



PATIENT NEWSLETTER

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APPOINTMENTS UPDATE

TRIAGE APPOINTMENTS for 'on the day appointment requests.'

This system was introduced to Upton Surgery in April 2010 and now surgeries across Worcestershire are attending workshops to introduce similar systems to help to improve access for patients who need urgent advice.

At Upton we run the Duty Team approach with GP partners and experienced nursing staff to help deal with your queries and same day requests in a timely and appropriate manner. We are able to offer this from 0800 and since its introduction the feedback has been very positive and has saved many of you unnecessary trips to the surgery, or a wait to see the duty doctor when all that is required is to pick up a prescription or get some advice.

TELEPHONE CONSULTATIONS

In response to demand we have increased our availability of telephone slots. If you have a hospital test or a blood test remember to make an appointment for results a week or more later with the doctor who ordered the test for you.

EXTENDED HOURS

These are not on regular set days but in every quarter there are Saturdays and week day evenings and early morning appointments with the GPs made available for your convenience.

Please arrive on time for your appointments and telephone us if you are going to be late.

MOST PATIENTS REMEMBER TO TELEPHONE US TO CANCEL APPOINTMENTS OR TO CANCEL ON LINE IF THEY ARE NOT ABLE TO ATTEND AND THIS IS VERY MUCH APPRECIATED. *Thank you*

Patient Participation Group (PPG)

Welcome to the new look newsletter compiled by surgery staff and with support from the PPG members. If you would like to be a member of the PPG please write to Ruth Wain, the chair of the group and we will pass it on to her.

We would like to set up a 'virtual group' who we would contact by email for opinions or surveys; if that appeals to you then please let Philippa White, the Practice Manager, know.

Friends of Upton Surgery

Charity 701328

The Friends of Upton Surgery was established in 1988, it was originally known as Upton Medical Support Trust and set up to manage donations to the surgery as effectively and appropriately as possible. We aim to provide medical support and facilities when funding cannot be sourced elsewhere. The Trustees are drawn from the local community and are committed to a legal and clear policy on funding. Each request is considered with care to provide the "icing on the cake" for the Practice. Two examples of recent use of funds follow.

The physiotherapy department is one of our favourites. The Friends have supported it from its establishment in School Lane, buying equipment that moved to the new surgery and adding to it at that time. This equipment has to be in tip top condition to help patients recovering from operations, accidents or illness. We contribute to the annual maintenance costs and to any necessary repairs on our purchases.

The latest equipment purchased for the surgery is a pneumotrac spirometer. This aids the busy respiratory clinics held at the surgery for approximately 100 patients a month. It allows the doctors to investigate and diagnose patients with respiratory problems and monitor those with chronic disease every 6 to 12 months without the patient having to attend outpatient services at the hospital.

The spirometer can hold long term data and aid analysis, allowing comparison with previous tests for the patient. The machine is directly linked to the computer and patients notes and in a busy surgery, where the aim is to move to paperless referrals and systems, this is important.



ORDERING REPEAT MEDICATIONS

Did you know that since the introduction of the popular managed repeats ordering service the telephone repeat prescription line is only available in the mornings between 0830—1030 Monday to Friday? We are one of the last practices in Worcestershire to still offer a telephone service as more and more patients use the new systems such as the Managed Repeat service or the online ordering service.

To register for our dispensary staff to manage your repeat prescription ordering for you please fill in the request slip at dispensary.

Remember that two full working days (Monday to Friday) are required for dispensary and three full working days for chemist patients.

To enjoy the full benefits of the online services or why not join the ever increasing number who have signed up. To create your personal access you need to bring a photo identification to the surgery to obtain your online access PIN. You do need to be over 16 years for this service and cannot sign up for your children.

IMPORTANT REMINDER: If you are admitted to hospital for any reason please let us know when you come out. The hospital discharge summaries do not necessarily come through to us on the day you come home so please do not assume that we know.

Involving Carers to Influence Service Delivery and Decision Making

There are a number of groups run by Worcestershire County Council and NHS Worcestershire that offer carers the opportunity to get involved and influence service delivery and decision making. The county wide Carer Consultative Group considers the full range of issues that impact on carers, and has an influence over long term strategy. This group consists of a wide variety of professionals from health, social care, the voluntary sector and other relevant organisations alongside carers. Reporting to the Carer Consultative Group are 6 sub-groups:

- Information and Advice
- GP Engagement
- Hospitals Support
- Training – for carers and staff
- Mental Health Services
- Carer Engagement (involvement)

These groups are responsible for a range of operational issues and they are keen to involve more carers on the groups who would like to represent carers' views at their meetings.

The main consultative group and its sub groups meet every 3 months (four meetings per year), usually at County Hall, and dates are publicised well in advance. The main consultative group meetings are 2 hours in length and the sub group meetings are 1½-2 hours. Light refreshments are available at all meetings. Travel expenses are be paid for and replacement care can be provided if required.

If you would like to find out more about the above groups please contact: Helen Garfield on 01905 822638 or email hgarfield@worcestershire.gov.uk

A new support group 'The Upton Carers' Group' will meet in the Meeting Room, Upton Library 2pm - 4pm every 3rd Wednesday of the month starting on Wednesday 21 September 2011.

Thank you for taking the time to read this and if you have something to suggest or a query or want to express your thoughts, good or less good, regarding our services we do want to hear from you. There is a box for suggestions by the corridor to the doctor's consulting rooms. What would you like to share with us?

BOOK NOW FOR YOUR FLU VACCINATION

Clinics are available on Saturday October 8th, Saturday October 15th and Saturday November 5th

At risk groups and eligible for the free vaccination are patients over the age of 65 years and all patients with asthma, COPD, heart, kidney or lung diseases, those patients with diabetes and those who are immunosuppressed and also all carers. The doctors recommend the vaccine every year so please make your appointment soon.