



NEWSLETTER

Church Street Practice
Patient Participation Group

Number 73 Spring 2018

Dr. Bryan



You may have already heard that Dr. Bryan is retiring at the end of June and as happened on previous occasions we wish to say good-bye with a splash!

The PPG committee will be holding a get together for patients (and Dr. Bryan of course!) to say good-bye and thank-you on Thursday June 14th from 7.15pm –

8.45pm at The Health Centre. The presentation of a retiring gift will be at 8.00pm.

Collection towards a Gift

A collection will be made towards a gift. Envelopes will be available in reception. All money, (cash only), should be placed in a sealed envelope and handed to the Patient Adviser. Please mark the envelope 'Dr Bryan's collection'. Please use separate envelopes for your cards and donations.

Retirement Cards

The PPG has arranged for a collection box in which patients can place cards or letters for Dr Bryan with their messages and memories. This will be in reception from now until 11th June.

Also it would be very helpful if we had some idea of the number of people who are likely to attend, so please, if you can, email churchstreetppg@gmail.com
If you do not have access to email please feel free to phone one of the numbers on the back page of this newsletter, Thank-you. PPG

Although not a patient of Dr. Bryan myself (although my husband is) I think I can say on behalf of all those who have come into contact with him how very much he will be missed.

Most of us are very much aware of how lucky we are to be a patient of this caring and very efficient practice to which Dr. Bryan has given so much.

We wish him a very happy retirement, Thank-you.

Editor

VALEDICTION (Farewell)

After 35 years in the practice it is now time for me to retire and begin the next phase of my life. This will be happening in mid to late June.

I have had a wonderful and fulfilling career surrounded by an exceptional group of people who have always supported and encouraged me making my working life a very happy one.

Hopefully we have created a practice, which combines the highest professional standards with kindness, and empathy, which has always been my goal.

I would like to thank all of my patients for putting so much trust and faith in me that I hope has been justified. I have had the privilege of looking after some of you for very many years spanning several generations and in that time have developed very close relationships. It is this aspect of my work I have valued most highly and will miss the most.

However, although I am giving up work I am not leaving Wantage, and I am sure I will be keeping in touch with many of you.

Thank you again.

Dr. Paul Bryan



Dr Bryan's patients will be transferred to alternate GPs at the end of June, including Dr Helen Dee who joined us in October last year and Dr Elizabeth Morris. Many of you may already know Dr Morris as she has been with us for the last two years completing her GP training and we are pleased to advise that she will be staying with us after she has finished her training in August.



The practice is ensuring it complies with the new General Data Protection Regulations. Information on how the practice shares and stores your data can be found on the practice noticeboard and website. Any concerns should be brought to the attention of the Practice Manager.



Hannah Wilkinson, our Emergency Care Practitioner has gone on maternity leave and we are pleased to announce the safe arrival of twins. She will be back with us in April 2019.

We have been fortunate enough to secure the services of Sarah Bird who will be supporting the emergency clinicians along with our Advanced Nurse Practitioner, Jenni Murray.



Don't forget you can keep up-to-date with all the latest news from the practice on our facebook page! Please search for Wantage Church Street Practice and follow us.



If you would like to make on-line appointments, request repeat prescriptions and view your own records, including being able to see your test results, please contact churchstreetpractice@nhs.net to arrange for the services to be set up for you. Alternatively you can complete the form available at the reception desk.

LETTER TO ED VAIZEY

The following is a copy of a letter sent by the PPG to Mr Ed Vaizey, the local MP:

Dear Mr Vaizey,

I am writing on behalf of the 'patient participation groups' of Wantage surgeries.

Firstly, thank you for your work and support.

It is with pleasure that at long last we see hope of funding (rent increase) for a new extension has been agreed and we await the detail. 10,500 new extra patients have been allowed for in the next ten years.

Meetings with you and the OCCG to finalise the details are due in April / May. If we can help in any way with information or a representative from us to attend any of these meetings - please let me know.

We note each of our FTE GPs has 2,206 patients on their list, the highest in the South West area.

The patients are concerned about the proven increase in demand impacting on the ability to reach current standards in spite of the staff working hard.

1. It is taking longer to be answered on the telephone
2. Less available appointments
3. Waiting times to see your own GP are increasing
4. The number of new patients registering is taking up a good deal of resource

The surgery staff need all the help and support we can give.

Regards Connie Tonks SRN, SCM, HV Cert., Health Ed. Cert., CMS

SPECIAL DAYS

You have probably noticed that different health conditions have special days, weeks or months when attention is paid to that condition by charities, groups etc. so I thought it would be interesting to include a few of these in issues of the Newsletter.

