

# STOUR NEWS

QUARTER 1 - 2017

## HEALTHCARE TEAM

### Doctors

Dr Graeme Klein  
Dr Karen Wilson  
Dr Christine De Silva  
Dr Robert Jones  
Dr Anne McAskie  
Dr Gemma Gardner (Registrar)  
Dr Jemima Ramtohal (Registrar)

### Assistant Practice Manager

Faye Francombe

### Lead Nurse

Tia Rees

### Practice Sisters

Jane Weir  
Lucy Murray  
Cathie Pumell

### Practice Nurse

Catherine Connett

### Treatment Room Nurses

Justin Evans (HCA)  
Jackie Warren (HCA)

### Stour Community Outreach Team

Heather Amey  
Julie Bennett  
Jo Donnelly

### Community Staff Nurses

Kerry Gleason  
Louise Mallon  
Sarah Rixon (HCA)  
Emma Ward-Phillips  
Sasha Slaney  
Amanda James  
Louise Mills

### Health Visitors

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

### Midwife

Sarah Bailey

### Financial Controller

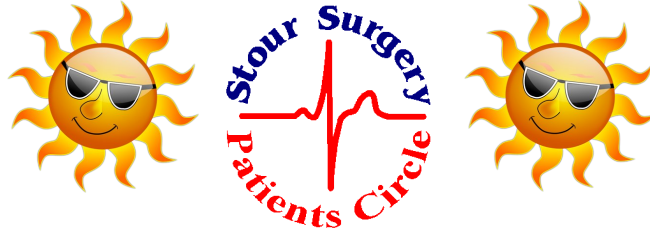
Laura Lane

### Secretaries

Carole Moore  
Gill Shanley

### Reception /Admin

Sam Cake  
Sue Guest  
Melanie James  
Stephanie Macklin  
Pamela Maguire  
Amanda Rose  
Linda Sawyer  
Carmen Stone  
Gill Shanley  
Sam Town  
Marcus Walters



## SUMMER BAZAAR

## Saturday

## 3<sup>rd</sup> June

## Stour Surgery 10am – Noon



## Refreshments

Tea / coffee  
Homemade Cakes

## Raffle

Many prizes,  
including £50 M&S  
voucher

## Stalls

Books, Cakes, Toys,  
Bric-a-brac, Nearly  
New, DVDs/CDs,  
Jewellery and Plants

## Games

Higher or Lower  
Tombola

## All proceeds

To purchase  
equipment for  
your surgery.

ALL DONATIONS  
are very welcome  
(but no electrical  
equipment please).

NEW HELPERS  
are always very  
welcome!

Tel: Audrey Vincent  
(01202 486593)

## 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

## A Note from Claire Brooks

Just a short note from me to let you know I am leaving Stour Surgery in April after just over three years as Practice Manager. I have really enjoyed my time at Stour Surgery and it has been a privilege to work with such competent and professional team.

The Partners asked me to recruit a larger team and more GPs to ensure they could continue to meet the demands of patient care for the future. In uncertain times with Primary Care facing ever increasing pressures and huge challenges with recruitment, it gives me great pleasure to know I leave a Partnership that has increased from three to five GPs, and a bolstered nurse and administration team of strong, motivated staff.

Finally I'd like to say thankyou to you, our patients. By the time you get to me, matters are often complex and require some work. You have shown grace and understanding and I hope your positive relationship with the Surgery continues.

## Are you a undiscovered Mary Berry or a budding Alan Titchmarsh?

### Would you be happy to donate your wares to our summer bazaar?

The Stour Surgery Patents' Circle is an organisation that has been running since 1996. The Circle provides a vital forum for maintaining additional links between the Surgery - doctors, nurses, administration and patients. All patients registered with Stour Surgery are members of the Patents' Circle.

Our Patient Circle holds Bazaars at the surgery twice a year as part of their fundraising activities with a view to help in providing medical equipment over and above that provided by the NHS.

If you would be happy to donate to our cake or plant stand or have good quality nearly new clothes that we can sell at our Bazaars please contact Patricia Fagan 01202 477659.

## Private Charges in General Practice

### FAQs

#### **Why is there a charge for this letter/service?**

The NHS provides certain services which GPs offer and for which they are paid by the NHS. There are many things which patients request from GPs which are not covered by this. All of these things need to be paid for.

#### **How long will it take?**

We aim to complete all forms within 4 weeks of payment and all letters within 2 weeks of payment.

#### **Why do private services take longer than NHS services?**

We generally prioritise NHS "jobs". Most doctors are here for around 12+ hours a day doing their NHS work. Private work is done on top of that. We find time for it by staying even longer to do this work.

#### **I only need a quick letter. Why does it cost that much?**

Private services are entirely optional. We actually don't *have* to offer any of them. We do so because we know that patients sometimes find the services valuable and we know that it can be hard to find another private provider. However we have to value our own time and that of our staff – we set our costs accordingly.

#### **I need a taxi/HGV medical and I don't have any medical conditions. Why does it cost the same for me as for someone with a complex history?**

We charge a standard fee for all taxi and HGV medicals. We are filling in the same legal documents regardless of your medical condition. Sometimes some patients do take longer than others but we take the view that this is the fairest way. There are other providers of taxi medicals if you would rather go elsewhere.

