

RECTORY MEADOW SURGERY

MISSED

APPOINTMENTS

Since April 2013 121 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to over 8 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.

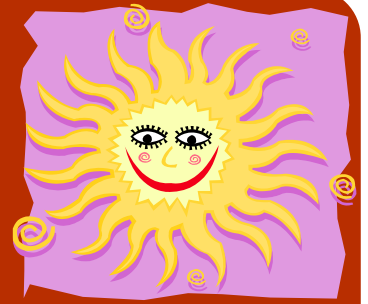
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Newsletter

ISSUE 9

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Welcome



Welcome to the summer 2013 edition of the our Newsletter.

This quarter, as well as our regular slots telling you about what the Friends of Rectory Meadow have been up to, and the dates the surgery will be closed, we have an article about the Practice's Patient Participation Group. We are always on the look out for new members. Read on if you would like to help shape future services and have a say in the provision of current ones.

We are also drawing to your attention the recent measles outbreak and what

you can do to protect yourself and those in your family.

Finally, under "Patient Wellbeing" we have information about a new scheme run by the NHS in collaboration with Bucks County Council called "Prevention Matters" designed to help elderly and frail patients stay independent for longer through a network of social support.



Nurse Diane Craig—A Profile

Diane Craig is one of our senior practice nurses and has been working at Rectory Meadow for nearly 13 years.

Di trained as a staff nurse at Kings College Hospital in 1975 and following a stint on a surgical ward, undertook midwifery training at St Peter's Hospital in Chertsey. Di was a midwifery sister for many years, delivering hundreds of babies, until her own family arrived! Di says: "I absolutely loved this job, particularly working nights, delivering babies when all was quiet and dark!".

Following the arrival of her 2 children, a girl and a boy, Di returned to the hospital setting, working in the Special Care Baby Unit in the evenings.

Turning to the opposite end of the patient spectrum, Di then worked at Amersham hospital for a time, working in an acute medical ward with mainly elderly patients, before transferring to Chalfont & Gerrards Cross Hospital working with elderly and palliative patients. However, having suffered with back trouble for many years, Di decided it was time to look for a less strenuous, but equally challenging role, and chose practice nursing!

Di ran general treatment clinics here (dealing with dressings, smears, travel vaccinations, stitch removal, blood testing etc) whilst training as a specialist nurse in diabetes and heart disease. Di is now our "practice expert" in diabetes, initiating patients on insulin and regularly monitoring and reviewing their condition. Di is also our Infection Control lead in the practice, working in collaboration with the Practice Manager to ensure our premises, equipment and staff are fit for purpose!

In her spare time, Di enjoys spending time with her family. In recent years, she and her nursing colleagues have completed the Moonwalk in aid of Breast Cancer Care, as well as the 3 Peaks Challenge (see photo below—Di is on the far left) in aid of the Ian Rennie Hospice at Home charity.





Staff Training

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

- 17 July 2013
- 18 Sept 2013

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—Friends of Rectory Meadow

Forms News

'We are most indebted to these patients who raise funds for the practice'.

The Friends of Rectory Meadow (FORMS) is an independent organisation whose role is to provide much needed additional funding to support and extend facilities available to doctors, patients and staff at the surgery.

We are very grateful to FORMS for the recent

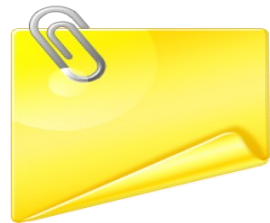
refurbishment of our Play area. Having consulted patients through suggestion boards in the toy area and during Baby Clinics we hope we have got the mix of toys right whilst properly addressing issues such as infection control.

If you would like to join FORMS, please telephone Eveline Noyes,

membership secretary, on 01494 784748 or log on to our website and follow the links to the FORMS page.



Reception Bulletin Board



Information Screens in Reception

Information screens have been installed at each end of the waiting area to provide patient information and details of current health campaigns. These screens will also be used for patient reminders when we are running particular clinics or immunisation programmes at different times of the year.

Community Notice Board

We now have a Community Notice Board where we are happy to display notices relating to local events or local information, as long as they are non profit making.

Please ask at Reception if you wish to display a notice on our new board.

New Toys

We are very grateful to the Friends of Rectory Meadow Surgery for funding the great new toys for our younger patients.

Patient Participation Group

Rectory Meadow operates a virtual patient participation group which communications via email. way facilities and services are planned and executed, to add humanity to, and influence those services.

