Editorial

Over the last five or six years, we’ve tried a system of having a rolling programme of editorial responsibility for the Newsletter. Individual GPs, the nursing teams (practice, community and health visiting), Reception, Admin have all taken their turn.

Whilst we hope that those newsletters have all been interesting and informative, it does mean that sometimes they vary in length and detail, and that they lack variety.

We’ve decided to try having a fixed editorship, with Denise (Practice Manager) and Jackie (Reception Manager) working together to produce a newsletter three times a year.

We know that people take the newsletters, but we don’t get much feedback on content. It would be lovely if we could have some patient ideas on what they would like to read about. Let someone at reception know or drop us a note and we’ll persuade the most appropriate person to write an article.
BIG THANK YOU!

The Doctors and Staff of St Alban’s Medical Centre and East Way Clinic would like to thank all our patients who gave so generously at Christmas both in gifts and words.

Your kindness and appreciation is warmly received and goes a long way to making Christmas a happy and rewarding time for everyone within the St Alban’s team in recognition of our efforts throughout the year to give you the best possible care and attention.

May we now wish you all a Happy Healthy and Peaceful New Year.

All Change on the Nursing Front!

Many of you will know that CAROLINE, one of our nurses, has taken early retirement. She had been with the practice for almost 8 years, and had a wealth of expertise in management of patients with diabetes in particular. Caroline moved to practice nursing from a hospital role, and she really enjoyed getting to know her patients over the years.

Our new recruit, GRACE, will join us in mid-February. She has been a nurse for over 20 years, the past 10 of them spent working in south London. Grace has been working in the community as a District nurse but has done a lot of chronic disease management so will take over much of Caroline’s role after a couple of weeks of induction.

Many thanks to TANIA, our nursing lead, for stepping into the gap and looking after the Diabetic patient reviews and to the DOCTORS for taking on the reviews of patients with heart disease / stroke. Also, we are most grateful to KIRSTIN for increasing her hours to provide general nursing slots too.

Dr Neleman’s retirement thank you

I would like to thank all of you for your kind gifts and good luck messages on my retirement. I feel privileged to have been your GP.

GP changes

GOODBYE

DR NELEMANS retired from the practice in October 2014, after 27 years here. We wish him all the best in his retirement. He’s popped in quite a few times since he left, and is looking younger every time we see him!

DR SAVAGE joined the team for three months, as an interim measure – he will shortly be resuming work at a different Bournemouth practice where he did some of his training. We enjoyed having him working with us, and wish him all the best for his future.

DR EHAB AZIZ joined the practice on 20th January. This is a long-term appointment. He finished his Bachelor of Medicine and Surgery studies in Egypt in 2001, and moved to the UK in 2005. He worked for five years in hospitals before joining the GP Training scheme. Dr Aziz became a Member of the Royal College of GPs (MRCGP) in 2013, and has worked in the local area as a locum / GP associate. He has taken a post-graduate Certificate in Healthcare Leadership and recently received an NHS Leadership Award. He is a father of two.

Reception news!

Many patients must be used to seeing the “same old faces” at Reception year on year – we are lucky that overall our staff stay with the practice for a long time. (Three of the non-clinical team have clocked up nearly 70 years of service between them!) Almost inevitably, this means that several people choose to retire from work at
the same time, so there will be a number of changes in March / April this year. One face you haven’t seen for a while is **MAUREEN**. Maureen was going to Blackpool with her family in October 2014, and tripped whilst attending a fireworks display. Unfortunately, she broke her ankle badly and needed surgery – she is well on the road to recovery thankfully. It was always her intention to retire in early 2015; she’s not fit enough to return to work before then which is a shame. Maureen has been with the practice for over 20 years. One of her roles is booking midwife appointments and those of you who’ve had a baby in the past 20 years will no doubt remember Maureen as much as she remembers you. She has an amazing memory for names of children, and in some cases even for the next generation, the children’s children!

**FIONA** and **GILL** started about the same time, in late 2001, so both have been with the practice for over 13 years.

**FIONA** has decided to split her time between the UK and somewhere a little warmer, so will be leaving us in mid-April. As well as all the general reception tasks, Fiona has been responsible for allocating minor operations, managing the “on” and “off” appointments for the 24-hour blood pressure monitor, and ensuring patients with thyroid problems are monitored regularly.

