

NHS



OAKLEY HEALTH
GROUP

Patient Newsletter

Dr Fiona Salkeld Returns

Did you know:

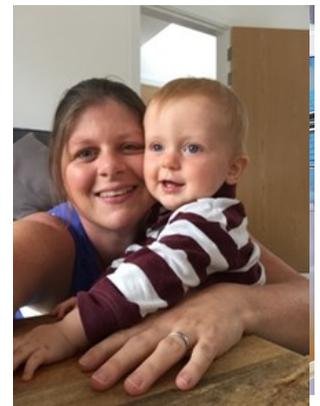
- We now look after 22,250 patients
- Every week about 1,500 patients have an appointment
- We answer over 700 calls a day and double that on Mondays
- From 4th Sept 17 we will be open 8 a.m.—8 p.m. Mon—Fri and every Saturday morning

Dr Salkeld, one of our full time GPs, returned from maternity leave on 4th September. She was AMAZED at the number of changes which had happened while she was away. "I knew that merging to become a larger practice would mean lots of opportunities to improve the services we provide to our patients but it's so exciting to see so much actually up and running in the time I was away".

Across the country, the NHS is under great pres-

sure with demand outstripping resources so we have to work very hard to provide the care our patients want to receive and embrace new ways of working together.

"When I heard that a Newsletter was planned, I thought that it would be a great opportunity to share with patients, some of the good things happening here."



Dr Salkeld with her baby son, Jacob

Urgent Care Appointments

Four new clinical rooms and a separate waiting area at Yateley Medical Centre have been refitted to provide an Urgent Care Centre so that our patients can be seen the same day when they have something medically urgent which won't wait until the next routine appointment. Doctors, Nurse Practitioners and Healthcare Assistants working together on one site makes this a safe and efficient way of managing the urgent workload. We hope that patients will be reassured that they can see a doctor or nurse for something urgent on the

day. We hope that this will encourage patients to avoid A&E for all but the most serious complaints—heart attacks, strokes, broken bones etc. Clinicians in the Urgent Care Centre have full access to patient Medical Records and, as the system is by appointment, there is no long waiting time like at A&E.

The Doctors have asked the Receptionists to ask for a brief reason when booking an Urgent appointment. This is important to ensure patient safety and also helps the clinical staff ensure that you are seen by the person best able to help.



**Coming soon—
E-Consultations.
Soon, we will be
offering the op-
portunity to con-
sult your GP via
our website, for
non-urgent mat-
ters. More infor-
mation soon!**

Online Services

Would you like a written reminder of what your GP said in your last appointment? Do you want to be able to check that referrals have been made and see your test results from the comfort of your kitchen table? And when did you last have that tetanus jab? Signing up for Online Services, not only means that you can book appointments and order prescriptions online, but also access your medical record from anywhere

with an internet connection. You might wish to show some information to a hospital consultant or access your medical record if you are travelling abroad.

Signing up is straightforward—simply take some photo ID to one of our Reception Desks and receive a PIN which allows access to appointment booking and prescription ordering straight away. Authorization to access your medi-

cal records needs to be by your GP, so we ask for at least 4 weeks for this to take place but before long you will be on your way to ready access to your health information.

Please note this process may take longer for new patients as we have to wait for medical records to arrive from the old practice.

Paramedic Practitioners & Community Matron



Frank O'Connell and John Liddell work as part of the practice team, supporting the Doctors by visiting patients at home when they are unable to get to the surgery. Previously, frail or elderly patients often had to wait until a GP had finished their clinic but Frank and John are able to respond more quickly. Melissa Leach is our Practice Community Matron. Melissa visits patients at home to ensure plans are in place to help them and their families manage their illness and provide support to patients requiring an extra level of care.

Frank, John and Melissa also check on patients who have been discharged from hospital to ensure they are receiving the care and support they need.

Our elderly and frail patients tell us that they want to try and avoid being admitted to hospital if possible, preferring the comfort of their own home and familiar routine. Frank John and Melissa work with the GPs and Community Nurses to try to help patients stay at home if possible.

Two New GPs



Dr Farrah Bajwa works in our Urgent Care Centre two days a week. Dr Bajwa is a very experienced GP and Medical Director of the Out of Hours GP Service based at Frimley Park Hospital



Dr Vicky Goodall works five sessions a week on both sites and will have her own patient list. Dr Goodall is well known to many patients already as she undertook her GP training at Hartley Corner .

Other new Healthcare Professionals



Clinical Pharmacist — Dilvir Gorae works with the doctors on all matters surrounding prescribing. She liaises with local Community Pharmacies and care homes and follows up medication changes when patients are discharged from hospital. Dilvir offers phone appointments for medication queries and you may see her face to face for medication reviews.



Mental Health Practitioner — Lorraine Lightfoot works with the doctors on all matters surrounding mental health. The doctors feel that this is of huge benefit to the practice. Lorraine will be working with patients on their mental health care plans, seeing patient at the practice and at home. She has a particular interest in supporting patients with dementia.

