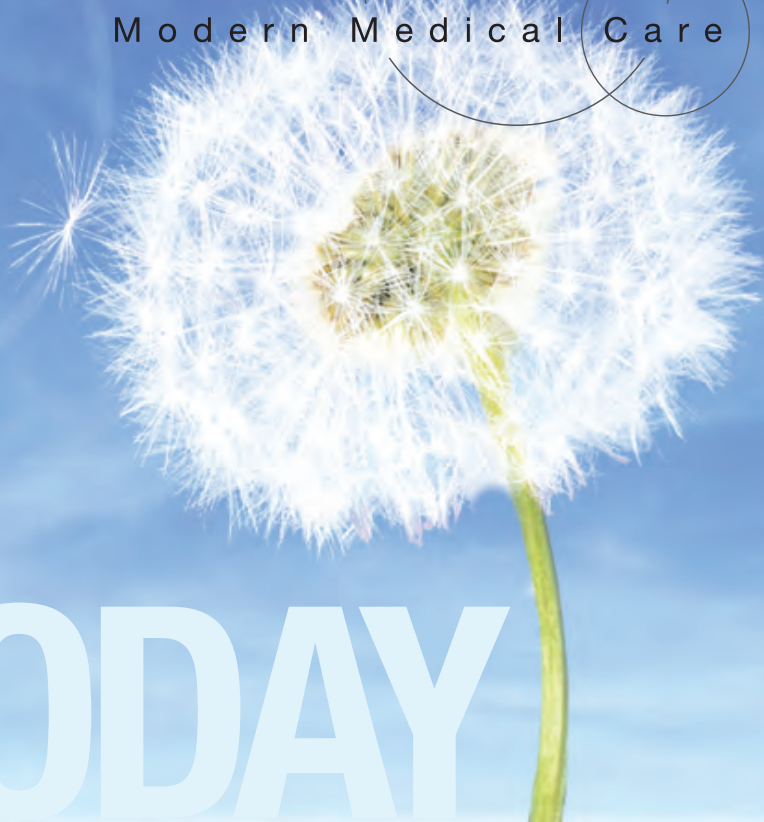


trinity health

Modern Medical Care

Autumn/Winter 2013



TODAY

- ▶ Getting the most from your local GP Surgery
- ▶ Important changes to your practice
- ▶ Extended Services
- ▶ Meet the Trinity Health Team
- ▶ Vaccination Programme at Trinity

Welcome

Welcome...

Welcome to our second patient newsletter. The aim of this newsletter is to let you know what is happening across our three surgeries, answer your questions, and give an over-view of our future plans. We are confident we will provide you with the best patient care. Your thoughts and feedback are important to us, so please let us know what you think.



- ▶ **We are now running minor illness clinics every day**
- ▶ **We have two new Doctors who joined our team in August**
- ▶ **We have a new GP registrar Dr Sohail Ahmed**

Delivering you the best service

Important changes to the practice

► Increasing the length of some GP appointments from 10 to 15 mins

Increasingly, complex medical problems that in the past were managed in hospitals are now being dealt within GP Practices.

We feel that more time should be given to treat these problems more effectively, so we will be increasing the length of some appointments from 10 to 15 mins. This will also ensure that these doctors' surgeries run to time more often than they do at present.

► New phone system

Patients have consistently told us that they experience difficulty getting through to the surgery by phone. This has a knock on effect on patients waiting at the front desk whilst the receptionist is on the phone.

To help manage our calls better we have installed a new phone system; this will take some calls from reception and allow patients to get in direct contact with the most appropriate person to help them. Our telephone number will remain the same 01844 238284 (Brill) 01844 208228 (Long Crendon) 01844 212553 (Thame).

► Two Nurse Practitioners and daily Minor Illness Clinics

Patients have told us that they sometimes have difficulty getting appointments with the doctor and can experience long waiting times for routine appointments and we understand that this creates anxiety.

By having two Nurse Practitioners we have been able to re-design the way we manage minor illness and certain medical problems. Our 2 Nurse Practitioners provide a new every day service across the practice. This service will include telephone advice, prescribing medication as well as daily access to urgent GP appointments and some home visiting. Additionally our 2 Nurse Practitioners will provide 100 minor illness clinic appointments every week.

Getting the most from your surgery

We are acutely aware of how frustrating it can be to get through to us on the telephone or to be queuing at the reception desk in the surgery. As no two queries are the same we hope the suggestions below may help you to make your call or visit to us as effective as possible.