#### **Why has my life insurance request taken so long?**

Some private requests come from insurance companies. They often offer an unacceptable amount of payment, negotiation has to take place before we will agree to complete the forms. This can take several weeks. This sometimes delays forms being completed. You are welcome to contact your insurance company if you are concerned about the delay.

#### **I asked for this last year and I wasn't charged for it. Why now?**

This was a mistake last year! We will not charge you in retrospect but we will charge now and in the future.

#### **I cannot afford to pay what you are asking.**

We are sorry but we are unable to offer a sliding scale of fees. We charge what these items are worth. As previously stated, none of these things *has* to be done through the GP. If you find a cheaper service elsewhere you are welcome to use that service.

#### **Can you just give it to me now and I will bring the money in later?**

Sorry, all payment is required in advance in the form of debit/credit card or cash. If the receptionist is unclear whether the doctors can complete your request they will ask the doctors and get back to you. You will then have to come back and pay before the letter/form is completed.

#### **My employers want me to get this blood test or this letter. Can I have it on the NHS?**

Blood tests requested by employers should be offered through Occupational Health. Your employer should have access to an Occupational Health scheme. We do not do these blood tests on the NHS.

We are sometimes asked for letters from employers about a patient's fitness. This is rarely appropriate from a GP and should come via Occupational Health. We will write a letter stating current condition and past medical conditions but we will not comment on fitness to carry out a particular job.

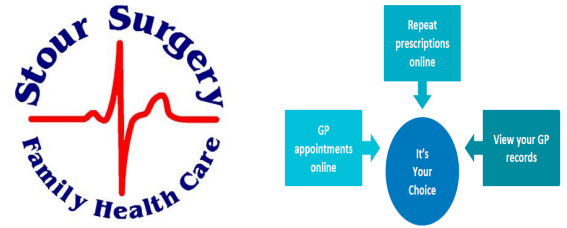
#### **I need copies of my notes for my solicitor.**

When a solicitor asks for copies of your notes, as long as we have your consent, we will provide them. *Please note:* solicitors are increasingly asking for copies of your notes rather than for a report. This is because there is a fixed (smaller) charge for copies of your notes. If you are happy for the solicitor to have copies of all your notes we will provide this. However please be aware that this can mean both sides of any dispute getting access to your notes and that *everything* you have ever mentioned to a doctor will be included. Many patients are unaware of this and are then embarrassed or upset when seemingly irrelevant facts are used by lawyers in a dispute. We would normally recommend refusing consent for your notes to be copied and asking the lawyer to request a targeted report instead.

If notes are requested in full, you will either need to collect these and take them to the solicitors yourself or the solicitor will need to organise a courier to collect them on your behalf. We will need to see signed consent from you and held by the courier that you have agreed for them to collect your notes.

## Online Services Records Access “It’s your choice”

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online.



Being able to see your record online might help you to manage our medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice.

You will be given login details, This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible. It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed to see it, then you should change your password immediately.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The Information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms. Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

### **Before you apply for online access to your record, there are some other things to consider.**

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

#### **Things to consider**

**Forgotten history** - There may be something in your record that you might find upsetting.

**Abnormal results or bad news** - If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

**Choosing to share your information with someone** - It’s up to you whether or not you share your information with others – perhaps family members or carers. It’s your choice, but also your responsibility to keep the information safe and secure.

**Coercion** - If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

#### **Misunderstood Information**

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

#### **Information about someone else**

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

### A Dementia Friendly Practice

We are now a Dementia friendly practice. We had to reach certain criteria to become dementia friendly. This means that all staff are aware of the challenges facing people with dementia and their carers. We have made minor moderations to the surgery to help those with dementia to be more comfortable in the surgery environment. These include bigger signage with pictures as patient with dementia often get muddled with words and their meanings.

Memory complaints are common as we get older and increase with age. Decline in memory function is a normal process of aging. However for somebody with dementia simple tasks are rendered bewildering. They can become disorientated in time and place. This means although the surgery may have been familiar to them they may become lost and confused. People with dementia are often unable to understand instructions or follow the logic of moderately complex sentences. They may not understand their own speech and have difficulty forming thought into words.

Occasionally everybody has trouble finding the right words but a person with dementia often forgets simple words and replaces them with words that make no sense. While there are common symptoms of dementia, it is important to remember that everybody is unique.

Those with dementia slowly move from forgetfulness into confusion. The person lives more and more in his/her own dreamlike state in which present and past blend together and in which the rules and structures of the old world....what is right...what is important, lose importance.

At this stage people see themselves not as somebody that is confused in a logical environment but as orientated in an unfamiliar environment.

Staff at the Stour are now trained to know how best to help a person with dementia. We have systems in place to screen for dementia and to offer helpful advice and continuing care. We hope that in your visit to the surgery you will feel safe and supported.

The Dementia champion for this practice is Practice Nurse Lead Tia Thompson. She will be happy to answer any queries you may have regarding Dementia.

