



# Laurel Bank Surgery NEWS

Malpas, Cheshire SY14 8PS Tel: 01948 860205 Fax: 01948 860142

Autumn 2007



## Meet the Dispensing Team!

At Laurel Bank Surgery, we are able to dispense medication to all of our patients who live more than one mile from any pharmacy. These patients on regular treatment have repeat prescriptions dispensed.

A prescription charge will be taken by the Dispensers unless you have an exemption. If you are on more than one medication a month, it would be worthwhile buying a prepayment certificate. Please ask for an application form.

The repeat prescription ordering procedure is listed in the green box on the right hand of this page.

Please use telephone ordering as a last resort as this has the potential for error and also takes the Dispenser away from their other duties. The Dispensary is closed every day from 1pm to 3pm to allow the Dispensers to work without interruption. On Wednesdays the Dispensary is closed after 1pm.



Behind the scenes with our busy dispensing team !

Mrs Maria Huxley, Practice Dispenser, is also our Medicines Manager. She is the recognised contact for medication queries from patients, nursing homes and pharmacies. With her work we aim to improve efficiency of medicine management, increase patient safety and reduce waste.

If you have any queries about your repeat medication, she can be contacted at the surgery.



### Surgery Opening Times

Monday 8:30 to 6:00

Tuesday 8:30 to 6:00

Wednesday 8:30 to 4:00

Thursday 8:30 to 6:00

Friday 8:30 to 6:00

### Dispensary Opening Times

Mon 8:30 to 1pm & 3pm to 6pm

Tue 8:30 to 1pm & 3pm to 6pm

Wed 8:30 to 1pm. Closed pm

Thurs 8:30 to 1pm & 3pm to 6pm

Fri 8:30 to 1pm & 3pm to 6pm

Please allow 2 working days for repeat prescriptions, which can be ordered by letter by fax on 01948 860142 or email to:

[dispensary@gp-n81038.nhs.uk](mailto:dispensary@gp-n81038.nhs.uk)

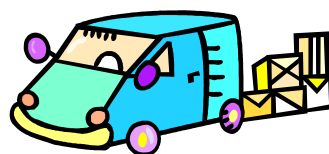
If none of these is possible, you can order by telephone on 01948 860506 between 9am and 10:30am Monday to Friday. Prescriptions can be collected in person, sent by post on receipt of an SAE, or sent directly to P. Williams the Chemist in Malpas.

## Dispensary Delivery Service

We propose to offer a repeat prescription delivery service for all our Dispensing patients starting during the first week of October 2007.

The practice area will be split up into 4 regions. Each will receive a delivery during the month. Only repeat prescriptions will be delivered and delivery will be on set days.

Existing Dispensary staff will deliver the bags of medication to patients who will sign for them. The staff will also ask for the next months' repeat order.



This will save patients from contacting the practice to re-order for the following month. Alternative arrangements can be made to leave the tablets with a neighbour as long as the patient gives their written authority.

Application forms to sign up to the service will be available from mid August. Look out for further information on your next prescription.

## STOP PRESS!

Look out for the new Malpas Surgery Website: [www.malpassurgery.co.uk](http://www.malpassurgery.co.uk) Launch date November.

## Staff Update



Dr Louise Rodge has been working at the practice during the past 18 months. From August she will work closely with Dr Mike Price, seeing his patients on two mornings each week. This will help Dr Price start to reduce his considerable workload as he winds down to retirement in August 2008. Dr Yvette Whitley joins the practice in August as a GP Registrar for the next twelve months.

Mrs Ann Wynn who works as a Health Care Assistant and Receptionist at the practice is also retiring in October. Mrs Wynn will have worked at the practice for 20 years. We will celebrate with a party for present and past staff and friends on Friday 19th October. We also welcome new members of staff, Mrs Chris Brown, Mrs Heather Wynn and Mrs Julie Williams



## Patient Participation

### ANNUAL PATIENT SATISFACTION SURVEY RESULTS

Our Patient Participation group was formed in January 2006. The group is primarily responsible for reviewing the results of our annual Patient Satisfaction questionnaire. The participation of our patient group is seen as a very positive process by the Doctors and staff at the practice. The group met in March of this year to review our annual satisfaction questionnaire and gave their views and suggestions.

