

July 2016

## Special points of interest in this edition

- Memories of your GP practice by one of its first partners, Dr Stephen Turner
- Meet Carol Horn, our Nurse Practitioner
- Results from the recent CQC inspection
- New website services—how they can help you

**Welcome to the summer edition of our patient newsletter. We hope that this newsletter will keep you informed about what is happening across the Practice.**

## 'The way it was then' by Dr Stephen Turner

I joined the practice as a junior partner with Kenneth Samuel and John Spence on 1st April 1963— it was different then.....

In those days we held surgeries in 8 places: 3 main surgeries (Long Crendon, Brill and Thame) and 5 branches (Oakley, Ickford, Haddenham, Cuddington and Wheatley)

There were no receptionists or secretaries, so our wives answered the phones. There was no appointment system, but every patient who came during surgery hours was seen, even though they often had to wait. Fewer families

had cars, so we made many more visits to patients at home and Thame still had its own telephone exchange with an operator (who could be rather grumpy at night!). But there were pluses! - I personally knew nearly all the patients and their families who came to see me and had seen many of them in their homes. The pace of life was less frantic and there seemed to be more continuity of care with patients usually seeing the same doctor. Form filling, ticking boxes and achieving targets was relatively minimal. A minor casualty service was even staffed by the local GPs and

Thame Cottage Hospital provided in-patient beds.

Not everything, however, was better in those days. Doctors then were much more isolated from advice and support and they depended more on their own clinical judgement. General Practice had a more distant relationship with other parts of the NHS, for example the hospitals and other local services. There was much less ability to investigate illnesses and tests that we take for granted today such as scans did not exist. Mental and emotional illness wasn't prioritised at all.

### Some particular memories of the different surgeries:

My first surgery in Thame was in the Upper High Street and we could park directly outside every day of the week apart from market day

The Wheatley Surgery was held in the Merry Bells—a temperance pub!

The Cuddington Surgery was held in a house and we saw patients in the living room!

**The story of Trinity Health continues in the next issue....**

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## Delighted with our Care Quality Commission rating

In October last year, the Care Quality Commission (CQC) carried out a comprehensive inspection at our Long Crendon Surgery.

A team of 4 inspectors came to Long Crendon for a whole day during which they spoke at length to patients in the waiting room, the doctors, nurses, HCAs, receptionists, dispensers and admin team about the practice. They also thoroughly inspected

the surgery building and supplies, our records, protocols and practice policies.

CQC are looking at how safe, effective, caring, responsive and well-led the practice is using 4 rating levels from inadequate, requires improvement, good to outstanding. We are delighted that we were awarded a 'Good' rating with one area of outstanding practice for our 'Live Well' in-house psychologist service.

**See the full report on our website**



## Care and Support Planning—how you can become more involved in your care

If you are someone who has several long term conditions, you might have already been contacted by us, inviting you to set up a 'Care Plan'. Care Planning is a new term used to describe the way care is organised and delivered for people with long term conditions. All our eligible patients will be contacted inviting them to become more involved in their care.

### So what does this mean for you?

You will be asked to attend the surgery about 2 weeks before your yearly review appointment to have all your checks and measurements done with a Healthcare Assistant. These results will then be sent to you before your review appointment so that you have the chance to think about any issues you might like to discuss. During your appointment you will then be able to discuss your results and explore what options may be available for you to manage your long term

conditions. By the end of the appointment you will have a 'Care Plan'.

We hope that this new system will give patients the opportunity to be more involved in making decisions and more able to have a say in what support they need. The HCAs, nurses and doctors involved in this new process are there to help patients with things that they might be finding difficult so that they can work together to make things easier or to find an alternate way of receiving care.



## We are a training practice for doctors and nurses

**'To qualify as a GP, all doctors have to complete Postgraduate Specialist Training which includes at least 18 months training in a GP surgery'**

Trinity Health is an approved practice for the training of General Practice Registrars (GPRs) and Student Nurses.

GPRs are doctors in training who are qualified doctors and have already worked in hospitals as junior doctors for at least 3 years and have now decided that they would like to specialise in General Practice.

Student nurses come to us in their second year of training and spend six to eight weeks, working along side our practice nurses.

Being an approved training practice means that:

- Patients who consult with the GPR will have longer consultations
- It keeps all doctors and nurses in touch with new medical developments
- It improves doctors and nurses consultation and training skills
- It ensures that clinical standards of medical record keeping are maintained
- It helps with the recruitment of high quality doctors to the practice for job vacancies.

*Dr Mariam Abbas Syed is our current GPR who you might be offered an appointment with in Thame. Dr Lee Aye, who works in our Thame and Long Crendon surgeries, was once our Registrar before becoming a salaried GP at Trinity Health.*

## Trinity Health is a 'Dementia Friendly' Practice

We are delighted to announce that we were awarded £15,000 to improve services for people with dementia and their carers.

The funding was to encourage surgeries in the region to become more 'dementia friendly'. This recognises that more people are being diagnosed with the condition and require the support of the NHS to meet their needs.

We are using the money to raise staff awareness of the condition, to improve facilities at our 3 surgeries and to enhance the quality of lives for dementia patients in their homes.

### So far we have:

- Trained GPs, nurses and surgery staff to help them better understand the needs of dementia patients and their carers and to provide them with effective support when they visit the surgeries
- Started to decorate the 'dementia friendly' consulting rooms to make patients feel safe and to reduce possible stress or anxiety, which includes improving signage throughout the practice.
- Identified 'dementia champions' in the practice and have supported them through specialised training

- Created a sensory garden at Brill Surgery to serve as an outside waiting area for patients and their carers
- Co-funded a 'Singing for the Brain' group for patients and their carers which is held at Long Crendon Baptist Church.

