

# RECTORY MEADOW SURGERY

# Newsletter

ISSUE 16

APR/MAY/JUNE 2016



## MISSED

## APPOINTMENTS

Since January 2016, more than 200 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to over 11 full surgeries.

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

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Welcome to the Spring 2016 edition of our quarterly newsletter.

We say a fond farewell to Wanda Little, our Childhood Immunisations

nurse this month who takes her well deserved retirement. We have therefore taken the opportunity to restructure our nursing team, moving Tina Mackenzie into Wanda's role, and recruiting a new nurse, Yolande Henly. Find out about Yolande's background and new role at the surgery,

below. We also have articles from our Patient Group, as well as information on our Meadowlarks exercise group and recent health awareness talks. Read on!



## Meet the Team - Yolande Henly

I am a Practice Nurse currently working in both Hertfordshire and Buckinghamshire, having recently joined the team at Rectory Meadow.

Immediately after gaining my qualification in 1989 from Kingston in Surrey, I worked in a variety of intense nursing environments ranging from Special Care Baby Units and Accident & Emergency departments across South East London, where I was met with a variety of challenges.

Since then my career has taken me through significant experience in Intensive Care Units, before I made the move into Practice Nursing where I am able to utilise my varied experience.

Whilst I continue to focus on all aspects of General Nursing Practice, I have a special interest in all Respiratory conditions, particularly Asthma and COPD, a field where I continue to evolve professionally and academically.

Having experienced first-hand what it is like to be a patient at Rectory Meadow Surgery, I knew that I would be joining a strong team that takes pride in the role that it provides to its community,

and I have been made very welcome by both staff and patients alike.

I will be working with the current nursing team running both general treatment clinics and respiratory clinics.





Sorry WE'RE  
CLOSED

## Staff Training

The surgery will be closed from 1pm for staff training on the following dates: -

- 20 April
- 10 May
- 16 June

Should you need a doctor urgently, and it cannot wait until the surgery is open again at 8.30am the following day, please call Bucks Urgent Care, our Out of Hours Provider, on 01296 850011.

Requests for repeat prescription, test results and other non-urgent matters should wait until we are open again the following morning.

Thank you

## Forms News

*“an independent organisation whose role is to provide much needed additional funding to support and extend facilities available to the surgery.”*

## FORMS—News from Friends of Rectory Meadow

On Friday 18 March, Friends held their **Easter Fayre** and unusually it was held on a working day so the flow of people was very different from previous years.

All the usual stalls were there and a general happy atmosphere was evident. At the conclusion of the afternoon the back room filled up as doctors, nurses, staff and patients waited anxiously to find out their luck in the raffle.

The event was a success and some £500.00 was raised towards future funding of new or replacement equipment at the surgery for the benefit of patients.

Such was the case, when Friends funds paid for a replacement part for the hyfrecator (used for minor surgery) at a cost of £341.40.

The Committee thanks all who assisted with the set-up and running of the event and everyone who attended and supported the event.

### **FUTURE Events**

**Thursday, 26th May** – Talk at the Surgery, by Carol Dickinson, Physiotherapist– 12.15pm. Refreshments afterwards.

**'Midsummer Madness'** afternoon Friday 24 June 2016 at the Potter's Arms, Winchmore Hill – *to be confirmed*

**QUIZ Night 26 July 2016** at Amersham Legion Club 7.00pm for 7.30 pm.

# Reception Bulletin Board



## PATIENT SURVEYS

### Pharmacy Satisfaction Survey

One of the prime objectives of the Rectory Meadow Patients Group is to improve the quality of service provided to you. They are therefore carrying out a Pharmacy Satisfaction Survey to establish whether the process of requesting repeat prescriptions through to receiving the medication from your chosen pharmacy is working efficiently.

