

Spring 2015 Newsletter No10

St George's Surgery

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A sad day!

On the 30th June we said a sad farewell to Dr Alex Campbell who had been with the surgery for 31 years—he will be sorely missed by patients and staff alike - he was thinking of taking a well earned break - no more 6.45am starts but it sounds as though he's now going to have his hands full looking after his granddaughter—perhaps he may decide to return after all!



We extend a warm welcome to Dr Emma Penny, who has been working in the area for some years now and is already proving popular based on the way her appointments are booking up.

***On line appointments—
sign up now!!***

***Just click on the link on
the web site and start the
process!***

www.st-georgessurgery.co.uk

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Special Points of Interest

- Book appointments on line - a slicker service - appointments can be booked when we are closed!
- Don't forget if you don't need a booked appointment please cancel it. Its not fair on others and only adds to the wait for appointments!!

Named GP

From April 2015 all patients, including children, must be allocated a named, accountable GP who takes responsibility to oversee the delivery of care.

This may not be the GP you normally see but patients can and should feel free to choose to see any of the GPs in the practice in line with current arrangements. If you would like to know who your named accountable GP is please ask at reception when you next visit us. Please note: there is no need to telephone the practice for this information.

CQC (Care Quality Commission) Report

We were visited in January 2015 and rated on 19 March 2015.

Results - Overall **Good**

Are services

Safe? **Good**

Effective? **Good**

Caring? **Good**

Responsive? **Good**

Well led? **Good**

The Care Quality Commission is the independent regulator of health and social care in England. You can read the inspection report at www.cqc.org.uk/location/1-550081350

This was the first visit we had received from the CQC and it was a little daunting to have 5 Inspectors trawling through the surgery but we were delighted to receive the report and overall it makes good reading.

Whilst being pleased with the results we know that there is still much to do as we can never sit on our laurels and we need to continue to change in order to provide the excellent service which you, our patient, has come to expect. Indeed in a future Newsletter we will update you on progress as regards the comments made by the Inspector.

Thank you to all the patients and patient participation group members who chatted to the Inspectors and gave feedback. It is appreciated.

Indeed, I cannot let the opportunity pass of thanking the great Team we have here at St George's who work tirelessly to support you the patients. Thank you Team.

Paul Keen
Practice Manager

Electronic Prescription Service.

We started using this service last December and it is very popular with patients. It enables your prescriptions to be sent to any pharmacy of your choice electronically saving time, and trees.

You need to choose a Pharmacy for us to electronically send your prescription to. This is called 'nomination'. To set up your nomination please speak to your Pharmacist, Doctor or a member of the Reception team. Adding electronic prescriptions to your on-line repeat prescription ordering should make the whole process easier for you and we would encourage all patients to register for the online services * where possible.

** Online Services - Routine appointments can be made, checked or cancelled via our website, you can view your summary medical record and update address and telephone number details.*

Shingles vaccinations.

Most of us had chickenpox when we were young children but many of us will not be aware that we've had it. If we did have it, then the virus that caused it can stay in our bodies for the rest of our lives without our knowing it is there. Sometimes, however, the virus comes back to life when we're older and causes a disease called shingles. So shingles isn't like other infectious diseases because you don't catch it from someone else.

Shingles can be very painful and tends to affect people more commonly as they get older. And the older you are, the worse it can be. For some, the pain can last for many years. There is now a vaccine that can reduce your risk of getting shingles or reduce the severity of its symptoms should you develop the disease. Shingles (also known as herpes zoster), is an infection of a nerve and the area of skin around it. For most, it can be a mild infection with good recovery. But it can cause a rash of very painful, fluid-filled blisters on the skin that can burst and turn into sores that eventually crust over and heal. These blisters usually affect an area on one side of the body, most commonly the chest but sometimes also the head, face and eye.

The rash usually appears a few days after the initial pain and lasts for about a week, but in serious cases the pain can last much longer. The older you are, the more likely you are to have long-lasting pain. Sometimes shingles develops in the eye and may also affect the eyelid. This can cause severe pain and lead to decreased vision or even permanent blindness in that eye. Most people recover fully, but for some, the pain goes on for several months or even years – this is called post-herpetic neuralgia (PHN). This is a particularly unpleasant condition with severe burning, throbbing or stabbing nerve pain. Current treatments for PHN are not very effective but the new vaccine reduces the risk of getting shingles and PHN. Even if you still get shingles after having the vaccine, the symptoms are much reduced.

