



What's up Doc?!

The quarterly newsletter for Bentham Medical Practice. Issue 15

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

Time flies! It doesn't seem that long since I was writing the welcome note to the summer edition of the newsletter and yet since then we have been blessed with some periods of glorious weather, had some of the worst storms in living memory, Christmas has come and gone and here we are at the start of 2016 with the days already getting longer.



I hope you find this edition of the newsletter useful and informative. As well as surgery news there are the usual articles on surgery services and how the surgery works.

Does anyone do the crossword? If so I would like to know what you think about it. Should I remove it for something else?

If there are any articles in the newsletter that you would like more information about or if you have any news that you would like including in the next 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. You can also contact me to receive an electronic copy of the newsletter every time a new edition is published.

Best regards

Jonathan Scott

Practice News

Staff Changes

As you may know, 2015 was a rather turbulent time for the practice with regards to GPs.

Dr Rigg left at the end of May and our registrar, **Chris Coldwell**, left at the end of July.

We then had to rely upon the services of locum doctors for several months. Thankfully we have been very fortunate in having some excellent locums. **Dr Sullivan**, as very many people will know, was a partner here for a lot of years. **Dr Thomas** was an ex partner from Kirkby Lonsdale and both **Drs Kew** and **Rhodes** have worked in the area for years. They have all performed an excellent service for the practice and patients and we offer them our thanks and best wishes for the future.

Thankfully things in 2016 should settle down. **Dr Rebecca Brandwood** joined the practice in late December and **Dr Heather Walker** will be joining in February. Both will be working two days a week. We wish them both a long and happy time here at Bentham.

In the autumn **Tracey Apperley** joined us as a part time receptionist. Again we wish Tracey all the best here.

Dr Sullivan

Some of you may have seen in the Bentham News that Dr Sullivan, an ex partner in the practice has just been made a Fellow of the Royal College of General Practitioners in recognition of his long and excellent Career as a GP. Congratulations Ralph!

Training Practice

As we are a training practice we regularly have trainee doctors join the surgery. The following is a brief explanation of the types of trainees we may have



Medical Students

This is the first rung of the ladder as far as the practice is concerned. Over the year we will have groups of two medical students who are still at university studying to become a doctor. Generally they will be with us for a period of three months, every other week.

FY2 doctors - Foundation Year 2 doctors

An FY2 doctor is a qualified doctor who then has to continue his/her training to achieve a speciality. All FY2 doctors will have spent at least a year in a hospital environment but then, as part of their training, they have to spend four months in general practice irrespective of what their future career plans may be. FY2 doctors will have their own surgery when they see patients. They are supervised by one of our GP Trainers during their experience of working in general practice.

ST1 doctors

An ST1 is an experienced doctor who has been qualified for a while and has now decided to pursue general practice.

The practice takes on an ST1 in August, and they are based in the practice for six months. They are different from an FY2 doctor as they are not experiencing working in a GP setting; they are actually training to become a GP. As such they will have their own surgeries, but they will still be supervised by their GP trainer. However, as they become more experienced, their surgeries will be the same as any of the GPs working within the practice. They will also attend for home visits.

ST3 doctors—Registrars

An ST3 GP registrar is a qualified doctor and has now decided to pursue a career in General practice. This is their third year of GP training and they will have their own surgeries, but they will still be supervised by their GP trainer. The ST3 doctor will be with the Surgery for one year. At the end of the year, subject to passing their exams, the ST3 will be a fully qualified GP

As at January 2016 we have two medical students at Bentham, **Bethan Stephens** and **Michael Perry**. We have an ST3 trainee, **Dr Sess Sibanda** who will be with us until the summer and we are soon to be joined by an ST1 doctor, **Dr Kuye**.

NHS Pressures

Everyone is aware from media news that the Health Service is under unprecedented pressure at the moment whether it is in A&E, GP Practice or in other services.

We all want to maintain the NHS as the best free health service in the world but we all have our part to play in ensuring this happens. Below are just a few simple steps that everyone could make to relieve some of the pressure and make sure that the service is there for those who really need it, when they need it.



