

Would you recommend Stour Surgery? The Friends and Family Test



What does it mean?

The Friends and Family test is a feedback form that can be used to improve NHS services. After each consultation you will be asked whether you would recommend Stour Surgery to your family and friends if they need similar treatment or care.

How does it work?

When you visit Stour Surgery for care or treatment, an opportunity is available to give feedback by answering a simple question about your experience: **"How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?"** You will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

Space is available for you to tell us why you gave that response in your own words.

Responses are anonymous and you can deposit your opinion in a ballot box in reception or give it to a member of staff. If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

Alternatively, you can also complete the Friends and Family test online by copying the web address below in to your internet browser <https://www.leavemyfeedback.com/4661>

How are the results used?

The information will give Stour Surgery your views on the care and treatment you have received, which alongside other existing ways of gathering feedback, will help the surgery to make improvements for patients.

The Friends and Family Test is also been successfully used in hospitals across the country and is proving to be valuable in obtaining patient experiences.

Test results for all NHS services will be published on the NHS Choices website.

For more information on the Friends and Family Test, please visit: www.nhs.uk/friendsandfamily

Friends and Family Test does not replace Stour Surgeries complaints procedure or other forms of feedback. You are always welcome to request to speak with, or write to our Practice Manager Faye Francombe.

Gathering this information enables Stour Surgery to continuously improve its services.

Useful Links



<http://www.dorsetccg.nhs.uk>
(Dorset Clinical Commissioning Group)

<http://www.nhs.uk/pages/home.aspx>
(NHS Choices)
<https://www.england.nhs.uk> (NHS England)

<http://www.healthwatchdorset.co.uk>
(Dorset Healthwatch)

<http://myhealthdorset.org.uk> (My Health My Way - Taking control of your health)

PATIENTS CIRCLE VOLUNTEERS

PATIENT OFFICERS AND COMMITTEE MEMBERS



Audrey Vincent, Chairperson	486593
John Reeves, Vice Chair	429544
Paul James, Treasurer	476941
Erica Philips, Secretary	471170
Tricia Fagan	477659
Pam Kendall	482818
Pauline Medcalf	432651
Stephanie Bawdon	486974

Produced with the help and assistance of the Patients' Circle, Doctors and Staff at Stour Surgery

All Contributions welcome

HEALTHCARE TEAM

Doctors

- Dr Graeme Klein
- Dr Karen Wilson
- Dr Christine De Silva
- Dr Robert Jones
- Dr Anne McAskie

Practice Manager
Faye Francombe

PA to the Practice Manager
Bethany Dixon

Practice Sisters
Jane Weir
Cathie Purnell
Helen Smallpeice
Kirstie Foweraker

Treatment Room Nurses
Justin Evans (HCA)
Jackie Warren (HCA)

Stour Community Outreach Team
Heather Amey
Julie Bennett
Jo Donnelly

Paramedic
Jason Papworth

Community Staff Nurses
Louise Mallon
Sarah Rixon (HCA)
Emma Ward
Sasha Grubb
Amanda James
Louise Mills

Health Visitors
Sandra Jenkins (Admin)
Denise Beirne
Chantal Joyner
Emma Harnett
Kirsty Tointon

Midwife
Sarah Bailey

Financial Controller
Laura Lane

Secretaries
Carole Moore
Gill Shanley

Reception /Admin
Samira Aitbelaid
Chiara Balestrini
Sam Cake
Danielle Hodge
Melanie James
Stephanie Macklin
Pamela Maguire
Carmen Stone
Sam Town
Marcus Walters

Stour Surgery
Tel : (01202) 464500

CHRISTMAS BAZAAR
SATURDAY 24th NOVEMBER
Stour Surgery — 10am-Noon

Christmas raffle:
Prizes include-
£50 M&S voucher

Stalls:
Books, Toys, Jewellery,
Homemade Cakes,
Bric-a-Brac, DVD's/CD's,
Nearly New.



ALL PROCEEDS Will purchase extra equipment for your surgery. DONATIONS are very welcome (no electrical equipment please). NEW HELPERS are always welcome! Tel: Erica Phillips (01202 471170)

Annual Reviews

As part of our continuing care to our patients we ask you to attend for an annual review at least once a year. This is to ensure the medication you may be on is still effective and appropriate for the condition for which it is being prescribed. We will also monitor and manage your condition to reduce the risk of any potential complications. As part of your review you may be asked to have a blood test done at least a week before your appointment.

Blood Tests – At least one week prior to your appointment please attend either Christchurch or Royal Bournemouth Hospital Pathology Department (Mon – Fri 9.00am to 3.30pm) for your blood tests. To get the most accurate blood results it is best to avoid eating meat for 12 hours before you have the test.