Eligibility details

Age on 1 st September 2015	Eligible for vaccination 2015/2016?	Patient's date of birth is
69 or under	No	02/09/1945 or after
70	✓ Yes	02/09/1944 to 01/09/1945
71	✓ Yes	02/09/1943 to 01/09/1944
72	✓ Yes	02/09/1942 to 01/09/1943
73-77	No	02/09/1937 to 01/09/1942
78	✓ Yes	02/09/1936 to 01/09/1937
79*	✓ Yes	02/09/1935 to 01/09/1936
80 and over	No	01/09/1935 or before

**1st SEP
2015**

Eligibility for this year's patient group begins

**31st AUG
2016**

Deadline for vaccinating eligible patients

*

Patients who were aged 79 on 1st September 2015 lose their eligibility the day of their 80th birthday.

You can have it at the same time as your flu jab in the autumn.

Shingles is caused by the same virus that causes chickenpox – varicella zoster. When you recover from chickenpox most of the virus is destroyed but some survives and lies inactive in the body in the nervous system. It can then reactivate later in life when your immune system is weakened by increasing age, stress or certain treatments (eg chemotherapy). People who have weakened immune systems, for example due to cancer treatment, high dose steroids or people with conditions affecting bone marrow, lymphoma or leukaemias should not have the vaccine. Your doctor will advise whether this applies to you. Also, if you've had a severe reaction to any of the substances that go into the vaccine, you shouldn't have it. Your Clinician will advise you.

FLU Clinics

Yes we are again offering our Saturday morning Flu Clinics—manned by our Doctors in an informal way and with the knowledge that you don't want to spend all your morning stuck waiting around in our waiting room. So we try and ensure that we operate a slick service whilst maintaining safe clinical practice.

To qualify for a flu vaccination you must be **aged 65 years or older, or under 65 years in a risk group or a pregnant woman. In addition we will be inviting some pre- school aged children to attend clinics in October once we have received the vaccine.**

If you qualify for a free flu vaccination please attend as detailed—(Please note we will NOT be able to undertake the vaccination (nasal spray) of pre school aged children on these clinics)

Saturday 3rd October

Surname begins with

A-C 9.00am - 9.45am

D-F 9.30am - 10.15am

G - H 10.00am - 10.45am

I - K 10.45am - 11.15am

Saturday 10th October

Surname begins with

L - O 9.00am - 9.45am

P - R 9.30am - 10.15am

S - U 10.00am - 10.45am

V - Z 10.45am - 11.15am

PLEASE REMEMBER TO BRING YOUR INVITATION SLIP, IF YOU HAVE BEEN GIVEN ONE, WITH YOU - IT WILL SAVE YOU TIME ON THE DAY.

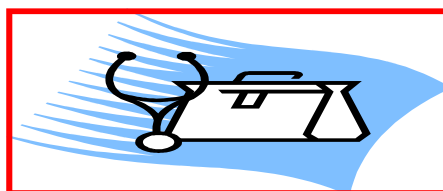
Staff News

We continue to see changes and with the retirement of Dr Campbell we are pleased to advise you that Dr Chapple is now the senior Partner.

With Dr Campbell's retirement any Diabetic patients will be looked after by Dr Brand, Dr Sunil as well as Lead Nurse Pat and her Team. Drs Brand & Sunil and Nurse Simone have recently passed their Diploma in Diabetes from Warwick University.

Dr Kim Eaton-Charnock, our Registrar is currently at home on maternity leave looking after twins - its surprising that she hasn't returned to work yet as it must be an easier life at work!

We extend a warm welcome though to Dr Sam Kirkham, who is a Registrar, who has joined us.



In the Reception Team we have also seen changes with Sue Thomas leaving and we recently were joined by Natasha Eyre and Amy Gardiner. - we extend a warm welcome to both of them.

Paul Keen, Practice Manager and Pat Kelland, Lead Nurse have been appointed as Partners to reflect their management roles. Pat is currently undergoing training on Triage and minor illness.