► **Book your own appointment and order your prescription on-line**

Ask reception if you can sign up for "Patient Access" this will allow you to order your repeat prescriptions and access online appointments, via our website www.trinity-health.co.uk

► **Want to know results?**

Once test results have been processed at the hospital laboratory they are sent electronically to the surgery, arriving after 2pm each day. The results are then reviewed, in due course, by the doctor on duty. If any further action is needed the doctor may ask the reception team to call you with information or instructions. When you have had a test done at the surgery you will be informed of the approximate time it will take us to get the result back from the hospital. Once this time has passed please bear in mind to call us after 2pm for your result.

► **Need a letter typing?**

Letters for third parties e.g. private referrals, insurance forms, medical reports, holiday cancellations and so forth are often requested and these requests are dealt with outside the normal duties of the surgery. We therefore ask for 1 working week for completion. You will be advised on handing in your paperwork of the costs involved.

► **Ordering Prescriptions? Long Crendon & Brill**

Our dispensary team deal with 2,500 prescription requests per week. It takes two working days to process a prescription e.g. if you order your medication on Friday it will be ready for collection the following Wednesday. The dispensers will of course do their utmost to help if you need any item more urgently.

► Ordering Prescriptions? Thame

Thame do not dispense medication, but also deal with 2,500 prescription requests per week so we also ask for two working days to process your prescription which should then be collected from the reception desk.

► Booking in System

On arrival at the surgery you can automatically book yourself in for your appointment using our booking in screens. They are very easy to use, and prevent queues at the front desk. This also frees up the receptionist to concentrate on the other aspects of patient care but should you need assistance using this facility, please ask.

Please visit our website www.trinity-health.co.uk to find out more about our services. The following forms are also available for downloading: Holiday Vaccination Forms, Asthma Review leaflets, New Patient Questionnaire.

► Shutting at lunchtime

All three surgeries are closed between 1pm and 2pm Monday to Friday. This is a critical time for the whole surgery team to close off the morning surgery, have an uninterrupted time to handover important information, and to prepare for the afternoon surgery.

► Need travel vaccines?

If you are planning a holiday abroad you may need travel vaccines or anti-malarial medication. Please ask reception for a travel form, or download it from our website. Once completed, reception will book you in for a 30-45 minute appointment with the nurse to have any injections. We need at least 8 weeks' notice prior to your holiday. The more notice we have, the better the availability of appointments.

Getting the most from your appointment

► Which Surgery?

You can book a Doctor appointment at any of the three surgeries.

► Home Visit?

If a home visit is required please try and call as early as possible on the day with your request.

► Single or Double Appointment?

One problem, one appointment. Please consider asking for a double appointment if you have multiple or complex problems.

► Want an appointment outside office hours?

We are very aware that many of our patients have commitments that mean coming to an appointment during office hours is not always possible. So we offer evening Doctor appointments in Brill on alternate Tuesdays and in Thame on alternate Wednesdays. Please call reception to find out exact dates. We also offer Doctor appointments every Saturday morning in Long Crendon.

► Saturday Nurse Appointment?

We also have Nurses appointments in Long Crendon every Saturday. We cannot take blood but can offer the following procedures:

- **NHS Health Checks**
- **Asthma/COPD Checks**
- **Spirometry and Reversibility**
- **Cervical Smear Tests**
- **Ear Syringing**
- **Contraception/HRT Checks**
- **Dressings**
- **Suture/Clip Removal**
- **New Patient Checks**

Evening Nurse Appointments -

We are now offering evening nurse appointments in Brill on alternate Tuesdays alongside our evening GP appointments.

Extended Services

Older Peoples services for Haddenham, Buckingham and Winslow
We are committed to helping older residents to take advantage of the many and varied services available to them, to maintain a healthy and active lifestyle and to access help and support if and when it's needed.

Examples of services on offer include but are not limited to:

► Bucks Home Library Service

Free Monthly delivery to your door.

Tel: 01844 475573

www.buckscc.gov.uk/search/?q=home+services

► Buckinghamshire Mind

A charity working to support and represent people with mental health needs.

Tel: 01296 437328

www.bucksmind.org.uk

► Carers Bucks

A countrywide charity that supports unpaid carers.

Tel: 0300 777 2722

www.carersbucks.org

► Dial a Ride

A door to door mini bus service for those who find it difficult to use public transport.

Tel: 01296 330088

www.dialaride.org.uk

A full list of services offered can be found at:

www.aylesburyvalcdc.gov.uk/community-living/older-residents-50/

Immunisations: Vaccination Programmes

► Pertussis (Whooping Cough) Vaccination

Trinity are offering the vaccine to pregnant patients.

The criteria for vaccinations - Women are between 28-38 weeks pregnant. We cannot give the vaccine before 28 weeks but we can give the vaccine to any woman who is more than 38 weeks pregnant.

Patients should be automatically referred by their midwife.