- For the third year running levels of satisfaction regarding practice opening times were high. The practice operates the opening times set down in the new Doctors contract.
- Turnover of patients has increased and the list size is growing. These changes have impacted on the availability of appointments and we are currently closely monitoring appointment availability.
- The Doctors operate personal lists and see their own patients as far as possible, or they are seen by the other Doctor in the team. The ability to consult the same doctor on a regular basis has the added advantage of systematic diagnosis and treatment. Patients also comply better with their treatment through the development of patient-doctor trust. This helps to achieve improved patient satisfaction. Having a personal doctor may limit patients' choice or slightly delay the availability of appointments.
- The Receptionists try to keep patients informed of the reason why their appointment is delayed.
- Patient satisfaction about contacting the practice by telephone has been an area marked for improvement. The Doctors have mixed views about the success of dealing with patients on the telephone and we have yet to identify the best possible system for handling these calls.

### THE DEPARTMENT OF HEALTH SURVEY- JANUARY 2007:

*“THE GP PATIENT SURVEY: YOUR DOCTOR, YOUR EXPERIENCE, YOUR SAY”*

As a practice which values communicating with you, we thought you might like to have some information about this government survey.

Overall, around two and a quarter million patients in England responded to a questionnaire sent out by the DOH asking how easy it is to:

- 1) contact the practice by telephone
- 2) consult a GP within two working days
- 3) book ahead for non-urgent appointments
- 4) make an appointment with a particular GP

This practice's results compared to results for England:

Question asked	Practice Results	Average for England
Telephone Access	97%	86%
48 hour Access to a GP	94%	86%
Advanced Booking	97%	75%
Appointment with a specific GP	94%	88%
Opening Hours Satisfaction	84%	84%
Offered choice when referred to hospital	100%	94%

## Where do We stand on Surveys?

We welcome opportunities for patients to have their say about our services. However we are concerned that this national survey, which cost the government around £11 million pounds, was a bad use of money which could have been much better spent on patient care.

The results only confirm those of earlier surveys which had already demonstrated that practices are offering patients good access to

first class healthcare.

UK general practice continues to deliver benefits to patients through the improved monitoring and treatment of acute and on-going health problems and the continued long-term and personal relationships with traditional healthcare professionals such as GPs.

We, together with our practice team, consistently use our profes-

sional judgement to act in the best interests of our patients to provide a quality service for all and particularly for those that need it the most - those with on-going and serious illnesses, the very young and the elderly. As far as possible we try to ensure that patients are able to make appointments for a time which is convenient to them - whether this is at short notice or for non-urgent problems.



## X-pert Diabetes Group Report

The X-pert Diabetes group (started in May 2006) has been set up to help diabetic patients better understand their illness and learn how to look after their health as part of their everyday life. We asked our current members to contribute a few words about the course. Their replies were unanimously positive and detailed: unfortunately, we don't have room to print them in their entirety. Here are some of their thoughts:

*"Last year I was invited to attend (the X-pert course) run over a six week period with each session lasting about 2½ hours... the pace was, for me, about right; informative but never too heavy. ...diabetic food doesn't have to be boring."*

*"The X-pert course enabled me to understand and ask questions without feeling dumb...it showed me that I could lead a healthy and active life and made me feel more confident about diabetes and how to control it. I would recommend you take the time to attend the X-pert course - it changed my outlook on diabetes and what I can do to help myself ... a brilliant course."*

*"I particularly enjoyed meeting fellow diabetics, sharing problems and exchanging ideas. The Nurse offered advice on all aspects of Diabetes: medication, if applicable, general health, diet, eating sensibly, food labelling and purchasing and much more. Helped along each week with a cup of tea and a slice of cake! ... please do go - you won't regret it."*

*"I found the course ... quite an eye opener for me who usually bought products that are labelled healthy eating to find that many foods that are low in fat are much higher in sugars. (The course was) a helpful and positive experience."*

*"Anyone lucky enough to be invited to the diabetes course, grab it with both hands. The information learned from this is invaluable to you. The more knowledge you have, the better you will be able to cope with diabetes."*

*"To anyone hesitant to go on the course, I would advise you to go along. You will really enjoy it, you meet people in the same situation as yourself and the advice is beneficial."*

*"We all need a great deal of information about the food we cook and eat. I used to think Diabetics were very picky about eating: I now know why. The Diabetic X-pert Patient Group explains this."*

The next X-pert Diabetes Course will start in September. If you are interested in finding out more, please contact Sister Gill Evans, Practice Nurse, at the surgery on 01948 860205.



