

OTTERY ST MARY MEDICAL TRUST FUND

Established in 1990 to receive donations and bequests on behalf of the surgery, from patients and their families in acknowledgement of the care and services received from doctors, nurses and support staff at the Coleridge Medical Centre. The Trust provides a facility to receive financial donations to the Practice which can be used to fund specific purchases to assist and enhance the care of patients.

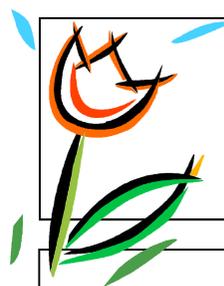
The GP Partners of the Coleridge Medical Centre are Trustees, and the Trust is administered by an administrator and regulated by the Charity Commissioners (charity number 1002091).

The Trustees consider all requests for purchases to ensure that they meet the criteria set out in the Trust deed before giving approval. Funds are used to purchase specific items of equipment or services which are not generally provided by the NHS.

Donations are always welcome and can be made through the Trust Administrator (Practice Manager).

Thank you to the individuals, families and organisations who have kindly donated over the years. The following list gives examples of purchases made:-

- ◆ Vitalograph – for breathing assessments
- ◆ Resuscitation equipment
- ◆ Nebulisers – for patients with asthma
- ◆ Vaccine fridges
- ◆ Foetal heart detectors
- ◆ High seated chairs for the waiting room
- ◆ Syringe drivers – used in terminal care
- ◆ Neurothesiometer- for diabetic care
- ◆ Additional equipment for Branch Surgeries
- ◆ Blood pressure monitors
- ◆ Patient education leaflets
- ◆ Health education display software
- ◆ Waiting room blood pressure monitor
- ◆ Blood pressure monitor cuffs



NEWS FROM COLERIDGE MEDICAL CENTRE SPRING 2014

Welcome to our Spring 2014 newsletter. This issue includes news on:-

- Staff news
- Dr Russell and her canoe challenge in aid of Devon Air Ambulance
- Update for Carers
- Clean hands
- Research
- How to give us feedback on our services
- What is a significant event meeting?

Thank you to all those who contributed. If you have any comments or feedback regarding this newsletter or you would like us to write about a particular service please email us at coleridgemedicalcentre@nhs.net or write to the Practice Manager.

DR COLE AND DR GIBBONS

We are very sad to announce that Dr Cole and Dr Gibbons have decided to resign from the practice and will leave in July/August 2014. We know that this news will come as a shock to some patients, particularly to those who have recently transferred from Dr Long's list.

We can reassure you that Dr Cole and Dr Gibbons have not taken their decisions lightly and not without much thought and deliberation. They are leaving to spend more time with their young families with a more flexible commitment to general practice. We are currently advertising 12 sessions of GP time and will update you on our progress as soon as possible.

Telephone: 01404 814447 Fax: 01404 816716

E-mail: coleridgemedicalcentre@nhs.net

Web site: www.coleridgemedicalcentre.co.uk

When we are closed please ring 111

STAFF NEWS

Congratulations to Natalie and Anthony Anning who are the proud parents of a baby boy, born on Friday 2nd May. Natalie is currently on maternity leave from her role as receptionist/administrator.

Since our last newsletter, we have said goodbye to our lead practice nurse, Mary Johnson, who lead our nursing team and cared for patients here since 1992. We also bid farewell to Pat Conway who has kept the surgery spic and span since 1999. We wish them both a long and happy retirement.

Welcome to Dr Tom Owens, GP . Dr Owens will be looking after just over 1,000 of our patients. Also welcome to Rebecca Willey, who recently joined us as a receptionist.

RUNNING LATE

We apologise for not running on time all of the time. Sometimes running late is unavoidable due to unplanned events. Please help us to minimise the times when we run late by booking a double appointment if you have a complex issue or you have more than one problem to discuss. This helps to prevent the next patient having to wait past their appointment.

If you are not sure who to see, ask the receptionist. If you give some brief summary details, our receptionist will be able to signpost you to the most appropriate and available appointment and with the right person first time.

Please book one consultation per person to be seen

Please do not ask us to interrupt a consultation. We do not routinely interrupt consultations as these are considered to be a patient's protected time with their healthcare professional.



HOW YOU CAN SPEED UP THE PRESCRIPTION PROCESS

The electronic prescribing service (EPS) enables GPs and nurse prescribers to send prescriptions electronically to a pharmacy of your choice. This makes the prescribing and dispensing process more efficient and convenient for you. It can be set up and used at the point when a doctor or nurse is about to print a prescription. **Please ask them to use EPS instead of printing.** It can also be used for repeat prescriptions. **Ask us to set up EPS for you or sign up at your local chemist.**

If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place you choose, **saving you time.**

The prescription is an electronic message so there is **no paper prescription to lose.**

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop.**

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips.**

You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

You can get all these benefits if you:

- have a stable condition
- don't want to go to your GP practice every time to collect your repeat prescription
- collect your medicines from the same place most of the time
- use a prescription collection service now

WHE WE ARE CLOSED

If you need medical assistance when we are closed you can:

- phone the NHS 111 service for **medical advice** by dialling 111.
- pop in to your local pharmacy for **advice and over the counter medication**.
- **If your problem is urgent** phone the NHS 111 service by dialling 111. To avoid putting undue pressure on this service, please only phone if your problem cannot wait until we reopen.
- phone 999 immediately **in the event of a life threatening, medical emergency**.

