

Our First Twelve Months

Welcome to our second edition.

It seems impossible that more than 12 months have passed since Dr. Greville telephoned me to tell of the formation of a group of patients who would meet from time to time with members of the Practice team to learn more about the practice and to discuss ways in which communication between patients and the practice could be helped along. As a result of the call and subsequent discussions I find myself chair of this group which now has a formal constitution, is called the Ellesmere Patient Group (EPG). I like to think that in our first year we have proved useful both to the practice and the patients. We are not a body set up to channel complaints. There is already a recognised procedure for this to happen. Rather we aim to help practice and patients understand each other better, to ensure that patients know what the practice can offer and that as far as possible any tensions arising from the need for medical attention are kept to a minimum.

I tell you all this because just the other day I met someone who had no idea that the EPG existed let alone the reason for its existence. If you are one such and would like to be involved please contact me on **01948710899**. Meanwhile I hope you find this, the second issue of our newsletter, helpful and interesting.

David Skipper.
Chair, Ellesmere Patients' Group

Latest News from the Surgery

THE NEW BUILDING

Everyone at the surgery would like to thank all the patients who are continuing to support their bid for a new building. A developer has been appointed and a meeting is planned for 10th February with the Health Authority to discuss what happens next. We hope to have more information for the next news letter.

PRACTICE EMERGENCY VEHICLE.

The vehicle is no longer being used to its full potential. After lengthy discussions our patients' group suggested that it should be sold and all proceeds put into the surgery equipment fund, to be used for the benefit of the patients. This fund was set up for any donations received by the practice for the purchase of specialised equipment. A recent example was the new ECG machine.

WAITING ROOM MATTERS.

The surgery is currently looking into the possibility of a self check-in system in the waiting room. This should relieve some of the congestion at the reception desk

DR. STEPHEN WARD.

We are sorry to say goodbye to Dr Stephen Ward this month. He is leaving for pastures new, and we wish him well for the future. His six month post has passed all too quickly.

APPOINTMENTS 01691 622798
GENERAL ENQUIRIES 01691 623256

FAX 01691 623294
E-MAIL EMP@NHS.NET

EMERGENCIES 01691 622711



What Goes on in the Surgery

Over our first few editions we intend to turn the spotlight on the work of various members of the practice team. In this edition we take a look at the work of our two practice nurses.

FOONG CHEE BIRCH

Foong Chee has been working for the practice for 14 years. As a Practice Nurse she works very closely with the Doctors and is also one of the Group Leaders at the Surgery. Her team consists of four members of staff including herself, Glenys, who is the other Practice Nurse, and also Sharon and Julie who are the two Health Care Assistants.



During Foong Chee's time at Trimpley, her role as Practice Nurse has been extended and developed greatly. This is due mainly to government intervention and the introduction of quality markers. These markers represent certain standards that have to be achieved at our surgeries.

Some of the general duties, such as blood taking and changing of dressings are undertaken by the Health Care Assistants, but there are times when Foong Chee is called upon. Most of Foong Chee's time is taken up in an advisory capacity. She is responsible for the Well Persons Clinic for both men and women, which includes blood pressure checks, weigh-ins, advice regarding lifestyles, discussing preventative medicine and also reviewing medication for those with longterm sickness.

She also specialises in womens' health, for example contraception and smears. Another title she holds is the Chronic Disease Management Leader. This involves dealing with the day to day problems of Diabetes, Heart Disease and Blood Pressure Hypertension.

Foong Chee and her team aim to promote a friendly service at the Surgery. Finally, we must congratulate Foong Chee for all the money she has raised for Charity with her running activities. Well done and Thank you !!

GLENYS BLACKWELL

Foong Chee's right hand person is Glenys, who is also a Practice Nurse and who has been working at the Surgery for 15 years, currently part-time. Glenys specialises in respiratory care. The bulk of her time is taken up carrying out regular screening of children and adults who suffer from Asthma and Chronic Bronchitis. The check-ups includes monitoring lung functions and reviewing patients' medication.

The practice aim to carry out these patient screening check-ups annually and in some instances it may even be every 6 months. By seeing their patients regularly they can then move on to preventative treatment.



Glenys also undertakes general nursing duties, which may include carrying out the minor operations, immunisation and travel care; and like Foong Chee, Glenys also spends a large amount of her time advising her patients about general lifestyle, diets and smoking.

H.S.

How to Obtain:-

Test Results.

Test results are received daily. Once the doctor has reviewed your results, **the surgery will contact you if the doctor requires any further investigations, or needs to speak to you.**

If you wish to make enquiries with regard to your results, please contact the surgery **after 2.00pm**. The receptionist will only be able to give you information if the doctor has reviewed them. Please allow at least 48 hours from the time you took the test to contacting the surgery.