- ◆ **A&E** is for what it says, Accident and Emergency. It is not a convenience service for routine problems. If used as such the people with real need can suffer. For anything other than accidents and emergency please call the practice or the NHS 111 service for advice.
- ◆ **Triage service** - Bentham surgery offers an excellent triage service where you can speak to a doctor within a couple of hours of raising your concerns and get an appointment on the same day if you need one. Triage is for urgent problems that are not emergencies. Again it is not a convenience service for routine problems.
- ◆ **Self-care** – can your symptoms be managed at home? Could you ask advice of a family member or friend? Access on-line information about managing common illnesses at www.patient.co.uk or call NHS 111 for advice.

- ◆ **Visit the chemist** – pharmacists are trained to diagnose minor ailments and advise on treatment. Under the new ‘Minor Ailment’ initiative, **pharmacists can provide many over the counter medicines free of charge without a prescription to patients who are eligible for free prescriptions** (see details on minor ailment scheme further on in this newsletter). Unfortunately, Ingleton Chemist is not able to be part of this scheme but they can still give you guidance and medications.
- ◆ **Missed appointments** - Inform us if you can't make an appointment. We regularly have over 100 missed appointments a month. If we know you are not able to make it we can give the appointment to someone else, drastically reducing appointment pressures. Better still, make sure we have your mobile number so we can send you a free text reminder of your appointment.
- ◆ **Contacting the surgery** - You can contact the surgery online to make and cancel appointments, order medications, see results etc. This can be done at a time to suit you, 24 hours a day. Or order medications on our 24 hour repeat prescription line on **015242 63618**. Or contact us through our website www.benthamsurgery.org.uk. Using any or all of these methods means you can contact us at your convenience and reduces pressure on the practice phone system.
- ◆ **Dental problems** – please contact your dentist. GPs have no significant dental training. If you are not registered with a dentist and have an urgent dental problem then either visit our website www.benthamsurgery.org.uk, click on the Medical Services Tab then select find services from the drop down box. Alternatively you can call NHS 111 service.
- ◆ **Foot problems** – consider seeing a chiropodist. These are highly trained professionals who can deal with many foot problems and will advise if you need to see a doctor.
<http://www.nhs.uk/Service-Search/Podiatrists%20and%20chiropodists/LocationSearch/343>
- ◆ **Back problems, sports injuries, repetitive strain type injuries** – a chartered physiotherapist is able to diagnose and treat many problems with muscles and joints. They are highly trained professionals who can identify when medical advice or treatment is needed.

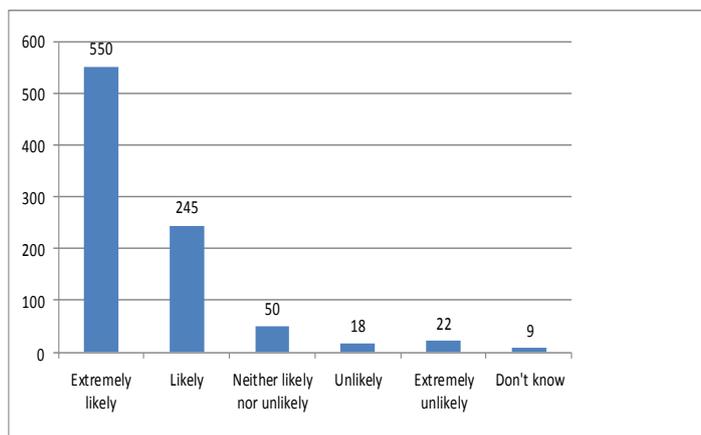
You may be charged for some of these services

Thank you for cooperation and please help us to help you

Friends and Family Test



Many people will know that, as from 1st December 2014, all GP practices throughout England have to ask patients to complete a ‘Family and Friends’ test. This is a contractual requirement imposed by government. The test is very simple in that it just asks how likely you are to recommend the practice to family or friends with the set answers being; extremely likely, likely, neither likely or unlikely, unlikely, very unlikely and don't know. There is also facility to add a personal comment to the form. The test has been conducted in the surgeries plus you are able to complete on line through our website www.benthamsurgery.org.uk. The responses we have had have been overwhelmingly positive with some very encouraging and supportive comments even at difficult times. Thank you. The graph shows responses from Dec 2016 to Jan 2016 and a sample of some of the other comments made is below.