There is still so much more for us to do to continue to support our patients and their carers. Watch this space.....

## Carol Horn—our Nurse Practitioner

I trained at The Queen Elizabeth Hospital in Birmingham and worked there post qualifying on acute medical and surgical wards. I subsequently trained as a midwife and worked in delivery suites, and a special and neonatal care unit.

With a young family, I then moved into practice nursing, undertaking family planning and non medical independent prescribing, training at Oxford Brookes University.

I have also worked for the Urgent Care Service in Oxfordshire as an Emergency Nurse Practitioner for minor injuries and the Out of Hours Service, which I continue to do.

This role includes treating a range of injuries such as scratches, animal bites, fractures of bones, burns

and other minor illnesses. It also includes undertaking any home visits for patients too ill to come to base or housebound elderly or palliative care patients. For this I undertook additional training in history taking and clinical examination, again at Oxford Brookes University.

My work at Trinity Health is in a minor illness clinic every morning and continues in the afternoons with care of patients with long term conditions such as diabetes and hypertension.

I also continue to undertake immunisations of children, give travel advice, cervical smears and contraception advice.

No one day is the same as the next

or disease may be the same, the patient is not. Patients are individual and each person needs assessing as such and their treatment shaped to them.



## Have you thought about consulting your doctor online? Look at our website for 'Web GP'

We are offering this great new service to all our patients through our website. You can now consult your doctor by sending them a message about your symptoms, or just ask them for some advice. All you need to do is fill out a quick, secure questionnaire which is then sent confidentially to your doctor. The doctor will review

your condition and will call you back with advice, a prescription or to ask you to make an appointment to see them if necessary. You will hear back from your message by the end of the next working day.

You can also find general health advice about most conditions in our A-Z list on our website

Don't forget that the website can also be used to make and cancel appointments, request test results, sick notes, referral letters or medical reports and you can request repeat medication there as well.

[www.trinity-health.co.uk](http://www.trinity-health.co.uk)

It is easy to do—just follow the on screen instructions. It might save you a trip to the surgery!

## Hay Fever

Hay fever is one of the conditions that you can find out more about on our website.

Sneezing, runny nose and itchy eyes are all symptoms, which are caused by an allergic reaction to pollen.

There is currently no cure for hay fever, but most people are able to relieve symptoms with treatment or by avoiding exposure to pollen, which is very difficult to do during the summer months when you want to

spend more time outdoors. Most of the time, hay fever can be controlled by using over the counter medication from your pharmacist, which is often cheaper than paying for a prescription. Treatment options include antihistamines which can prevent an allergic reaction and corticosteroids which help to reduce inflammation and swelling.

### SELF HELP TIPS

Wearing wrap around sunglasses to stop pollen getting

into your eyes can be helpful as well as taking a shower and changing your clothes after being outside to remove the pollen on your body. You can try to stay inside when the pollen count is high or apply a small amount of Vaseline to the opening of your nose to trap pollen grains.

Read more about hay fever causes, symptoms, treatments and preventions on our A-Z list on our website.

**What summer means for one in five people!**



# What is our Patient Participation Group (PPG) by the Chair David Barrow

PPG, what is that I hear you say? General Practice has a responsibility as part of its contract to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences.

PPGs are about implementing real, positive change in their communities. Patients have long valued the relationship with their GPs and General Practice. However, the dynamics of this relationship have changed over recent years. Patients today rightly want more say in their own healthcare. They are better informed and expect to be treated as whole people, not just as a condition or ailment.

PPGs have an increasingly important role to play in helping to

give patients a say in the way services are delivered to best meet their needs and the needs of the local community. They can help GPs develop an equal partnership with their patients. They can also help reduce costs and improve services by identifying changes that the practice may not have considered, allowing finite resources to be used more efficiently.

One of the key roles of PPGs is to make stronger the relationship between patients and their practices, which is critical to the provision of modern, high quality general practice. A good PPG will enable the practice to communicate and build positive relationships with its patient population.

Trinity Health has an established PPG which is made up of three sub-groups representing each of the surgery areas (Thame, Brill and Long Crendon). These sub-groups report in to a main patient board. The board and the sub groups meet with the doctors and practice staff at least four times a year and more frequently when required. They also represent patients at regional and national level meetings.

**On a final note, we are always looking for volunteers to join our PPG in our worthwhile and interesting endeavours. If you are interested, please contact the Practice Manager, Emira Shepherd on 01844 238284**

## Closure Dates and Times

In line with other practices in Bucks, all 3 surgeries will be closed for our essential staff training afternoons from 1.00 pm on the following dates:

**Tuesday 12th July**

**Tuesday 13th September**

**Wednesday 12th October**

**Thursday 17th November**

Please remember that we are also closed between 1.00 pm and 2.00 pm during the week. This is a critical time for the whole surgery team to have an uninterrupted time to handover important information to each other and to prepare for the afternoon surgery.

## Appointment Waiting Times

### By the Practice Manager

We are aware that the waiting times to see a GP have been much longer than we feel comfortable with. General Practice in the UK is under great pressure and the demand on services is a national issue.

We would like to thank you for your patience during these challenging times in healthcare.

During June, a staggering 150 appointments were lost due to patients not attending and not contacting the surgery to cancel their appointment. This prevented these appointments being offered to other patients in need and therefore increased the waiting time to see a healthcare professional



**David Barrow, Chair of our PPG**

**Don't forget you can access clinical advice via our website at any time of the day or night. Use the self-help advice or our fantastic e-consult service, when you can consult with a doctor online. Give it a try!**

**Our website address is:**

**[www.trinity-health.co.uk](http://www.trinity-health.co.uk)**