May 1-31: National Walking Month – encourages people to walk more throughout May. *We all know how important walking is for those who are able to walk, the cheapest exercise there is!*

This date is also Action on Stroke Month. “Make May Purple” is the Stroke Association annual stroke awareness month, taking place every May. Individuals show their support for those who have been affected by stroke and help to raise awareness and essential funds for the Stroke Association. Join #MakeMayPurple on social media. *I love wearing purple!*

May 14-20: Mental Health Awareness Week - this is a UK event supported by the Mental Health Foundation. The aim is to educate the public about mental health issues and to promote better mental health care. *For too long mental health care has been at the end of the queue and often carried a stigma.*

May 2: World Asthma Day – the aim of World Asthma Day is to raise awareness and support for those affected by asthma. Whilst the primary focus is supporting the person with asthma, support may also extend to family, friends and caregivers. *Let's do our bit to stop pollution which can affect asthma.*

June 7: Wear it, Beat it – the British Heart Foundation’s vision in which people do not die prematurely or suffer from heart disease. The British Heart Foundation’s “Wear it, Beat it” is to help fight for every heartbeat and raise money for life saving research. *We owe it to ourselves to care for our hearts.*

June 11 – 17: BNF Healthy Eating Week – The British Nutritional Foundation Health have five health challenges for people during this week:- Have breakfast; have five a day; Drink plenty; Get active; and Try something new. We will be providing all registrants with lots of resources and information to help meet the challenges. *This is something we can all do even if we don't register!*

Information collected by Newbury Street PPG, thank-you.

FRIENDS AND FAMILY



Many of you will have filled in one or two of the questionnaires that are always in the waiting room asking how likely you are to recommend this practice to others. We are very pleased to report that from January to March everyone who filled one in said Yes!

The other question was with regard to the Church Street Practice Participation Group, unfortunately despite fairly widespread publicity, newsletters and past events the patients who knew about us were in the minority! Supplementary questions were:

What would you expect the role of the CSPPG to be:

- To help with minor queries
- Communicate issues and ideas to improve service
- Liaison between practice and patients
- Improve patient experience
- Inform patients about changes in practice
- No idea/unknown

Are there any matters that you would like to put forward to the CSPPG?

- No
- Always get good service

Any other comments (not necessarily regarding CSPPG):

- I am really happy with the care me and my family receive, the doctors are always really friendly and I have found the phone consultations very helpful
- There appears to be a lengthy wait for pre-ordered prescriptions (I am unsure if this is a wait at reception or a wait for the prescription)
- Always very happy with the service

Once a month a committee member of the CSPPG attends a surgery to give out the questionnaire and talk to patients. At other times if you cannot see the forms please ask for one. Your feedback is important.



Important, please remember that we have changed our meeting day to the first Tuesday in every other month.

Next meetings June 5th, August 7th: Discussion, October 2nd and on Dec. 4th Alison Ions will revisit us to talk about nutrition and diabetes.

I have invited the local Age UK (but unfortunately they are not able to supply a speaker) and a specialist podiatrist to visit and am awaiting a reply.

Any patient, of this practice or Newbury Street, their friends and family are very welcome. The formal part of the meeting usually takes about an hour, followed by refreshments and chats!

Please feel free to contact me for further information.

Jean Sutherland 868396



PRESCRIPTIONS REQUESTS

Please be reminded that prescription requests need to be made in writing. This can either be done by registering for on-line access or by e-mailing churchstreet.prescriptions@nhs.net. You should allow 48 hours for prescription requests to be processed and 72 hours for your medication to be ready for collection from your nominated chemist.

PATIENT ADVISERS – APPOINTMENTS

Our GPs have asked our trained Patient Advisers to continue to ask you initial questions, including the reason for requesting an appointment, to ensure that you are signposted to the most appropriate appointment at the most appropriate time; the appointment will either be in person or by telephone. The consultation you are offered may be with a GP, Nurse Practitioner, Emergency Care Practitioner or another member of the nursing team. You may also be offered an appointment at another surgery as the practice is part of a neighbourhood of practices (Didcot, Faringdon and Wantage) aiming to increase the amount of appointments available to patients.

If you don't wish to keep this newsletter please pass it on.

The editor thanks everyone who has contributed to this Newsletter which is prepared and compiled by and on behalf of the patients of Church Street Practice.

Suggestions, letters, articles and ideas are always welcome; this is your newsletter we would like to know your views

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Practice website (which includes PPG Information)

www.wantagechurchstreet.co.uk

Any patient who wishes to attend a committee meeting please contact the chair, Christine Lisi or the PPG email as above, you will be very welcome

Please also use the PPG suggestion box in the waiting room