Please complete a survey form at Reception and post in the box provided or complete online at [www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk)

### The Friends and Family Test

Please let us know how likely you are to recommend Rectory Meadow Surgery to “Friends and Family” by completing one of the short forms in the waiting area. You can find out more at [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

**THANK YOU, YOUR HELP IS APPRECIATED**

# Rectory Meadow Patients



Contact us at: [rmspatients@nhs.net](mailto:rmspatients@nhs.net)

## Who are we?

We're a communication channel between you and those providing your care - the Doctors, Nurses and staff. Our aim is to improve the quality of service provided to you and develop a sense of partnership between you and the Practice. Our job is to represent your best interests and your views are welcomed.

In our first Newsletter (April 2015) we set out objectives for the year ahead:

- Establish a formal committee structure and appoint a chairman
- Work with the Practice to maximise awareness and use of the Rectory Meadow website
- Expand the membership significantly to ensure that we collect the widest range of views
- Promote "Health Awareness" weeks

## What have we achieved?

1. The new website [www.rectorymeadowsurgery.co.uk](http://www.rectorymeadowsurgery.co.uk) enables patients to order repeat prescriptions and book appointments. Please try booking online - it really helps the service you receive from the Practice
2. Active membership has increased from 14 to 104. To be effective we need more members – there is no charge. Open the Patients Group box on the RMS website for further information on how to participate.
3. Following the successful meeting for Carers in July 2015, we held an awareness event on 17 March, led by Age UK, Prevention Matters and Contact the Elderly. This highlighted the help that is available for patients of a certain age who need some assistance in their daily life.
4. Photographs of our Clinical staff are now displayed in the waiting area. Friends of Rectory Meadow Surgery funded the cost. If you are not a member – helping your Surgery in this way is a very good reason to join. Your contact is Drene De Silva [drene.desilva@gmail.com](mailto:drene.desilva@gmail.com).
5. We're running a project with Dr Challoner's boys and girls from year 12 to find out what young singles need from their Surgery. They will present their findings at our meeting on 11 May.

## Where next?

**Constitution** - To be presented to the AGM for discussion and hopefully your approval.

**Pharmacy Satisfaction survey** - The group would like to establish whether the process of requesting repeat prescriptions, through to receiving the medication from your chosen Pharmacy is working efficiently. We are working with Nicola, your Practice Manager – and hope to launch the survey in April.

**Practice Newsletter**—A high proportion of patients appear to be unaware that this valuable communication exists. We are working hard to provide greater visibility.

**Diabetes meeting**—In the summer we are planning a Diabetes UK event to provide practical advice to those who have Diabetes and to those who may be at risk.

If you would like to hear about other events which we organise, please send your name and email address to [rmspatients@nhs.net](mailto:rmspatients@nhs.net) or open the Patients Group box on the surgery website.

**General Meeting and AGM - 11 May 2016 12.00pm at the Surgery.** Please join us – your views are important.

*Individual cases are never discussed nor is medical advice provided*

# “Meadowlarks”

## The Rectory Meadow Surgery Exercise Class



For many years, Rectory Meadow Surgery has run a gentle exercise class for those who are either elderly or infirm. The class runs twice a month on Thursdays in the surgery main meeting room, and is led by Carol Dickinson, a qualified physio-therapist who works closely with patients at the Practice. We ask for a small contribution of £2 per session to cover Carol's costs.

An hour's gentle exercise is often followed by a cup of tea, a slice of cake and a chat with friends! If you would like to join Meadowlarks, please ask at reception for details of forthcoming session dates and times.

# Aging Well Event



On the 17th March Rectory Meadow Patients' Group hosted an event featuring presentations from 3 charities active in this locality.

Prevention Matters gave us an insight into their work, they are a signposting organisation who have a worker in the Amersham/Chesham area helping people who are referred to them by their GPs. Gill from Age UK detailed her work with the older population and also sought help from volunteers to listen to and converse with those who are unable to get out by visiting them once a month for a chat. Finally, Mary from Contact the Elderly detailed her work with arranging Sunday Afternoon tea parties at people's houses. They are a national organisation who already have a couple of groups in this area but are always looking to fulfil the needs of lonely, single members who would benefit from a sociable afternoon tea.

The afternoon concluded with the 27 listeners have tea/biscuits and a chat with the presenters.

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*“...for gentle exercise, social contact and discussion”*