

UPTON-UPON-SEVERN SURGERY
PATIENT NEWSLETTER DECEMBER 2009



The GP partners and all the staff wish you a very Merry Christmas.

We would like to thank you for your very generous gifts which are much appreciated by all the staff groups. A special thank you to our 'secret santa' who left a large goodie bag outside the surgery doors full of gifts and to our generous bottle supplier.

Christmas Opening

We are open Monday 21st, Tuesday 22nd, Wednesday 23rd and Thursday 24th December for all normal services. We are closed on the 25th, 26th, 27th and 28th. The Out of Hours patient contact number is 0300 1233211. Patient calls to the surgery will automatically divert to the Emergency Out of Hours Service. NHS direct is available online www.nhsdirect.nhs.uk or by telephoning 0845 4647. We are open again on Tuesday 29th, Wednesday 30th, and Thursday 31st December and we are closed Friday 1st January and the 2nd and 3rd opening as normal on Monday 4th January. There are Saturday surgeries running on the 9th January to help with the additional demand.

Nearest local pharmacy opening:

- Christmas Eve, Thursday 24th December, Boots pharmacy, 12 High Street, Upton upon Severn, 9.00 am – 6.30 pm.
- Christmas Day, Friday 25th December, Lloyds Pharmacy, 93-95 Barnards Green Road, Malvern 12.00 pm – 1.00 pm.
- Saturday 26th December, Boots UK Ltd, Enigma Retail Park, Malvern, 8.00 am – 10.00 pm.
- Sunday 27th December, Boots UK Ltd, Enigma Retail Park, Malvern, 10.30 am – 4.30 pm.
- Boxing Day, Monday 28th December, Boots pharmacy, 12 High Street, Upton upon Severn, 10.00 am – 4.00 pm.
- New Year's Eve, Thursday 31st December, Boots pharmacy, 12 High Street, Upton upon Severn 9.00 am – 6.30 pm.
- New Year's Day, Friday 1st January 2010, Boots the Chemists, Enigma Retail Park, Malvern 8.00 am – 8.00 pm.

Everybody Knows Somebody Campaign



Pink tutus were the new uniform for the flu vaccination clinics this year and feedback on this fundraising effort has been really positive and we would like to thank you all for your generous support. The target of £1000 was exceeded. We have been selling calendars from the campaign office and notebooks and jigsaws kindly donated by Mrs Slocombe and these made a significant donation too.

The December 11th Christmas Fayre/wine and cheese fund raising event was a great success with over 200 people attending. The staff stalls were mostly sold out though the book clear out we all had at home has proved a challenge to clear! We are so grateful to those who pledged items for the auction and prize draws and auctioneer, Mr Stephen Harries, kept the bids rolling in and some wonderful holidays, paintings, hampers and weekends in sports cars or at sporting events were won. We are waiting for the final total but the surgery has raised over £10,000 for the Worcestershire Breast Unit Campaign and Dr Everitt would like to thank all the staff, patients and businesses who have supported us and made this Charity event effort something for the whole surgery and community to be proud of.

Management in Practice Awards

On October 6th Dr Paul Bunyan, Jo Dodd and Philippa White attended the Management in Practice conference at the NEC and part of this was the announcement of the winners for 2009. It was a great day for the surgery winning the Customer Care award for our integrated team working and examples were given to support this in the Case Manager project, exercise schemes such as Gail Prasher's short walks, the Splash exercise referral, Physiotherapist Mandy's Tai Chi, our work with patient self help groups such as Janet Hogarth's Expert diabetes programme, the Expert Patient Programme, and Challenging Arthritis programme. Then great excitement when we were selected by the judges as the Practice of the Year. There were prize winners for 5 categories in Customer Care, Design and Facilities (we were second in that category like last year!), HR and Training, Business Management and Information Management and Technology. One of the judges for Practice of the Year said: *'All practices were really put through their paces, so for anyone to have got this far is a huge achievement. What we ended up doing to identify the Practice of the Year was to ask ourselves, which of the practices would we really like to be patients with? All were good but one (Upton Surgery) came out as superior'*.

As well as the trophies, which are now on display as you go down the doctors corridor, we won cheques for £500 which have been sent to Upton Medical Support Trust and will be used to enable us to continue the projects and add new ones next year.

Williams Medical Practice Manager Awards

Philippa White was nominated and won as the regional Midlands Practice Manager of the Year and received an award at an event in Birmingham, the trophy is also on display.

Men's Health Event

44 men attended a men's screening clinic in December led by our Practice Nurses in partnership with Gloucester Aneurysm Screening Service. There is another date before Christmas for this valuable screening service.

New nurse clinics

A number of nurse specialist clinics are up and running with urology assessment and blood pressure clinics added to the services. In addition a new minor illness clinic and triage support to the doctors for 'on the day' requests will commence early in 2010. The new scheduled telephone consultations with the nurses are proving popular and convenient for patients.

Additional Extended Hours Sessions

Nurse appointments are now available on the extended hours rotas as well as Doctors. We will be open on Saturday mornings with some 0800 starts and some 0900 starts on January 9th, January 30th, February 13th, February 27th, March 6th and March 20th. Late night sessions will run on Tuesday 19th January, Tuesday 2nd February, Tuesday 16th February, Tuesday 9th March. Early appointments will be available on Monday 11th, and Tuesday 26th January, Tuesday 9th and 23rd February, and Monday 1st and 16th March.

Telephone accessibility

We have recently noted a number of dropped calls on a electronic telephone system and are aware that this is below our usual standard. The problem is the number of swine flu queries (especially now the vaccination program is underway for the government identified specific groups). We would like to apologise for this but handling such a demand at a time of year that is already very busy for us is problematical despite having extra call handlers. A reminder for all those with computers with internet access, the services for booking appointments and ordering prescriptions on line, 24 hours a day, may be the solution so pick up a leaflet at reception or come in to register bringing some form of photo ID. (You need to be over 16 years for this service.)