Orthopaedic Practitioners — Rather than see a GP, patients with back or joint problems (muscular-skeletal) can book to see Claire Bourgoïn or Symon Jenner, our Orthopaedic Practitioners for a full assessment of the problem and onward referral for physiotherapy, x-rays, CT or MRI scans or referral to Orthopaedics at Frimley Park Hospital if necessary. This frees up GP time and patients tell us that they are pleased to get specialist advice on their doorstep.

Specialist Nurses — We have better access locally to specialist nurses who run clinics at the practice—far more convenient for patients who previously had to go to Frimley Park Hospital, Aldershot Centre for Health or Fleet

Diabetic Retinopathy Clinics & Abdominal Aortic Aneurism Screening — patients are delighted that they can have these important checks locally instead of at Aldershot Centre for Health.

Changes to Opening Hours

Appointments are now available until 8 p.m. for both urgent and routine matters, at our Yateley Medical Centre site.

These additional appointments have been provided particularly for those patients unable to attend the surgery during their working day or who work out of the area.

We are working with

Monteagle Surgery to provide this new service and appointments can be booked by contacting your own surgery. GP and nurse appointments are available, provided by the clinical teams of both surgeries.

Our Yateley Medical Centre site is also open every Saturday morning 08:30—11:30 for patients with GP, Nurse and Healthcare appointments available.



Patient Participation Group—Survey Results

In our previous newsletter, we explained that members of the Committee were going to be visiting both sites to talk to patients and ask your view on aspects of the service. We managed to carry out 120 surveys and collated the data which has been discussed with practice staff.

Positive Aspects



The general impression is one of an extremely high percentage of very satisfied patients. Overwhelming numbers of respondents gave positive comments about personnel—some of them glowing: “High standards of care”, “Good professional atmosphere”, “Everyone caring & helpful”, “Short notice appointments (Urgent Care Centre)”, “Delighted with Parkinson’s Nurse”, “Comfortable waiting areas”, “Convenient location”, “Lovely doctors who listen to you”

Less than Positive Aspects



The majority of these were concerned with not being able to see a GP of choice for a long time, waiting times when phoning, parking problems, aspects of Reception, access to the “other” site and lack of continuity

“Long waiting times for routine appointments with GP of choice” & “Lack of continuity”

Two full time GPs from Yateley have been on maternity leave for almost a year, reducing overall appointment availability by 300 appointments per week. As with all other practices nationally, finding high quality Locum GP cover proved very difficult. A plan had been made for regular GP cover but the practice was, sadly, let down at the last minute. All the remaining GPs have been pitching in for almost 10 months to cover the other doctors’ workload. **Good News!** Dr Salkeld has already returned and Dr Herbert returns at the end of October!

Good News! Dr Farrah Bajwa and Dr Vicky Goodall have joined us. Dr Goodall trained at Hartley Corner and was spotted as someone the practice would love to employ. Patients were always giving positive feedback and compliments about how lovely she was, what a good listener and how lucky they were to have her. Patients are being invited to transfer to her list. **Good News!** The merger meant that there were more GPs to help cover Drs Salkeld and Herbert’s workload. It does not bear thinking about how The Oaklands practice would have coped, covering this leave by themselves.

Some of our GPs are looking after more patients than others so we are in the process of moving patients from over-subscribed GPs to GPs with space on their lists. Thank you to those patients who are changing GPs— we know that it can take a little while to get to know your new GP but the change will benefit all of our patients who tell us that seeing the same GP consistently is very important to them.

“Facility to speak to Reception privately”

This can be difficult at both sites with the design of the front desks. If you ask, you can be taken away from the Reception area, although there may be a short wait while another Receptionist is found and a suitable empty room identified. Alternatively, you may wish to ask for a Patient Courtesy Form so you can write down your issue if it is very personal or consider whether the matter might be better dealt with by phone, from the privacy of your own home.

“Bring back Ear Syringing”

Reviews of the risks versus benefits of ear syringing have shown that the risk of ear damage outweigh the benefits of wax removal in this way. We have a helpful explanatory leaflet (available at Reception and on our website) to advise you on how to get rid of ear wax which, in the majority of cases, will work perfectly well. For difficult cases, see a practice nurse who will arrange for onwards referral to the hospital for micro-suction.

“Welcoming, Helpful Receptionists” and “Reception Staff Unfriendly”

The survey pulled out a mixed bag of results here. Receptionists are some of the most important members of the team and tend to get a bad press. It takes 6–9 months to train a new Receptionist in even the basics of everything they have to know. Everything is far more complex than it used to be.

