

UPTON-UPON-SEVERN SURGERY
PATIENT NEWSLETTER MARCH 2011



The daffodils on the bank are looking very pretty and lift our spirits. Many thanks to Enid Farrow for the additional donation of bulbs this year that have helped to make it a much better show.

Extended hours

Early appointments will be available on 4th, 12th April, 17th May and 7th June. Late appointments will be available on 5th April and 10th May. Saturday sessions are on 2nd and 16th April, 7th and 21st May and 18th June. All are available for booking over the internet or via telephone. The financing for extended hours has been changed under our new NHS contract so future arrangements are under discussion.

Requests for blood group information

We have been receiving a number of enquiries from patients asking for information regarding their blood group. We very rarely have this information as the test is not done as a matter of routine. If you have had a significant operation then it would have been tested in the hospital prior to the operation or if you have had the misfortune to have a significant accident the same would apply. The information will be on your hospital record. In an emergency situation the test to identify which group you are can be done very quickly in the accident unit and lives are not in danger due to blood substitutes that are used in this day and age. Please understand that the reception and nursing staff do not have access to your hospital written record.

Upton Chiropractic Clinic New Patient Survey

The private Chiropractic Clinic has been running at Upton Surgery for 3 years and Dinah De Wit wanted to update you all on plans for the next year.

My plans for 2011 include the acquisition of a computerised clinic management system for appointments, GP letters and clinical notes. I am working towards the College of Chiropractors award for the Patient Partnership Quality Mark and an award for Clinical Excellence, both of which I hope to achieve for 2012 with a great deal of dedication and patient focus throughout the coming year. A patient outcome survey is part of this award, this questionnaire will be given to all new patients at the first, fourth visits and at discharge to determine significant changes throughout treatment.

*As such I am looking for **New Patients** to take part. It may be worth a mention that Chiropractors are registered with most Private Healthcare Providers (PHI) who are usually very willing to pay for tranches of treatments to fulfil the Chiropractic Plan of Management over 6-9 treatments. Some providers prefer a GP/consultant referral whilst other companies allow patients to go direct. I have a list of the main insurers with whom I am registered that may help so it is always worth contacting me directly to enquire about the fee structure (card at Doctors Reception).*

Chiropractic is a regulated primary health care profession that specialises in the treatment of neuromusculoskeletal conditions such as back pain, neck pain, shoulder and arm pain as well as sporting injuries. Chiropractic aims to reduce pain and restore normal movement as I believe that exercise is medicine too! Thank you again for your assistance.

Contact: 01452 849275 or 0779 309 8272

email jdewit1@btinternet.co.uk

Friends of Upton – upon - Severn Surgery

The Upton Medical Support Trust, better known as the “Friends of Upton Surgery”, has continued to support the practice throughout the year to bring ‘extra’ benefits to patients within the community. The Trustees are most grateful to all who have donated to the charity – we have received donations from individuals, “in memoriam” collections and local charities. The two main projects that we have been involved with, working closely with both surgery and community staff, have been the “Healthy Living” and “Care Closer to Home” projects. The Healthy Living Project is about educating and supporting patients with chronic diseases in order to improve mental & physical well being, promote self-care and maintain independence. The Care Closer to Home Project aims to provide various services such as blood tests and specialist clinics within the Upton Surgery thus preventing the journey to Worcester. These projects have required monies to support training, exercise classes, consultants fees, and administration.

The major purchase this year has been a Diabetic Training pack (Expert Patient Pack) to support the Healthy Living Project. This allows the Practice Nurse to deliver courses throughout the year to educate diabetic patients about their disease. This will enable patients to manage their diabetes with greater understanding and safety and reduce the input needed from both Upton surgery and the hospital. Donations have recently been received from Mrs Slocombe in memory of her husband Colin for £423.50 for which we are very grateful. Other purchases include an emergency lifting cushion to enable a lone worker to safely lift a patient who has fallen at home, a small fridge to keep blood samples allowing a Saturday bloods service and respiratory monitors & syringe driver for pain relief for end of life patient care. The Friends have also paid the maintenance costs of various physiotherapy and other equipment which the Trust has purchased in previous years.

Sandra Goodwin, Clerk to the Trustees

Deaf Direct

The support group meets on the first Monday every month here at Upton Surgery 1000 –1200. The organiser tells me there are usually 4 people at any one session, not always the same four but there are 2 or 3 regulars who are not able to attend each month.

The group are still building up their contacts and members. Recently there have been some posters distributed around town and the organiser noticed that they were being displayed in shop windows. We are also using the call system advertising space and one of their new members said he saw the notice on your overhead TV screen whilst waiting in the surgery.

The benefits for those who attend have been identified in that 60% of them are referred to another service for advice, support and equipment that the group has identified the need for especially at least 50% are referred to the Sensory Impairment Team for greater specialist support.

Getting your results

The most effective way for you to get your results is to book a telephone consultation this will give you piece of mind and ensure any follow on treatment is undertaken as quickly as possible. Make you appointment with your usual doctor if at all possible but ask for a telephone consultation which is different to early morning triage.

Discharge Summaries

Since the last newsletter we have successfully implemented a new system to receive hospital discharge summaries electronically into our clinical system. The system allows for the information to be available immediately to your doctors and considerably reduces paper and processes.

NHS Health Checks

We have achieved the target of 248 checks this year and will be continuing the clinics in 2011.