► Rotavirus Vaccination

A new oral vaccine against rotavirus infection, a common cause of diarrhoea and sickness, is now available for babies as part of the NHS childhood vaccination programme. The rotavirus vaccine is given as two doses for babies aged 2 months and 3 months alongside their other routine childhood vaccines. The vaccine called Rotarix is given as a liquid from a dropper straight into the baby's mouth for them to swallow.

► Introduction of Shingles Vaccine

A new shingles vaccination is being introduced from September 2013 for those aged 70 and 79 years of age.

However this vaccination programme will be phased in over the next few years therefore not everyone will be eligible for the vaccine this year.

All people aged 70 or 79 on 1st September 2013 (born on 2/9/1942 to 1/9/1943 or on 2/9/1933 to 1/9/1934 respectively) are eligible for the shingles vaccine this year. Those who become 70 or 79 after the 1st September 2013 will not be eligible for the vaccine this year, and will become eligible for vaccination in future years of the programme. Eligibility has been defined in this way because of the limited supply of the vaccine available this year. Vaccinating in 2013/14 those who turn 70 or 79 after 1st September 2013 may mean that vaccine supplies fall short.

► Child Flu Vaccination

Trinity are offering the flu vaccine to the following children:

- Children are eligible for the vaccine if they turned 2 years old or 3 years old on the 1st September 2013 only.
- They are under 16 years and are in an at risk group.

It will be given in the form of a nasal spray and studies have shown that it provides greater protection for children than the flu injection.

► Winter Flu Vaccination

We will be starting the winter flu vaccination programme from the 1st October. People eligible to have free flu vaccination:

- All Patients 65 years and over, defined as those aged 65 years and over on 31st March 2014

OR Aged under 65 years with one of the following conditions:

- Pregnant
- Chronic respiratory disease-COPD/Emphysema/Cystic Fibrosis
- Asthma that requires repeated use of inhaled steroids
- Heart disease
- Diabetes
- Kidney or Liver disease
- Lowered Immunity due to disease or treatment (such as Steroid Medication or Cancer treatment)
- History of stroke or a transient ischaemic attack (TIA)
- Neurological Condition, for example multiple sclerosis (MS) or cerebral palsy, cerebral shunt
- Problems with your spleen, for example sickle cell disease or you have had your spleen removed
- The main carer of an older or disabled person (not professional carers)
- Household contact of an immunocompromised person

How sharing information in your medical records can help the NHS to provide better care

A modern information system has been developed, which will make increased use of information from medical records with the intention of improving health services.

Sharing information can help improve understanding, locally and nationally, of the most important health needs and the quality of the treatment and care provided by the local health services.

► What will we do with the information?

We will only use the minimum amount of information we need to help us improve patient care and the services we provide. Your date of birth, full postcode, NHS number and gender rather than your name will be used to link your records in a secure environment, managed by HSCIC, before being deleted. Once this information has been linked a new record will be created. This new record will not contain information that identifies you.

► I have opted out of the Summary Care Record do I need still need to opt out of this too?

There are important differences between allowing the NHS to use your information for planning and research and the Summary Care Record (SCR). The SCR is used by health professionals to provide you with care.

► Do I have a choice?

Yes. If you do not wish to take part in this initiative, ask the reception team in your local surgery to make a note of this in your medical records. This will prevent your confidential information being used other than necessary by law (for example, if there is a public health emergency)

► Do I need to do anything?

If you are happy to share your information you do not need to do anything further.

For more information please visit:

www.nhs.uk/caredata or **www.hscic.gov.uk**

Occupational Health Services

► We are now able to offer a full range of private occupational health services.

Please contact Dr Stuart Logan MB ChB MRCGP DOCC Med on 01844 239730 for more details.

Meet the GP Team

Trinity Health consists of Thame, Brill and Long Crendon surgeries, and is made up of the following people; Practice Manager, Doctors, Nurses, Health Care Assistants, Dispensers, Medical Secretaries, Administrators and Receptionists. Below is an introduction to some of our team;

► Dr Henrietta Church

Joined the practice in 2013, Dr Church was previously a partner in a London Practice for 8 years before moving up here with her family. Dr Church will be working across all 3 surgery sites.

► Dr Anna Furlonger

I qualified from the Royal Free Hospital in London in 1997 and enjoyed various hospital jobs in the South of England before moving to work at Stoke Mandeville Hospital, in various specialities for 3 years. I started working as a GP in Long Crendon in 2002. I enjoy my role as a 'generalist' but have a special interest in Paediatrics and in Women's Health.

► Dr Stuart Logan

I have been in General Practice for 20 years with 17 of them here. I graduated from the University of Glasgow in 1989. I am married to Nicki and live in Brill with our three boys. Clinically I take a particular interest in Diabetes and Dermatology and I perform minor surgical procedures and do joint injections. I enjoy dealing with patients with long-term conditions where the issues and overlap are often complex. My main personal hobby is cooking but weekends are generally taken up being a taxi service for my children!!