Please avoid using emergency/urgent services and hospital A&E departments for routine problems or for problems that can wait until we reopen.

BE PREPARED FOR HOLIDAYS

As the holiday season is upon us, it is worth thinking about what you would do if you or a member of your family became unwell over a holiday period. We recommend that you:-

- stock up on over the counter medicines. Your pharmacist can also give you advice on treatments and products available.
- check you have enough prescription medicine to see you through the holidays and if you are going away pack enough for at least the duration of your holiday.
- Repeat prescriptions can take two days to process through the practice. Add more time to enable the pharmacy to place your order and make it up once the prescription has been received.

DR RUSSELL



Dr Sarah Russell and her husband had a very busy Easter holiday taking part in the Devizes to Westminster International Canoe Race. They are raising funds for Devon Air Ambulance Trust. If you would like to show your support and generosity you can do so online at www.justgiving.com/jackandsarahrussell or text JRSR99 £5 to 70070.

The Devizes to Westminster International Canoe Race starts in Devizes, Wiltshire and finishing just downstream of Westminster Bridge in central London, opposite the Houses of Parliament. The race has been held annually over the Easter Weekend since 1948.

The race is 125 miles long and has 77 portages. The first 52 miles are along the Kennet and Avon Canal to Reading, the next 55 miles are on the River Thames to Teddington. The final 17 mile section is on the tidal portion of the Thames.

The race is a severe test of skill, physical and mental stamina and planning which produces a memorable sense of achievement for those successfully completing it. To find out more go to <http://www.dwrace.org.uk/index.php>

Devon Air Ambulance Trust raises funds to keep two helicopters flying in Devon. Independent of Government funding, operating costs of the service are met by public fundraising/donations. Paramedics provided by South Western Ambulance Services NHS Foundation Trust, supported in part by the Charity.

WALK FOR HEALTH

Our car park is usually congested and reserved for those who are less mobile. Next time you are due to visit us why not leave your car at home and walk. Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier.



CARERS

We will continue to offer on going support for Carers registered with us and are delighted to be re commissioned to provide the Carer's Health and Wellbeing checks and follow up appointments during 2014/15.

First pioneered in our practice some 5 years ago, these checks have evolved into free and confidential check up covering many different aspects that may impact on your health and wellbeing as a carer. It offers an opportunity to look at your physical health, stress and mental wellbeing, and the challenges of caring, as well as a chance to raise any worries or concerns you have about your health with a trained and experienced healthcare assistant.

The check, which takes about an hour, is carefully designed to make the most of the time to have a structured look at your health and wellbeing.

We already have over 300 carers registered with us. However we know there are probably many more who may benefit from some support and have not yet come forward. Statistics show that more than one person in ten is a carer—there are around 84,000 in Devon

Many people do not make themselves known to us as they do not realise they are a carer.

“Carers are people of any age who provide unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.” (Carers Trust).

If, having read this, you realise that you are a carer please get in touch with us on 01404 814447. If you can't leave the person you care for, please telephone Devon Carers on 08456 434 435 as they have support in place that will enable you to attend your appointment.

SIGNIFICANT EVENT MEETINGS

Every six weeks the practice team attends a significant event meeting. The objectives of significant event meeting are:

- To identify events that have been critical (beneficial or detrimental to the outcome) and to improve the quality of patient care from the lessons learnt.
- To instigate a culture of openness, not individual blame or self-criticism, and reflective learning.
- To enable team-building and support following stressful episodes.
- To enable identification of good practice, as well as suboptimal.
- To be a useful tool for team and individual continuing professional development, identifying group and individual learning needs.
- To share events between teams within the NHS where adverse events occur at the 'overlap' or in shared domains of clinical responsibility, eg out-of-hours, hospitals, community teams

During our meetings we

- Look at what happened and why
- Discuss how could things have been different
- Discuss what can we learn from what happened
- Review anything that needs to be changed

CHECKING YOUR MEDICINE

From our last significant event meeting we agreed that it would be a good idea to remind you of your responsibility to keep your pharmacy up to date of any changes, particularly if a doctor stops prescribing a medication on repeat prescription. This is a safeguard to prevent a medication being accidentally reordered on your behalf.

It is also your responsibility to check your dispensed items **BEFORE** leaving the pharmacy.

