



CHURCH STREET MEDICAL CENTRE

Patient Newsletter

Newsletter Date November 2009

FRIENDS OF CHURCH STREET MEDICAL CENTRE

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Special points of interest:

- *Dr Sarah Gawthorpe will be joining us for 9 months from 3rd November. She will work three days a week (Tuesday, Wednesday and Friday)*

REGISTRARS

- *Dr Clare Wilson will be working with us on Mondays and Tuesdays (in addition to the existing Wednesday, Thursday and Friday) from 7th December 2009.*
- *Dr S Ahmed will be joining us from the 2nd December for a four month placement, Dr Jackson will be returning to hospital placements but will be back in August 2010 for 4 months.*

Who are we?

We are a small group of patients (currently seven of us), just like you, who meet up probably half a dozen times a year on average under the chairmanship of Janis Lynch, our Practice Manager. There are like minded groups all around the country under the banner of the National Association of Patient Participation.

What are our aims?

We wish to do whatever we can to support our medical practice; you may have met some of us helping to organise the flu clinics. We also try to be a bridge between surgery staff (doctors, nurses, receptionists etc) and the patients, putting the patients' point of view to the surgery staff and trying to communicate surgery staffs' concerns to our

fellow patients. It must be emphasised that patient confidentiality is NEVER breached; patient names are NEVER disclosed.

What is discussed at a meeting?

At a recent meeting we had a debriefing on the latest flu clinic, noted dates for the next flu clinics, discussed medication usage and the problems of stockpiling. We also talked about the problems of GP availability (some doctor's appointments are limited due, for instance, either to working part time, running a regular drugs clinic or, in one case, acting as a Training GP). Then there was the perennial issue of the parking on Church Street, missed appointments (a great waste of GPs' /nurses' time) and what messages can best be put over on the Jayex Board above the reception desk. One of our members also reported back on his attendance at the Broxtowe Locality Engagement Group.

What do we do?

For example: Picking up on one of the points mentioned above, that of GP availability. Whilst a long term condition is probably best dealt with by the same doctor, many others can just as easily be dealt with by our Nurse Practitioner or one of the other nurses, things like common infections, coughs and sore throats. Soon a specialist nurse will be running a diabetes clinic. So the receptionist is not be-

ing unduly inquisitive when enquiring a little further into our conditions but only trying to channel us in the best direction, both for our care and the doctors' own sanity! On many days the doctors are finding it impossible even to take a lunch break, so can you help by allowing yourself to be guided?

How do you join us?

Just pass your name and phone number to one of the receptionists stating that you would like to become a Friend.

CHURCH STREET MEDICAL CENTRE

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PARKING: We have received a letter from Eastwood Council asking us to relay to patients the problems of parking around the Surgery (concerns especially around Ratcliffe Street where cars can obstruct views and cause dangers when crossing the road).

The Council ask that public parking areas are used wherever possible within the Eastwood area.

We are willing to pass on this message, although we have no responsibility for public parking, indeed we have found in the past it is not just Church Street Surgery causing the congestion, there is the Church, Playgroups, Dental Surgery and Church Walk Surgery also involved.

We have written to the Council pointing this out but can appreciate the problems larger vehicles have. Especially when double parking is involved.

The Town Council have also reported the problems to Highways Committee we are told.

Message from the Surgery:

Thanks to Friends of Church Street we have a communication route to discuss concerns from patients and ourselves. They have been a great support to us and we are fortunate to be one of the few surgeries in the locality to have such a group. Please join us, we meet approximately 6 weekly and the commitment involved is entirely up to you, it can be as much or as little as you feel comfortable with.

Swine Flu:

We have now been issued with our first 500 doses of Swine Flu Vaccine H1N1. We have to give these in order of priority: 6 months – 10 years first on an at risk register, then up to 65 on a disease register, pregnant ladies and lastly over 65 on an at risk register. We are sending out notifications or telephoning the first group of people who will be 6 months – 50 years before we run out of the initial 500 doses allocated. We are unsure how quickly more vaccines will be delivered but will notify patients as soon as we know.

THESE ARE DEPARTMENT OF HEALTH RULES AND ENTIRELY OUT OF OUR HANDS

Back Page Story Headlines

We're on the web:

www.churchstreetmedicalcentre.com

You may have noticed some disruption recently with room alterations.

As we are a Training Practice we have been encouraged to take on a second Registrar to help train the G P's of the future.

From August 07 we have had a Registrar on site (either 4 month or 12 month placements).

From August 09 we now have two Registrars.

The funding to find a room for the Registrars has come from the Deanery at Nottingham University, who need to double training placements to replace Doctors coming up to retirement.

We have also made considerable improvements in the Reception

Office Area. This was essential work to ensure we conform to Health and Safety guidelines regarding workstations etc.

We now have 17 A & C Staff (not all full time) . These are required to cover the extra half hour each morning, later Thursday evening, Data reporting required by the Primary Care Trust, increase in Secretarial work etc.

On the Nursing side, from 3 Practice Nurses we now have an Advanced Nurse Practitioner, three Nurses and one Health Care Assistant.

We have started on the re-decoration of

the Waiting Room, which will hopefully not impact on patients, we are trying to undertake the work at Weekends wherever possible.

Hopefully we are now settled, most of the work is completed.

CHILDRENS AREA

We have had to take away the crayons, unfortunately within three days of painting the Reception area Children were drawing on the wall.