A Sample of Patients Comments

Very good and efficient - **Extremely likely comment.**

I have never had a problem being seen if necessary & have attended the surgery 3 times over the last two weeks - the waiting time seems to have improved since previous visits - **Extremely likely comment.**

I have always had excellent treatment over the many years of being a patient both from staff & doctors alike - **Likely comment**

Satisfactory - **Neither likely nor unlikely comment**

V.Good - **Extremely unlikely comment**

Triage System

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

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.

Missed Appointments

You may have seen that the Patient Representative Group (PRG) has started recording the number of appointments where patients fail to turn up. This is because the availability of appointments was high up on patient's priorities on the patient survey. In the period 1st January to 31st January 2016 we had 1140 cases where appointments were missed without notice. **That is 21 per week or the equivalent of 5.25 hours of surgery time a week, every week.** If you cannot make an appointment please call us to let us know so we can give it to someone else. Better still join our free text reminder service (see below)



Long Term Condition (LTC) Review Clinics

A number of our patients attend one or more LTC clinics per year, e.g. Heartbeat, Diabetic, Asthma etc. These work very well for patient care as regular reviews help to keep people stable and well. However, we have found that some patients with more than one LTC were being called in more than once a year which was wasteful of both patient and GP time. Also, the date of recall was not easy to remember as it was often arbitrarily based on the date of the first clinic. We have been looking at a better solution and hope that we have now come up with the answer. We have invested in some computer software that will help us to search our patient database and allow us to invite patients in to a "One Stop Shop" review clinics where all conditions can be dealt with at the same time. Also, the review date will be changed to coincide with the patient's month of birth which will be far easier to remember. Changing people over to the new system will take some time as we do not want too much time to elapse between appointments so for some patients it may take a couple of years to get them onto a month of birth system. . If anyone has any queries about the new system then please do not hesitate to contact the surgery.

Bentham De-Fibrillator Project - Update

Following the article in the last newsletter and a recent edition of Bentham News we are delighted to say that funding has been obtained initially for two AED machines.

One will be located on the outside of the surgery and one outside the town hall.

A big thank you to all involved.

If you would like to be involved or to know more about the project please contact:

Jill Noble (015242 61202, Jill.Noble@gp-b82061.nhs.uk) or

John Vendy (015242 62083, john.vendy@benthamtowncouncil.co.uk).

If you witness a cardiac arrest now, you can increase the person's chances of survival by phoning 999 immediately and giving CPR while you wait for the ambulance to arrive. The ambulances all carry AEDs.



Staff Training

Once a month the practice closes for an afternoon for staff training. Some people have complained about this but it is absolutely vital to keep staff up to date with current legislation and practices. This happens in every practice in the CCG. We do publish the dates of training afternoon on the website and in the waiting rooms. Please ensure that you are aware of these so you can plan ahead. Any urgent call on these afternoons are dealt with by the Out of Hours service just as they are at evenings and weekends.

Dates for this year;

24th Feb, 17th March, 20th April, 19th May, 22nd June, 20th July, 22nd Sept, 19th Oct, 24th Nov, 25th Jan 2017, 16th Feb 2017, 22nd March 2017.



Declaration of GP Earnings

As from 31st March all GP Practices are contractually obliged to publish the average earnings of their GPs. We will be doing this on our website but a copy is below.

All GP practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients at each practice.

The average pay for GPs working in Bentham Medical Practice in the last financial year was £30,889 before tax and National Insurance. This is for 2 full time GPs, 3 part time GPs, and 2 part time salaried GPs who worked in the practice for more than six months



Communications

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 you medical record. This allows you to;

- Send in queries and communicate on line
- Order Repeat Prescriptions on line
- 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.



Minor Ailment Medications and Gluten Free Products

You may have seen in recent press and television adverts that the health service is changing the way medications for minor ailments and gluten free products are provided.