You no longer require a blood form as the requests are now sent electronically to the hospital.

Please help us to care for you by attending for your review. We do not wish to inconvenience you but patient safety is paramount and therefore quantities of future orders of your medications will be affected should you fail to attend for your blood test and review.

Dr Graeme Klein
Senior Partner

MY HEALTH - MY WAY

The Surgery now has a specialist health coach within the surgery to support you to feel more confident about managing your health and the impact it has on your day to day life.

This free confidential service is for anyone over the age of 18 who has a health condition or is a carer. The health coach has up to 6 sessions of 45 minutes with you.

The sessions are here at Stour Surgery. To ask for a referral, please contact any member of staff and they will be able to book you an appointment.

Demand for Appointments

Here at Stour Surgery we have always been very proud of the service we provide to our patients, however, over the last 2 years our list size has increased dramatically and this is making it much more difficult to keep our service at the same level.

The Doctors are now having 70 - 80 patient contacts per day, compared to the BMA Guidelines of 25 per day!

We therefore politely request that before calling, you consider whether a phone call directly to your doctor is absolutely necessary. Our admin team are often able to help with your queries, especially those about medications, referrals and letters, and are quite happy to pass on messages on your behalf.

Other sources of advice and help can be found on a number of websites such as NHS Choices, www.patient.co.uk, and also for any childhood illnesses, www.what0-18.nhs.uk.

Your local pharmacist, dentist and optician can also be very helpful. We are hoping to introduce an online advice service in the near future.

Thank you for your consideration and help in enabling us to continue to provide the best service we can.

Carers Group

The carers group will be joining up with Christchurch Connect, a group run at the Juniper Centre for the foreseeable future.

The group will be meeting up every 2nd Thursday of the month between 1.30 - 3.00pm in Loring Road, Christchurch.

I will continue as Carers Lead and am happy to see any carers needing advice or support.

I would like to thank all carers for their support over the years.

Jane

Men ACWY Vaccination

Are you about to become a University Student and 18 years old on 31st August 2018?

Teenagers and “Fresher” students going to university for the first time are advised to have a vaccination to help prevent meningitis and septacamia, which can be deadly.

The vaccine is given by single injection into the upper arm and protects against four different strains of the meningococcal bacteria, A,C,W & Y

Please call the surgery to book an appointment 01202 464500

Shingles Vaccination

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. It is fine to have the shingles vaccine if you've already had shingles, it will boost your immunity against further shingles attack.

You are eligible for the vaccine if you are aged 70 or 78 years old. In addition, anyone who was previously eligible but missed out on the shingles vaccination remains eligible for it until their 80th birthday.

Please call the surgery to book an appointment 01202 464500

Ear Wax

- Ear wax is normal, it provides protection for your ears.
- Your ears are self-cleaning, eating and talking moves the wax along the ear canal.
- The Amount of Wax produced varies from person to person.

Don't

- Use cotton buds to clean the ear. This forces wax deeper into the canal.
- If your ears are itchy do not scratch or rub them with your finger nails.
- Do not use anything smaller than your elbow in your ear!

Alternatively

There are now a number of over the counter kits available from pharmacies that allow you to remove wax from your ear canals yourself.

Minor Illness Clinic

Open surgery is a very busy Nurse lead service for Patients with a minor illness or injury only.

What are Minor Illnesses?

Minor Illness is a medical term and does not mean it is unimportant. From a patients point of view such instances may well not feel minor in any sense. Clinical problems and conditions are classed as minor illness when

- They can be self treated or
- They are uncomplicated; therefore not requiring any further investigations.

To help us to continue to provide a quality service we are more than happy to see you with such conditions as:

- Coughs, colds and sore throats that haven't responded to usual remedies
- Eye symptoms such as conjunctivitis
- Earache
- Hayfever
- Urine infections
- Emergency contraception
- Minor injuries

The following are NOT APPROPRIATE and we respectfully ask you to not use Open Surgery for Ongoing or long term conditions

- An ongoing or longstanding problem.
- Chronic illness which your GP is treating you for.
- Prescription request
- BP, HRT, Pill Checks or commencement
- Test Results
- Dressing Changes
- Dental Problems (Please refer to your dentist)
- Sick Certificate
- Moles and Skin Lesions
- Viral illness for less than 5 days (Please see pharmacist)

For any of these conditions please arrange a telephone consultation with your usual GP or make a Nurse appointment in the usual way.

May we also remind you that, that in the interests of other patients, staff and infection control you **SHOULD NOT** attend the Surgery if you have diarrhoea and vomiting.

Your local pharmacist is also a good source of information for minor conditions. Good advice is also available through the internet on patient.co.uk