegetable may start to show (6)
- 24 Idea lacking five hundred leaves 500 (4)
- 25 First lady on first night? That isn't odd (4)
- 26 Sell game back (4)

Answers to Summer Crossword

- 1a. Gelato. 5a. Diastole. 9a. Factotum. 10a. Starve. 11a. Mono-syllable. 13a. Smut. 14a. Intimate. 17a. Placenta. 18a. Iced. 20a. Bill of Rights. 23a. Bicarb. 24a. Apple Pie. 25a. Pretexts. 26a. Dotted
- 2d. Elan. 3d. Automatic. 4d. Outing. 5d. Domestic Animals. 6d. Absolute. 7d. Tiara. 8d. Love letter. 12d. Emulsifier. 15d. Mainsheet. 16d. Snuff Box. 19d. Shaped. 21d. Least. 22d. Wife