

**UPTON-UPON-SEVERN SURGERY**  
**PATIENT NEWSLETTER AUGUST 2010**



### **NHS Changes**

The new Coalition Government published an NHS White Paper on 12th July that outlined a new vision for the NHS. 'Equity and excellence: Liberating the NHS' sets out proposals to improve patient outcomes in the NHS and to reduce bureaucracy. One of the main themes of the document is to put GPs in charge of local commissioning decisions. In order to achieve its vision for the NHS the Government is also proposing changes to the way the NHS is organised. It plans to create an independent National Commissioning Board for the NHS. The Board will allocate money to local GP consortia for them to use to commission local health services. Dr Havercroft and Philippa White have been involved in the Practice Based Commissioning groups over the last two years which are currently configured as a locality group with the Malvern, Knightwick and Pershore GP practices linking to the larger South Worcestershire cluster which includes the Worcester and Droitwich GP practices. This may well become the new GP Consortia group but detail on sizes of consortia is still to be communicated.

### **Appointment demand**

There is nationally increased pressure to provide more appointments and we are seeing this pattern here at Upton Surgery. The BMA has called for research to understand why demand for frontline health services is rising. As you know, we had already reorganised our same day request service to start earlier with the triage system, these continue to work well. We are noticing a problem with consultations booked and then people not attending. During June to August the Doctors put on extra slots for routine appointments, due to demand, yet 45 appointments (8 hours and 25 minutes), were lost for the doctors and a staggering 88 appointments for the nursing team, some of which are half hour appointments, a total of 20 hours and 45 minutes were left unused by people who did not attend for their booked appointments.

Even at short notice of around an hour we can usually reallocate the session. It is a very difficult situation and we would welcome as much assistance from our patients in this matter. Telephoning to cancel on the day if you cannot attend is very much appreciated. Cancelling on the internet is the most efficient way for patients to manage their appointments and we would encourage as many as possible to sign up **this month** when you may have the time to come in and register. To access all our on line services please bring a form of photo identification to the surgery to obtain your online access PIN. You need to be over 16 years for this service.

**Extended hours sessions are on Early on 13th and 21st September, Late on 7th and 20th September and Saturday sessions are on 4th and 18th September.**

### **Malvern Minor Injuries Unit**

Patients with a wide range of minor injuries including cuts, grazes, wounds, sprains, minor burns and broken bones can be treated at Malvern Minor Injuries unit where there are X ray facilities. It is open 9am to 9pm, 7 days a week with X ray facilities available up to 5pm. After 5 pm the nearest X ray facility is Worcester.

### **GP Partner news**

Dr Barrell is joining the TAs and training is commencing this month. He will be deployed at a future date to provide support to the GP army teams abroad. Dr Havercroft is combining annual leave with a sabbatical and will leave us on January 11th 2011 returning refreshed and much travelled on 31st March 2011. Dr Christopher Hee has joined us for a years registrar placement and Dr Catherine Burgess has joined us for a 4 month rotation. Dr Gail Wetmore has had a baby girl and we all wish her well. She will return in January 2011.

## **Heartstart Basic Life Support Training**

Regretfully we have just heard that after 20 years, Malvern Heartstart is being discontinued. We would like to thank Vince and his team for all their years of very hard work for the community. This means that the sessions we had planned for October regretfully are now cancelled.

## **Hard of Hearing support group**

Following the coffee morning in July, the new support group run by Deaf Direct will commence on Monday 6th September at 1030am. They will then run monthly on the first Monday of every month from the Child Health Suite. Speakers that are confirmed are 6th September, Janis Hough, Thought Field Therapist, 4th October, a speaker from the NHS Foundation Trust, 1st November, Jill Wyatt for Deaf direct and 6th December, a speaker from Age Concern. For more information contact Elaine Spiteri 01905 746301 or email [elainespiteri@deafdirect.org.uk](mailto:elainespiteri@deafdirect.org.uk).

## **Health Checks**

We are participating in the national health checks programme and are one of the first practices in Worcestershire to get the service up and running. Led by Sister Annette West and her nursing team, patients in the 40-74 age group with certain risk factors in a managed screening programme are invited to attend for a 30 minute health check appointment with a follow up for results by telephone and onward to doctors, if required, for appropriate treatment or more intensive assessment. If you do not want to attend or wish to reschedule the appointment please contact us or return the decline slip. We do have to send a second letter to those who do not attend and verify address etc so it does help us if you respond to the first letter. 17 checks have been undertaken to date. The nursing team are offering these clinics on some Saturdays so those who work can attend.

## **Ready Steady Go**

We are fortunate to have gained funding support to run another Ready Steady Go class with Age Concern and this will be starting on 29 September 2010.

## **Action for Children**

Action for children have been commissioned by Worcestershire County Council to deliver Sure Start services in Upton upon Severn and the surrounding areas. This will include family support, information on early years, stay and play groups and other activities. The team of 4 will be based at the surgery until the permanent centre attached to the primary school is built. The popular Postnatal group has recommenced and we look forward to more services from the team.

## **2010 Flu clinics**

It is time to start thinking of the flu clinic schedules. Clinics will be on Saturdays 9th, 16th & 30th October. More will be planned for November should there be a need. Please note in your diaries and on your calendars as an appointment will be required and reminders will be around the town and in local newspapers so please spread the word. As with the last few years we will not be sending reminder letters individually. The vaccine this year contains three components as always but this year one will provide some protection for swine 'flu. You should have a flu jab if you're 65 or over, or if you have any of the following problems (however old you are):

- a serious heart or chest complaint, including asthma,
- serious kidney disease,
- diabetes,
- lowered immunity due to disease or treatment such as steroid medication or cancer treatment, or if you have ever had a stroke.

## **Museum on the move**

The mobile exhibition bus 'Museum on the Move' visited Upton Surgery on Friday 9th July 2010 and Wednesday 14th July 2010. Over the two days 55 adults and 26 children visited them to experience the interactive exhibits and discovered how the human brain works.