If you have a minor ailment that requires a standard over the counter medication your doctor may now advise you to visit the local chemist instead of issuing you with a prescription. You can also choose to go straight to the chemist yourself. The chemist will then ask you about your symptoms and if they feel that a standard over the counter medication would be ok they will recommend that. If you currently are exempt from prescription charges you will get the medication for free. If you usually pay for prescriptions you will be asked to pay the over the counter price (which is usually cheaper than the £8.40 prescription charge). If the chemist feels that you symptoms are more serious they will refer you to your GP or to A+E. If you go to the chemist for repeats of the same medication they will refer you to your GP. This scheme only applies to Bentham Chemist, not Ingleton.

If you currently get gluten free products these again will be taken off monthly prescription and a monthly order form will be made up for you. We will be writing to all patients on gluten free products shortly. Again, this only applies to Bentham chemist and Bentham surgery pharmacy, not Ingleton. Patients on gluten free products who collect from Ingleton pharmacy will continue to do so on prescription.



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 which took place in October 2015. The results of the questionnaire are available through the website or in the waiting rooms of both surgeries. The group will use the feedback from the questionnaire to formulate its action plan for the coming year.



The group has also been active in other areas, meeting with the Cumbria Commissioning Group to champion the level of service provision for patients of the practice and has also organised improved access to both surgeries. Lorraine Crossley spent many years working within the NHS and below is an open letter she has written to patients of the practice on her experience and thoughts.

Anyone wishing to get involved with the group should ask for details at reception or contact Lorraine Crossley (Chair) on 015242 61700.

"I can remember when in my early teens going to the family doctor's surgery and being given a folder with my parents notes inside and a number on the outside and being told by the very authoritative receptionist to sit down and wait my turn. I would eventually go into the doctors room (there were three in the practice), get whoever's prescription and leave. I also remember being taken to the doctor's house at 7.30pm to show him my obviously broken arm (a result of an over zealous game at Brownies) and being sent by ambulance from his house. He then went to tell my mum what he had done.

Some people may think that these were the good old days when you could see a doctor from your surgery 24/7, which was always and arguable point. The doctors then were giving the public what the NHS was founded for, i.e. health care at the point of demand for the sick and the needy.

Thirty years ago doctors were starting to change the thought of medicine and looking more at prevention so that today we have in depth preventative clinics.

Bentham and Ingleton have approximately 7250 registered patients of which about 2500 have a long term illness. These patients are seen by a nurse for review at least once a year, each appointment being 15 to 30 minutes. If they are well managed then the nurse review is enough but around 1750 have to then have a follow up appointment with a GP. All this adds up to about 48 nurse appointments and 35 GP appointments every week of the year.

A GP will see on average 28 patients a day in normal surgeries. The seven doctors at the surgery work a total of 39 sessions per week. This equates to a whole time equivalent (WTE) number of GPs of 4.9 (39/8). This is the same as the National average as published by the Nuffield Trust in 2011.

So you can see. Times have changed. GPs no longer only look after the sick and needy but they are also responsible for the ongoing health of all patients who need preventative advice and help for asthma, cardiac problems, diabetes, mental health etc and that has increased demand enormously.