FEEDBACK

Most problems can be sorted out quickly and easily, usually at the time they arise, with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and you wish to make a formal complaint you should do so preferably in writing, addressed to the Practice Manager, as soon as possible after the event.

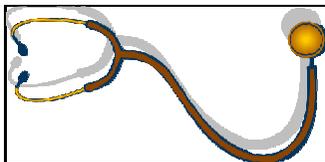
If you are a registered patient you can complain about your own care. You are not able to complain about someone else's treatment without their written authority.

Our practice complaints procedure can be found on our web site or in our patient information leaflet from reception.

We welcome positive feedback and are always happy to receive suggestions and comments regarding the services we offer. Suggestions and comments can be left in the suggestions box at the front desk. Alternatively you can email us at coleridgemedicalcentre@nhs.net

COLLECTING DOCUMENTS ON BEHALF OF SOMEONE ELSE

We have recently changed our system so that you will not be able to collect documents on behalf of someone else unless they have arranged this with us beforehand. When collecting on behalf of someone else you may be required to produce identification.



“CLEAN HANDS—IT’S OK TO ASK US”

BY JEAN COOMBES

PRACTICE NURSE AND INFECTION CONTROL LEAD

Effective hand hygiene is one of the most important steps we can all take in reducing the spread of infection. Micro-organisms can be easily spread on our hands throughout the day simply by touching objects we are in contact with like door handles and furniture

As doctors and nurses normally work in individual rooms at the medical centre we thought it would be helpful to ask you, our patients, to observe us.

We asked patients to fill out a brief questionnaire asking if the nurse or doctor treating them carried out hand hygiene (washing hands or using hand gel), before and after their treatment. Although we did not receive as many completed survey forms as we would have hoped for, we are very grateful to all those who responded.

The majority of feedback was positive – Yes, they observed us carrying out hand washing or using hand gel. Several responses quoted that they did not know as they were behind curtains. Doctors and nurses frequently use alcohol hand gel prior to procedures as it is easy to apply and very effective. If you have any doubt, please ask us if we have washed or used hand gel. Please be assured we will not be offended to be asked

We would encourage everyone to be involved in their care, so please ask of you have concerns about preventing infections.

We hope to carry out other surveys in the future and will use these opportunities to feed back to patients and to staff.



AN UPDATE ON RESEARCH PROJECTS

By DR LISA GIBBONS, GP AND RESEARCH LEAD

Here at Coleridge we are dedicated to providing the highest quality medical care to our patients. We believe that primary care research will improve medical care for the future and can have many benefits for those taking part. We are a very 'research active practice' with the whole practice team involved.

We are delighted to be able to offer many of our patients the opportunity to take part in studies. Participation is voluntary and it will not affect your care in any way if you refuse. All of our studies are approved by our local research network and only the best quality studies which are relevant to primary care are chosen.

We try to keep everyone up to date on our website and on the notice boards in our waiting room. We will also share previous studies which have published their findings and will help change medical practice.

We are taking part in a number of current studies :

- TASTE- is trying to understand better self help treatments for recurrent sore throats - you may be invited to take part if you attend with a sore throat
- SNIFFS is trying to understand what treatments can help reduce recurrent sinus infections
- GARFIELD is a multinational study to try to understand the important condition of Atrial Fibrillation (irregular heart beat)
- The Mirtazipine study is looking at whether adding another antidepressant can help difficult to treat depression.

Many patients may have already taken part in HEAT - which is trying to understand if treating the stomach bug H pylori can reduce the bleeding risk for long term aspirin- thank you so much for taking part in this.

The HI Tec inhaler study has also just finished- this was an excellent chance to understand use of inhalers for asthma and COPD

We also have studies to try to understand polymyalgia rheumatica, early cancer diagnosis (CANDID) and we also offer a number of specialist diabetes studies to try to understand this very common and important condition and to understand the best treatments to offer.

Many studies are only open to certain people but the EXETER 10 000 study is looking for any volunteers who wish to join in - the details are on our website and on the notice board. Recruits will be used in larger studies as health volunteers!

CHANGES TO THE SERVICES WE PROVIDE

If you follow the medical press you will already know about the changes that have been made to the 2014/15 Quality and Outcomes Framework (QOF) and the work GP practices are expected to do under their General Medical Services contract. More information about these changes can be found on the British Medical Association (BMA) website <http://bma.org.uk/>

The reason why we are mentioning this is that some patients will notice changes to the frequency of routine check up appointments and the monitoring services available.

However, did you know you can check your own blood pressure either using your own blood pressure monitor or taking advantage of the blood pressure machine in our waiting room?

NAMED GP

As part of the commitment to more personalised care for more patients with long term conditions the NHS have asked us to remind patients aged 75 years and older of the name of their own GP. Look out for this information in our letters to you and on your repeat prescription side slip. If you are not sure which doctor you are registered with, please ask us.