The overall aim of our group [PPG] is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients needs.

Our group key roles are to:-

1. Create and improve two-way communication between patients, the Practice and the community it serves.
2. Bring a sense of partnership between the Practice and patients.
3. Provide an avenue for patients' input in the

4. Collect patient opinions and experiences to help the practice to evaluate its services.

5. Communicate to the practice community and/or the wider community information about the practice.

One important role for our group is to establish the Practice's key priorities for the year and assist in the development of the annual patient survey.

We have a group comprising 29 patients to date from a variety of backgrounds.

If you would like to join our group, please log on to our website to complete a sign up form.

“To develop a positive and constructive relationship between patients, the Practice and the community it serves”

Measles Outbreak - Get Immunised!



Low levels of immunisation uptake over the last decade have led to a significant increase in the number of individuals not protected against measles. And the more people that are not protected, the more rapidly measles will spread.

Measles is caused by a very infectious virus giving a rash and high fever. It can also be very serious. Adults are likely to be more ill than children and for longer. Someone with measles usually has to spend about five days in bed and be off school or work for ten days. Adults are also more susceptible to complications.

Complications of measles can include ear and chest infections, fits, diarrhoea, encephalitis (infection of the brain), and brain damage. About one in 5000 individuals with measles is likely to die. There have been two deaths from measles in England since 2006.

Measles is highly infectious – a cough or a sneeze can spread the measles virus over a wide area. If you come into contact with it and are not protected, the chances are that you will be infected.

You are at greatest risk if you have not been immunised with two doses of MMR vaccine. If you have missed one or both of your MMR vaccinations contact us to arrange an appointment.

By getting immunised you will not only be protecting yourself but also those people, especially children, who cannot have MMR because they have illnesses such as leukaemia. They are protected if enough of the population is vaccinated so measles is eliminated.

If you can't remember if you've had both MMR vaccinations, please contact your GP's secretary to check your immunisation history.

The MMR vaccine may cause side effects for up to six weeks after the immunisation. The symptoms are similar to those caused by the disease but are extremely mild and harmless and are not contagious. Speak to your nurse or doctor if you are at all concerned. If you are having treatment for a serious condition such as a transplant or cancer, or you have a condition that affects your immune system such as HIV get advice from your nurse or doctor.

If you care for other people or young children as part of your work, it's particularly important that you are fully immunised with MMR. Passing on measles to children who are too young to have MMR vaccine or to someone who is already ill, can have very serious consequences for their health.

Prevention Matters



Patient Wellbeing

“That little bit of help to stay independent for longer”

What is Prevention Matters?

In the Prevention Matters programme, Community Practice Workers (CPWs) help adults who are at risk of needing more intense social care or health support in the near future, to keep their independence for longer.

Problems might include isolation and loneliness, housing and environmental issues, employment issues, difficulties looking after a relative or friend, financial difficulties (debt and welfare benefits), and relationship breakdown.

The CPW will aim to motivate and enable individuals to take an active part in their surrounding community as well as access or develop support structures around them.

A key part of the CPWs role is to assess and inform individuals about locally available services and to signpost and refer onto

those services. Some may have had changes taking place in their lives such as bereavement or following a stay in hospital, perhaps for a hip replacement and they no longer have the confidence to go out on their own.

Freda Ackroyd, one of our Community Practice Workers, says:

“I will visit the client and try to help them decide what they would like to do with their life. They may decide that they would like to start attending a local group, lunch club or coffee morning and I can accompany them on their first visit if they would rather have someone with them than go alone. Some people might want to start volunteering and I will be able to put them in touch with someone who can help them chose what they would like to do. Others may want to stay at home but would enjoy having some

company and I can arrange for a befriender to visit.

There are 14 Community Practice Workers (CPWs) who work closely with the GPs and primary health care professionals to identify vulnerable adults who would benefit from the Prevention Matters service.

Prevention matters is a FREE service.

How do I Contact a Community Practice Worker?

There are several ways:

Your GP will refer you; Your CPW will contact you within 7 days to arrange a home visit at a time convenient to you;

or

You can contact the CPW direct by phoning **0300 666 0159** or email: -

School Lane
Amersham
Bucks
HP7 0HG

Phone: 01494 727711
Fax: 01494 431790

www.rectorymeadowsurgery.co.uk

Rectory Meadow Surgery