► Dr. Mark Olavesen

I previously studied Biochemistry & Molecular Genetics in Oxford and carried out further research in London. I qualified from Warwick Medical School in 2008. I worked at Stoke Mandeville, Wycombe, John Radcliffe and Churchill hospitals before my GP training at Haddenham Medical Centre. I am married with two teenage children. I have a special interest in dermatology, minor surgery, rheumatology, and child health.

► Dr Catherine Scott

I have been a GP at the Practice for 14 years and am currently working on a sessional basis. I qualified at Kings College Medical School in London. Over the last 2 years I have taken time out to gain additional qualifications in Women's Health, with a particular interest in The Menopause, Contraception and Urogynaecology. I am married with 8 year old twin boys who keep me busy in my spare time

► Dr Gillian Scott

I joined the Practice in 1988 having qualified from Nottingham Medical School and subsequently worked at Stoke Mandeville Hospital. I became Managing Partner 4 years ago and Senior Partner in April 2012. I am married with one 19 year old daughter who loves singing so much, my spare time is spent at concerts and theatre productions. My main General Practice Interests are; Women's Health, Family Planning and Mental Health including anxiety and depression.

► Dr Martin Thornton

I qualified in 1997 and have been a GP for the last 4 years, 3 of them at *Trinity Health*. Prior to that I trained as a surgeon mainly specialising in Ear Nose & Throat but I have an interest in all aspects of General Practice. I am very passionate about innovation and I am leading the Productive General Practice programme which we are implementing across the practice. When I am not working my spare time is spent with my young family or on the tennis court.

► Dr James Weir

I studied at the Royal Free Hospital in London, qualifying in 1997. I am married to Jane and have 3 small children - Ollie, Theo and Imogen. We moved to the area in 2000 and now live in Haddenham. I enjoy all aspects of General Practice with a particular interest in Paediatrics, Palliative Care, Cardiology, IT and Education. Outside work I enjoy running (and recently ran a marathon), photography and travel.

Meet the Nursing Team

► Sue Buckingham

I have been working for the practice since 1994, usually based at Brill surgery. I do however work from time to time in the Thame and Long Crendon surgeries. I like all aspects of working within a GP practice and have over the years gained additional qualifications in Asthma, COPD, diabetes and heart disease and very much enjoy helping patients with these conditions. I am also responsible for managing the team of practice nurses and health care assistants across the 3 sites. In my spare time I have an allotment which keeps me very busy. I also like to go out with my camera and try and capture the lovely countryside in which we live.

► Tracy Ann Cammack

I have worked at Trinity for 14 years having previously been a District Nurse and before that working in Orthopaedics. I did my nurse training at Southampton University Hospitals, qualifying in 1984. I live in Thame and have a daughter and two sons. I enjoy gardening, Pilates and jive classes. I thoroughly enjoy working in a Primary care setting and have a particular interest in Diabetes care.

► Valerie Gilbert

I joined the practice in 2002, I have worked in a variety of nursing roles, including school nursing and as a lecturer and as a ward sister on a renal transplant unit. I am married with a son aged 24 and a daughter aged 21.

► Sandra Hall

I have worked in the practice for 6 years I have 3 children. I trained in Epping .Worked in London general Hospital Ortho, ICU, A&E, I moved to community nursing 2000.

► Jane Thompson

I qualified as an SRN in 1981 from St Georges Hospital London, and then moved on to complete my midwifery training, qualifying in 1984. After having a family I returned to general nursing, completing my diploma in Elderly Care at the University of Hertfordshire. I have worked in General Practice for 13 years, joining *Trinity Health* in September 2010. My main areas of interest are elderly care, smoking cessation and health promotion - Prevention is better than cure!!

► Tracey Young

Recently joined from a large practice in central Wycombe. Originally from West Sussex, I moved to Bucks in 1988 where I worked at SMH as a spinal injuries nurse until moving to primary care in 2001. I worked as a practice nurse initially, then following further training have been a nurse practitioner since 2006. I live in Stokenchurch, have 4 children, and spend my spare time driving my youngest daughter, who is 12 to various activities which include rowing, music and swimming.

Thank You...

Thank you for taking the time to read our newsletter. The next one will be our 'Spring/ Summer' issue. We want to provide the very best patient care possible. We can keep achieving this if you keep talking to us. Let us know what you want from 'Trinity Health'.

A copy of this newsletter can be downloaded from our website: www.trinity-health.co.uk. If you would like a copy emailed please leave your email address with reception. Your addresses will not be used for any other purpose.