**GILL** has already tried to retire from the practice once before, but we managed to persuade her back! Her husband has been retired for a while, and she’s decided now’s the time for her to have a bit more leisure time to spend with the family. Gill talks about her “piddling little jobs” which are tasks that she undertakes in addition to the main reception role – we will need to find a new person to coordinate the appointments for coils and contraceptive implants, order supplies of tissues, hand towels and the like, as well as keeping the visit book up to date. Gill will be leaving us at the end of March.

And finally, **LYNN** will be reducing her working hours to three sessions a week in March. This will give her a better work-life balance. Lynn’s been with the practice for seven years, and sorts out all the invitations for respiratory reviews in addition to the reception role.

We will miss everyone and wish them all the best for their futures.

We’re currently on a big recruitment campaign and will hopefully recruit members to the team who will settle and stay just as long as the staff who are leaving. We have already got **MARY** partly trained up – she’s been with us since December helping out both with Reception and work in the Admin office. There will be an update in the next newsletter telling you how we’ve got on.

There is a lot to learn in the general reception role, so please bear with us during our training and transition. We’ve advertised early with the intention of having some expert receptionists on hand to help the new arrivals, and all will be ably trained by **JACKIE**, our Reception Manager. Do let Jackie or Denise know if you notice anything that we need to be aware of.

**About Out-Of-Hours**

People turn to out-of-hours GP services when they are worried about their own health or that of family or friends, and want urgent advice or treatment.

However, the urgent and emergency care system is complex and people struggle to know which is the right service to use.

Too many people are unaware of the different urgent care options – such as out-of-hours GP services, walk-in centres, urgent care centres and A&E departments – and of how to contact them.

This means people may not receive care in the most appropriate setting. As a result of the confusion, too
many go to A&E when they do not need to.

About a third of adults in England have either not heard of NHS 111 or have heard of it but do not know what it is for. In addition, a quarter of adults have not heard of out-of-hours GP services. Awareness was lower still among certain groups including younger people and people from black and minority ethnic communities.

**NHS 111 service**

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services in England.

You can call 111 when you need medical help **fast but it’s not a 999 emergency.** NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**When to use it**

You should use the NHS 111 service if you **urgently** need medical help or advice but it’s not a life-threatening situation.

Call 111 if:

- you need medical help fast but it’s not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don’t know who to call or you don’t have a GP to call
- you need health information or reassurance about what to do next

For immediate, life-threatening emergencies, continue to call 999.

**How does it work?**

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics.

They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best.

That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

**PLEASE NOTE:**

For illnesses that are not life-threatening you should first contact your GP surgery.

Outside of normal surgery hours you can still phone the surgery – listen to the message to get advice on who to contact.

The out-of-hours period is from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays. During out-of-hours periods you can also call NHS 111.

**Clinical Service Review – Getting Ahead of the Game!**

You can’t help but notice the media attention around the NHS. It goes with the territory of politicians preparing for a general election, but is also highlighting the level of demand and stress that the system is under, both in hospitals and out in the community. There are a number of reasons for the growing stresses – rising population levels, people living longer, increasing health difficulties and the level of patient expectation in what services can deliver and
when. There is more
investment in NHS services
promised by the Government
but it won’t cover the bills for
long – many CCGs are already
in deficit, and others are
predicted to change from
surplus to deficit in the next
couple of years.

Dorset CCG has therefore
commissioned a specialist
company to conduct a Clinical
Services Review, to look at
how services might be
redesigned to tackle those
issues. At present the CCG
manages to balance the
books financially but the
following factors show that
this is unlikely to remain the
case for long unless we make
some changes:

- Within 8 years, the
  Dorset population will
  have grown by 6% overall, but the
  number of people aged 70 or older is
  expected to rocket by 70%
- Within 5 years, it’s expected that 1 in 10
  people in Dorset will have diabetes and 1 in
  8 will have heart disease.
- People would like GP
  services to have longer opening hours, and be able to have a
  blood test or see a
  physiotherapist outside the usual
  working day.
- People would like more services to be
  outside of the hospital

environment, closer to
home.
- As people live longer, the chances are that the
  number of A&E
  attendances and emergency admissions
  will increase.

