

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



*Merry Christmas to all our patients from the doctors and staff of Upton Surgery*

### **2010 Flu Vaccinations programme**

1485 people attended the flu vaccination sessions with an excellent turnout on November 20th with 649 people vaccinated in the morning session, there are still some vaccines left so please book as soon as possible.

### **Make sure you aren't missing out!**

Since our last newsletter a further 76 have signed up for Emis Access the online service to the surgery. With winter here there is more reason than ever to sign up to this convenient service. 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 to register. There are now 290 people using the Managed Repeats service please register or find out more from the dispensary team.

### **Extended hours**

Early appointments will be available on 10th and 17th January, the 8th and 21st February and 8th and 14th March. Late appointments will be available on the 15th February and 1st and 15th March. Saturday sessions are on 8th and 22nd January, 12th and 26th February and 12th and 19th March.

### **GP Enterprise award**

Dr Everitt and Dr Evans attended the Royal College of General Practitioners to receive the prize for winning the national GP Enterprise award. Part of the prize was a cheque for staff and services. We have used the money to improve the front entrance that was looking very sorry for itself after the drainage problems we had last month.



Each clinical area has brought a piece of equipment of their choice to improve the services in their area, for example the nursing team can now print your appointment card from all their rooms saving you the time it took to queue at the desk to book a follow on appointment. The dispensary team have an additional checking barcode device to improve the safety checks prior to dispensing in their area.

### **Worcester Association of Carers**

We are working with WAC to improve our services for carers. You will be aware of our designated carers information table at the entrance but we will be having staff and volunteers from WAC attending the surgery for some of our clinics. We are also participating in a project they have initiated involving a questionnaire that will be posted to a random sample of our registered carers so that we can identify any areas we can improve or expand our support.

## **Avoiding Trips**

I am working with our Patient Participation Group to assess the site. We will be having a thorough walk around the car park to identify any risks. If you come across any paving hazards, it would be appreciated if you could inform the reception staff. We have a rolling programme in place to reset any loose paving.

To reduce risks we suggest:

- Avoid making early appointments when it is cold and your joints are stiff
- If you have a walking stick, please use it to walk to the entrance—don't leave it in the car
- Be aware of the kerbs
- Wear suitable footwear. We do have a programme of overnight gritting, but all walkways can be slippery under certain conditions.
- Wheelchairs are available in reception if you are unsteady on your feet
- Use the lower car park spaces closer to the entrance
- Ask your driver to drop you off and pick you up at the front entrance.

## **Lost property**

If you lost a ring in the summer and can describe it in detail please ask Philippa White for information.

## **Black Poplar Trees**

We are working with Upton In Bloom and are planting some Black Poplar Trees. A thousand years ago the native Black Poplar thrived across the lowland floodplains of the English countryside but since the start of the 19th century its natural habitat has been steadily destroyed by housing and farming. Black poplar wood has also been identified in floorboards and arrows on the Mary Rose and in First World War rifle butts. The tree appears in John Constable's famous 1821 painting, The Hay Wain.

This great tree has been quietly vanishing from our landscape. Now it is Britain's rarest native timber tree with an estimated 7,000 remaining, most of which are males so it is very exciting to support this project locally in helping these rare trees make a come-back in Britain.

## **Doctor changes**

As you will know Dr Havercroft will be leaving for a 3 month sabbatical soon and his appointment schedules for routines are very full until he leaves so he is suggesting his patients start booking with alternative clinicians now. Dr Gail Wetmore returns to us at the beginning of January and will be with us until the autumn 2011. Also Dr Neill Bramble starts at the beginning of December and will be with us until the end of July 2011.

## **Appointments**

We continually strive to meet the demands for appointments and the new triage systems continue to work well. One issue that has emerged is that to provide access for patients with long term conditions with 'on the day' needs we block a few appointments with each doctor so their patients can be slotted in on the day. This does reduce the forward booking availability and we are trying to decide what is acceptable for the medium term needs of patients.

We always have a month plus on the system available to book but a recent complaint that waiting for 7 days was not acceptable for a follow up appointment means we are reviewing this and will discuss with our patient group. Meeting both on the day and forward routine requirements is a constant juggling act as demand continues to rise.

As always a reminder to please telephone if you are unable to attend as your appointment can be reallocated. In October patients did not attend for 49 doctor appointments. This is over 8 hours of doctor time per month that others could have used. 49 extra appointments available every month would make a big difference to our doctors availability.