## New Bowel Cancer Screening Programme

Bowel cancer is the 3rd most common cancer in the UK and the 2nd most common cause of cancer death. 1 out of 20 women and 1 out of 18 men will contract bowel cancer during their lifetime. From July 1st, a new NHS cancer screening programme is being offered to all patients registered in England aged between 60 and 69 yrs on a 2 yearly basis. Anyone over 70 can request a kit

by ringing 0800 707 60 60. An invitation letter will be sent and one week later the kit will follow. This kit allows for easy collection of samples that can be hygienically sealed and sent (freepost) to a central lab for testing. Participants receive notification within 2 weeks of their results. The test identifies a marker that indicates the probability of cancer, and so identifies need for further investigation.



## Vaccination News!

### Influenza & Pneumococcal Vaccinations:

These annual vaccinations are recommended for those aged 65 years and over and people who are considered to be At Risk. Vaccines are prioritised to these patients. From the beginning of October, patients can contact the surgery to make a 5 minute appointment in one of our flu clinics (clinic dates to commence when we receive the vaccine). District Nurses will continue to visit patients who are not able to attend the surgery.

**Haemophilus influenzae Type b (Hib)** is a serious bacterial infection that can cause meningitis and septicaemia. Children born between 13 March 2003 and 10 September 2005 have not had a Hib booster dose. They were too young to have it in the 2003 catch-up campaign and too old to have the new Hib/MenC at 12 months of age. To ensure they are protected they will be offered the Hib booster combined with their pre-school booster vaccine. Any older children who have already received their pre-school immunisation will be offered the Hib/MenC vaccine (Menitorix™). Please contact the Health Visitors on 01948 860643 if you have any queries.

## Emergency / OOH Cover

⇒ **EMERGENCIES**  
In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

⇒ **OUT-OF-HOURS COVER**

Medical advice is always available for emergencies at night, weekends and all bank holidays.

If you require advice urgently, please call 01948 860205. The recorded message will give you the number to ring in order to contact the Out-of-Hours service.

⇒ **NHS DIRECT**  
Contact on 08454647 for non-urgent advice.



# Patient Comfort Fund Day



**Saturday**  
**29th September**  
**from 10am to 12:30pm**  
**at the Surgery**

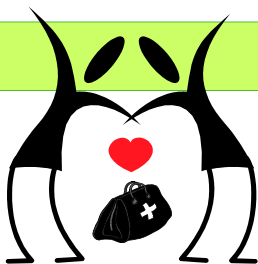


Please come and support the  
**Malpas Patient Equipment & Comfort Fund.**

There will be cake & plant stalls,  
 second hand books, bran tub,  
 refreshments and  
 a draw on the day!



## Malpas Surgery Patient Comfort Fund



The Comfort Fund was founded in 1988 by Community and Practice Nursing Staff based at Laurel Bank Surgery for all residents in Malpas and the surrounding area to:

- ⇒ Enhance and supplement Nursing Care
- ⇒ Provide extra equipment
- ⇒ Inform and educate.

Practising in a rural area, the fund supplements and enhances rural care. The fund is managed by a team of Health Professionals, Practice Staff and Patient Representatives. Twice a year, the fund meets to democratically discuss and decide how donations are utilised. The fund is completely reliant on voluntary donations and fund raising events.

This year we wish to support Sister Evans in purchasing equipment to aid her X-Pert Diabetes Patient programme (see page3). She will be ap-

plying to the fund for financial assistance towards the costs.

We are holding a Fund Raising event this year on Saturday 29th September from 10am until 12.30pm. There will be cake and plant stalls, second hand books, bran tub etc and a draw on the day. Entrance will include coffee or tea and biscuits. Further information will be available at the beginning of September.

Any donations for the event or the fund will be gratefully appreciated.

If you have any comments or suggestions about this newsletter or indeed any other aspect of the service that Laurel Bank Surgery provides, please feel free to contact the Practice Manager, Mrs Lynn Suckley MBA, on 01948 860205 or in writing to Laurel Bank Surgery, Malpas, Cheshire SY14 8PS.