The CCG is getting input from
GPs, hospital staff, social care
services and the voluntary
sector to try to identify ways
of redesigning services to
meet the needs of patients in
a cost effective way. They
would also like the public to
be as involved as possible in
sharing the problems and
considering the solutions.

Would you like to attend a
public meeting about the
Clinical Service review? The
most local meeting to us is

Monday 9th February, 6pm –
8pm at Christchurch Baptist
Church, Beaconsfield Road,
BH23 1QT
There are some booklets in
the waiting room about the
review and you can find out
more information on
www.dorsetvision.nhs.uk

Protect yourself!

Thank you to everyone who has had a flu jab. Not only do
they protect you as an
individual, having the vaccine reduces the spread of flu in
the wider population.

There is now a new form of
pneumococcal vaccine, which
protects against
pneumococcus, a bacterium
that can cause pneumonia
and meningitis. This is
available to people over 65
and people with certain
chronic diseases. It has been
available for a while, so
chances that you’ve already
been given it if you have had
a pneumococcal vaccine in
the past two years. By all
means ask a doctor, nurse or
even reception to check if you
are eligible. Our clever
computer system is set up to
show an alert if there is no
record of you having this
vaccine, so it’s easy for us to
check for you.

Shingles vaccine uptake has
been high, especially for the
78 and 79 year olds. I’m really
sorry but we are not allowed
to offer this vaccine to people
who do not fit into the invited
age groups. This is because
stocks are limited and the
Department of Health has
stipulated a specific
campaign.

If you are very keen to have
the vaccine but you don’t fit
the age cohort, you may be
able to get it privately –
contact the Bournemouth
Nuffield if you are interested.
It is a very expensive vaccine
to produce, and the Nuffield
have to cover their costs, so
make sure you check the
price before you decide to go ahead!

**Lymphedema / Lipoedema** at our East Way Clinic.
This is a message from the local Lymphedema Support Group:

We are trying to provide information and support to those suffering with these life long conditions and are looking at a number of different options to improve awareness about local provision for non-cancer and cancer based sufferers in this area.

Our group meets monthly on the 2nd Monday in the month 10.30am at St Albans Medical Centre, East Way, Bournemouth BH8 9PU and new members are always welcome.

Contact Margaret Butler for more information.
*maggie.butler1@talktalk.net*
01202 980551 or 07938 546485

**Hearing Aid supplies**
People with hearing aids are probably already aware of the battery collection service that we run from East Way Clinic. If you need new batteries, take your yellow record book and either the battery code or an old battery to East Way between 8.30 AM and 5 PM Monday to Friday, and they will issue replacements for you.

The Audiology Service is based in Boscombe. They are the people to get in touch with if you can’t get up to East Way for batteries or if your hearing aids develop a fault.

Their telephone number is 0300 303 8640. You can collect from the Shelley Road site Monday to Friday 9 AM to 4.30 PM or Audiology can post your order to you if you ask them to. (The service used to ask that you sent them your yellow book and a Stamped Addressed Envelope; please check if this is still the case, and make sure you order early).

**Friends and Family test**
Thank you to everyone who has completed a Friends and Family questionnaire for us, either at the main surgery or at East Way.

We’re pleased to announce that our January data has been submitted to NHS England now. We had 8 respondents, all said they would be likely to recommend the practice to friends and family – 7 said that they would be extremely likely to recommend the practice.

Over 75 % of people who responded did so via the Internet link [www.leavemyfeedback.com/4645](http://www.leavemyfeedback.com/4645), whilst others filled a paper form whilst at the Practice or East Way.

The FFT is a quick easy way for you to let us know how you think we are doing. We hope that more of you will offer feedback in the coming months and years.

It doesn’t matter if you are accessing our services to see a GP, a nurse, to ask about something or collect a prescription, even visiting a community clinic at East Way. You can do the FFT.

We are hoping in due course to install a tablet in the waiting room, so that you can log your responses that way.

**Your newsletter, your say!**
Finally, a plea!

This is your newsletter. We try to fill it with interesting snippets of information but we would welcome your thoughts on the content and ideas about what you would like us to include.

Would you like more information about common conditions and chronic diseases?

Would you like to know more about how we work in the practice and with other practices in the local area?

Would you like to know more about voluntary sector support groups and services?

Would you like to write a health related article?

Please let us know by speaking to Jackie or Denise, or passing a message via Reception.