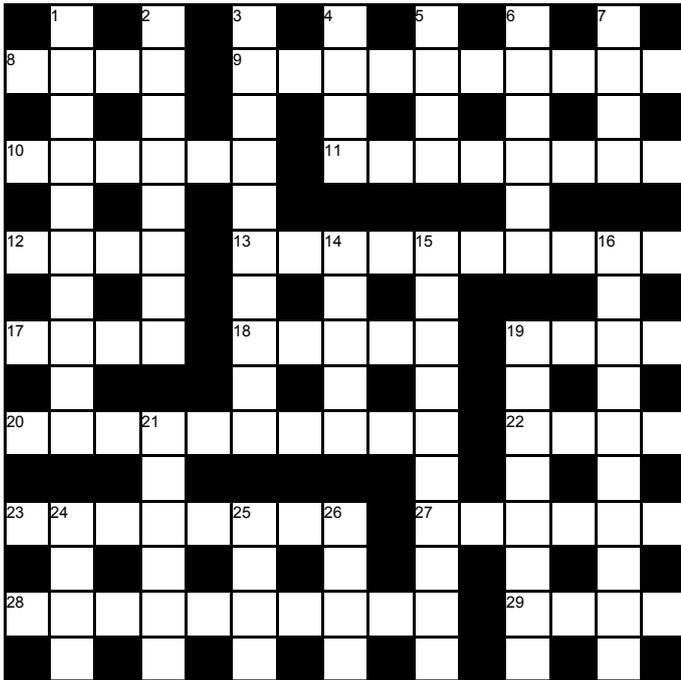
Then why do I hear you ask, if we have the right number of doctors, do I sometimes find it hard to get an appointment? One reason could be the number of appointments lost by people who arrange them and fail to attend. For example, in September 2015 there were 123 non attendances, in October 132. That equates to around 33 hours of appointments lost each and every month. So perhaps, if you cannot attend an appointment it would be polite, and very helpful to the practice and other patients, to ring in so the appointment can be passed on to someone else. This is a national problem and some of you may have seen cries in the press to charge patients for missing appointments.

Lorraine Crossley, CCG Chair

Lunchtime Opening

We have recently had some comments from patients who think that reception is closed at lunchtime. This is not the case. Reception is open over the period between 1.00 and 1.45 but with a reduced staffing so we ask people only to call at this time on the phone or in person if they have an urgent problem.

CROSSWORD



Across

- 8 Ordered abed. (4)
- 9 Is keen cooking sustaineth. (10)
- 10 Sounds like this is better for cheese. (6)
- 11 Instruments from South Bay perhaps. (8)
- 12 It's you they once said. (4)
- 13 Finite in my sort of womanliness (10)
- 17 Sounds like a greeting from plant.(4)
- 18 About able to repair. (5)
- 19 Flyer holds duck on water. (4)
- 20 Sets fire to Air Company (10)
- 22 Outside skip contains office furniture. (4)
- 23 Dial back to bet. No worries! (8)

- 27 Whale about tip of Iceland for a time (6)
- 28 Insect from crazy Spanish football club (10)
- 29 Everything but the float (4)

Down

- 1 Use 10 on Welsh town? (10)
- 2 Experiment underground for type of baby. (4,4)
- 3 Irrate farmer lacking energy on land (5,5)
- 4 Draw alien over church (4)
- 5 Teacher initially gives us revision ultimatum. (4)
- 6 Large boy rings out on time. (3,3)
- 7 See eastern agent. (4)
- 14 Legal expert in plain clothes (5)
- 15 Sign can be noticeable. (10)
- 16 I dropped off convoys with equipment for operation (10)
- 19 On the path to enlightenment Irene had initially DD bust sorted (8)
- 21 No bucks I hear? That's a shame. (2,4)
- 24 To help with the crazy beat (4)
- 25 Possibly the best company. (4)
- 26 Control the edge I hear (4)

Answers to Summer Crossword

- 8a. Welt. 9a. Reasonable. 10a. Troops.
- 11a. Password. 12a. Sari. 13a. Wood Pidgeon.
- 17a. Okay. 18a. Drill. 19a. Putt. 20.a Otherworld.
- 22a. None. 23a. Iterated. 27a. Italic.
- 28a. Obtainable. 29a. Ages
- 1d. Bear Market. 2d. Atrocity. 3d. Grass Widow. 4d. Gasp. 5d. Joss 6d. Earwig. 7d. Slur. 14d. Osier. 15d. Pile Driver. 16d. Offentime. 19d. Panda car. 21d. Ear Wax. 24d. Tuba. 25d. Tine. 26d. Debt

WiFi and Card Payments

At long last we have emerged from the dark ages and have installed WiFi at the surgery at Bentham and Ingleton. No password required. Just connect to WiFiSpark.



We have also installed a debit card reader for any payment transactions (Bentham only).. This can be used in person or patients can telephone in.