If you are requesting the results of a pregnancy test, the receptionist will take your details and phone you back with the results. If any follow-up is needed, the receptionist will organise this at the time of contact.



Repeat Prescriptions.

These may be requested in several ways. If you are on repeat medication, a repeat request form is attached to the right hand side of your prescription. When you need to order more medication please tick the items required. If the item does not appear on the list please write it at the bottom of the slip. If you are unable to find your request slip or you do not have your medication on repeat please write your name, address, telephone number & items required on a piece of paper.

Requests can be:

- A) Left at the surgery in the collection box by the main entrance
- B) Left at the chemist's collection box by the main door
- C) Left at the shop in Cockshutt, and the medication request will be delivered to the surgery
- D) Posted to us. Please enclose a SAE if you would like the prescription posted to you
- E) E-mailed to the surgery at emp@nhs.net

CARERS

'ARE YOU LOOKING AFTER A RELATIVE OR FRIEND WHO BECAUSE OF ILLNESS, AGE, OR DISABILITY COULDN'T MANAGE AT HOME WITHOUT YOUR HELP?'

If your answer to this question is "yes", then you are a "Carer", and "SHROPSHIRE CARERS" can help you. **SHROPSHIRE CARERS** provides:

- A telephone information helpline.
- Information on available local support.
- Help for new carers to find their way round the system.
- A local area information booklet.
- "Support Workers" based in local medical practices for on the spot help and support.
- Links to other organisations that can help and advise on benefits, respite care, support groups, counseling and much more.
- Details of local carers' group support meetings.
- Gives carers a voice.

There are several sources of advice and support if you are caring for a friend or relative who needs help in order to be able to go on living at home. Do you need more information? Do you need advice about finances, health, equipment, respite care, transport, mobility or Social Services? Do you just need to talk?

WE CAN HELP.

CALL SHROPSHIRE CARERS 01743 341995

STOP PRESS—The surgery will soon be welcoming a part-time liaison officer for Shropshire carers. Please watch the notice boards in the waiting room for further information/ start date.

WHAT YOU SAY COUNTS

Between May and August last year, over two hundred patients returned a questionnaire about the practice, sent to them and analysed by The Shropshire Primary Care Trust, the body that provides the practice with its funds.

The results of the survey are taken very seriously by both the practice and the PCT. Between them they agree an action plan, and at a later date review it to see what targets have been met.

The results have identified various aspects of the practice's work that patients rate highly. We value being able to get Same Day emergency appointments. We rate all aspects of communication, and we value the quality of nursing care that we get at the practice.

Our doctors come out of the survey well. They are regarded as thorough in their questioning; they listen carefully; they are patient with our questions or worries and clear in their explanations. We like the way they involve us in decisions about our care and generally we approve of their care and concern for us.

However, the survey also identified areas for

improvement. Predictably there were several comments about the inadequacy of the building. As one patient succinctly put it: "*The town has outgrown the surgery building*". Let's hope that those controlling the funding take note.

The queuing problems at the reception desk prompted several comments too. These problems, of course, are linked to the inadequacy of the building, but the practice is trying to improve matters, hence the appearance of the number system. The High-Tech touch-pad system of checking in is also being considered, and attention is now turning to the telephone system.

There is also the good news that it should be easier to obtain appointments with particular doctors from April, when the practice ceases to be responsible for the Young Offenders at Stoke Heath.

Indeed, these surveys show that patient satisfaction is now an important aspect of any medical practice's performance, and we would like to thank all of you who gave up your time to take part in the survey.



HAVE YOU NOTICED?

If you've spent any time sitting in the Surgery Waiting Room since October we hope you have! Indeed, we hope that you've noticed even if you've just walked straight through. If you haven't noticed, then we've not been very successful.

Back in September some of us from the Practice Patients' Group took a long hard look at the notices then displayed in the Waiting Room, and we decided that they really weren't very 'patient-friendly'. More than that, we decided to do something about it, with the help and support of the Surgery Staff. We bought some cork tiles, and put up some new notice-boards in the Waiting Room. At the same time we put different coloured borders around each of the boards, and allocated each board to a different topic — Lifestyle (i.e. health education issues), Mother & Child, Surgery Admin (i.e. How you can help the Staff), Current Topics (i.e. items for patients' special attention – currently flu jabs), Longer Term Problems (such as diabetes, asthma, heart, etc.).

The next step in this project is to sort out the rack of leaflets in the lobby, perhaps colour-coding the racks in the same way as the notice-boards to make leaflets on a particular topic easier to find. That's our New Year's Resolution!

So we're really sorry if you haven't noticed! We hope you'll find important information easier to get hold of, and better arranged for you to read. If you have any bright ideas for making it even more accessible, please tell us or one of the Reception Staff. And next time you've got a few moments to wait to see the doctor, have a look at what's on display. It's there to help keep you up-to-date.

J.C.V.