### Sun Awareness

#### **Know the Facts About Common Skin Cancers:**

- A scab or a sore that won't heal. It may also bleed occasionally.
- A scaly or crusty patch of skin that looks red or inflamed.
- A flesh coloured, pearly lump that won't go away and appears to be growing in size.
- A lump on the skin which is getting bigger and that may be scabby.
- A growth with a pearly rim surrounding a central crater, a bit like an upturned volcano

#### **Frequently Asked Questions:**

##### What sun protection factor (SPF) should I use?

Use sunscreen with a sun protection factor (SPF) of at least 15. The higher the SPF, the better. Go for broad-spectrum sunscreens, which protect against harmful UVA and UVB rays. Make sure the product is not past its expiry date. Most sunscreens have a shelf life of two to three years.

##### Should I reapply sunscreen if I swim?

Water washes off sunscreen and the cooling effect of the water can make you think you're not getting burned. Water also reflects UV rays, increasing your exposure. Even "waterproof" sunscreens should be reapplied after going in the water.

##### What should I do if I get sunburn?

Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce the inflammation caused by sunburn. Sponge sore skin with cool water, then apply soothing after sun or calamine lotion. If you feel unwell or the skin swells badly or blisters, seek medical help. Stay out of the sun until all signs of redness have gone.



## Adding more information to your Summary Care Record

Care professionals in England use an electronic record called the Summary Care Record (SCR). This can provide those involved in your care with faster secure access to key information from your GP record.

### ***What is additional information?***

Additional information can be added to your SCR by your GP practice and is a summary of information about your medical history. It can include the following:

**Your long term health conditions** such as asthma, diabetes, heart problems or rare medical conditions.

**Your relevant medical history** – clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care.

**Your healthcare needs and personal preferences** – you may have particular communication needs, a long term condition that needs to be managed in a particular way, or you may have made legal decisions or have preferences about your care that you would like to be known.

**Immunisations** – details of previous vaccinations, such as tetanus and routine childhood jabs.

**Please note: specific sensitive information** such as any fertility treatments, sexually transmitted infections, pregnancy terminations or gender reassignment **will not be included**, unless you specifically ask for any of these items to be included.

### ***How will additional information help me?***

Essential details about your healthcare can be very difficult to remember, particularly when you are unwell. Having additional information in your SCR means that when you need healthcare, you will be helped to recall this vital information.

There are already clear benefits for your care from having medication, allergy and adverse reaction information available through your SCR. If you choose to add additional information, this can further increase the quality of your care. Additional information can also empower you if you need some help to communicate your complex care needs.

For more information talk to the staff at your GP practice or visit [www.hscic.gov.uk/patients](http://www.hscic.gov.uk/patients)

You can also phone the Health and Social Care Information Centre (HSCIC) on 0300 303 5678



### ***How do I include additional information in my Summary Care Record?***

Your GP practice may recognise that having additional information in your SCR will be of benefit to you and may suggest this change. Alternatively, you can discuss your wishes with your GP practice and agree that information should be added to your SCR.

Additional information will only be included in your SCR after discussion between you and your GP practice, and only if you give your permission.

Once you have chosen to add additional information to your SCR, your GP practice will continue to do this and keep it up to date. Remember that you can change your mind at any time by simply informing your GP practice.

### ***Vulnerable patients and carers***

Certain vulnerable patient groups such as those with dementia or with detailed and complex health problems can particularly benefit from additional information in their SCR. If you are a carer for another person and believe that they may benefit from additional information in their SCR, then you can discuss this with them and their GP practice.

### ***Children and the Summary Care Record***

If you are the parent or guardian of a child under 16 and feel that they are old enough to understand, then you should make the information in this leaflet available to them and support them to come to a decision as to whether to supplement their SCR with additional information.

If your child cannot understand and you believe that they may benefit from additional information in their SCR, then you can discuss this with your GP practice.

### ***Where can I get more information?***

For more information about Summary Care Records you can:

- i) Talk to the staff at your GP practice
- ii) Visit: [www.hscic.gov.uk/scr/patients](http://www.hscic.gov.uk/scr/patients)
- iii) Phone the Health and Social Care Information Centre on 0300 303 5678

For more information talk to the staff at your GP practice or visit [www.hscic.gov.uk/scr/patients](http://www.hscic.gov.uk/scr/patients)

You can also phone the Health and Social Care Information Centre (HSCIC) on 0300 303 5678

## 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](http://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 Claire Brooks.

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

## Next Carer's Meetings:



Wednesday 3 May

Wednesday 7 June

Wednesday 5th July - Cream Tea at  
Stewarts Garden Centre 2pm

## 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)

**PATIENTS CIRCLE VOLUNTEERS  
PATIENT OFFICERS AND  
COMMITTEE MEMBERS**



|                             |        |
|-----------------------------|--------|
| Audrey Vincent, Chairperson | 486593 |
| John Reeves, Vice Chair     | 429544 |
| Richard Smith, Treasurer    | 486227 |
| Tricia Fagan                | 477659 |
| Rosemary Hutchings-Webber   | 487655 |
| Pam Kendall                 | 482818 |
| Pauline Medcalf             | 432651 |
| Margaret Field              |        |

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All Contributions welcome