They have to deal with 22,250 patients, 75+ members of staff, 17 GPs and a large team of allied clinicians such as Community Nurses, Orthopaedic Practitioners and the Integrated Care Team. They need to learn to use the EMIS Clinical Record system, electronically workflow tasks and requests to Doctors, use the Electronic Prescribing System with the pharmacies, carry out registration and de-registration processes, scan documentation, enable online patients services and answer over 700 phone calls a day (to mention just a few of their jobs).

Sadly, we have lost some familiar faces from both pre-merge reception teams as they have moved away or retired. This has meant an ongoing recruitment into the team. Now that our numbers are back up, they can better support each other in learning the complex aspects of this job.

Our Receptionists should try to offer a friendly and helpful face to patients. We encourage them to treat our patients the way they or their family would like to be treated. However, they cannot always give everyone what they want, which means that they get a lot of verbal abuse from patients who are frustrated or even aggressive at times.

Please help them to help you.

“Telephone Waiting Times”



We had a new phone system installed and, unfortunately, have suffered teething problems and technological glitches which the telecommunications company has been very slow in resolving. Patients were experiencing their call going around and around the system or ringing and ringing without hearing any recorded message. **Extremely frustrating for patients and staff alike.** All complaints were reported to the Telecoms Company for investigation and we also tested the system ourselves with our mobile phones and sent in examples.

We believe that the recent changes have seen an improvement, although there will still sometimes be times when calls outstrip the resources we have to answer them. Most days we answer over 700 calls and 1300 on Mondays.

As we work to improve our phone answering efficiency, these are some things you could do to help:

- Avoid making non-urgent calls first thing in the morning
- Avoid phoning on a Monday if you can
- Make sure we have your mobile number if you have one—we will automatically text you an appointment reminder so you don't have to call to check details
- Sign up for online services where you can book appointments and check your own test results, referral letters etc. without having to call.

“Parking”



Each site has its own problems. We do encourage staff and patients to consider walking to the surgery if fit and able. At Yateley Medical Centre, we request that the local community respects that the car park is for medical centre usage while we are open and not take up spaces when attending church events or visiting Discoveries, Café 46, Dog & Partridge etc. We are exploring possibilities for more staff car parking behind the building which would cascade benefits for the availability of spaces in the front car park.

There have been queries at Hartley Corner about having IN/OUT signage but this would make it difficult for the doctors reversing out from their spaces as they then have to drive out through the side marked “IN”. After discussion with the PPG, we have decided to leave it as it is.

“Water Dispenser”

We cannot afford the costs of providing and maintaining water dispensers but if you require a glass of water, please ask our Reception staff and one will be brought to you.

Community News

Walking Football Update



In our last newsletter, we helped promote a new group recently started in Yateley. They now have over 20 players signed up and there is a Yateley based session—weekly on Thursdays 2—3 p.m. in the sports arena at the Green, Reading Road, Yateley. Colin Ive (Chairman of Yateley United FC) was instrumental in setting this up. It is primarily for Over 60's and promotes an active lifestyle along with obvious social benefits. To find out more please contact the Group Secretary John Saunders via email jsaunders5@icloud.com or on 07475 502627

Daisy Chain Cafe



2 – 4pm, every Monday (except Bank Holidays) at Monteagle Hall, GU46 6FR (next to Waitrose in Yateley) - Free to attend

The Daisy Chain café offers a dementia friendly place for people with dementia or memory loss, their partners, families and friends to meet up for a chat and a coffee. You can also get helpful information and share the support of others.

We are also welcoming new volunteers to help at the cafe on a regular or an ad hoc basis. The Monteagle Centre has an ample car park and is on Stagecoach Routes 2 and 3. Transport may be available, please contact us to discuss.

If you would like further information please email daisychaincafe1@gmail.com or call Yateley Town Council on 01252 872198

Yateley Neighbourcare



Yateley Neighbourcare has been serving the local community for over 35 years, providing safe and reliable transportation for vulnerable people locally, in order to help them access a range of medical services or provide other transport needs. We are always looking for people willing to give their time to transport the elderly and disabled to a range of medical appointments. These are generally in the town and local area, but can occasionally be further a field. For more details and to download an application form visit www.yateleyneighbourcare.btck.co.uk/

FYI: PPG Committee Members:

Chairperson: Anne Strong (email: amstrong@sky.com) .Deputy Chair: Sam Williams (samwilliams@talktalk.net)

Members: Brian Henley (brian.henley@ntlworld.com), Julia Wedlock (walshs@ntlworld.com), Judith Tocher (jatocher@yahoo.co.uk), Jeff Palethorpe (jeff.palethorpe@btinternet.com), Ken Ostler (kenostler@btinternet.com), Linda Patten (le.patten@hotmail.com), Hazel Bryant (lucky lady47@talktalk.net), Norman Jenner (Norman@jennerations.co.uk), Sandra Ogland (sandra.ogland@gmail.com), Brenda Jenner (Brenda@jennerations.co.uk), Mick Hunt (mickh01@ntlworld.com)