

# Staunton & Corse Surgery

## Patient Group Newsletter

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([www.stauntonsurgery.co.uk](http://www.stauntonsurgery.co.uk))

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**GP Patient Survey:** The results of the 2018 survey have been published and we did very well in all but two areas. We exceeded the national average, scoring 91% overall, whereas the local Clinical Commissioning Group average was 89% and the National Average was 84%. One of the two areas where we did not perform so well was with regard to patients usually getting to see or speak to their preferred GP when they would like to; scoring only 52% as opposed to the local CCG score of 57%. We appreciate that if you wish to see a doctor urgently, then it can be difficult to see your preferred doctor; however, we make every effort to place an appointment for you so that you are seen quickly by one of the other medical staff. In some cases, where the need is very urgent, we can arrange a telephone call back from the duty doctor so that you can discuss your condition with the minimum of delay. For the full results of the survey please see the Practice website.

**Staff changes:** As many will already know Sarah Bryant is now firmly in post as Practice Manager and is having a positive effect on the day to day management of the practice and the patient interface. Sarah is about to undergo training as the Practice's Domestic Abuse Champion and, once fully trained, will offer a confidential service in support of those in need of help and advice. The Practice also welcomes a new GP Registrar or ST3, Dr. Pius Rasiaya and will also introduce another ST3 so as to have replaced both Dr's Boxall and Rouke who left after finishing their training in August.

The reception team welcome Ros who joined the Practice in early September. Ros is an experienced receptionist with a previous life in veterinary nursing. She is settling in very well, however, we would ask that you be a 'patient patient' when dealing with new members of staff. The receptionist role is varied and busy and there is much to learn.

**An Introduction from Our New Clinical Pharmacist:** My name is Jackie Aberdeen, I am a Clinical Pharmacist with 25 years of experience of working with and understanding how medicines are used in practice.

I have had the pleasure of meeting many of you for a 30 minute appointment on a Wednesday or Thursday at Staunton and Corse surgery for a review of your medication. During these appointments I aim to ensure that there is a reason for every single medicine that you are taking, that the medicine is doing what it is meant to be doing and that it is not causing you any problems. Whilst the appointment is mostly about how you are dealing with your medicines I also want to hear your thoughts, concerns and questions about your medicines, so that we can make decisions together to get the best out of them. Invitations for an appointment will be timed with your annual review, but if you have questions about your medicines or are just interested to ensure that what you are taking is appropriate, then please make an appointment and I look forward to seeing you.

**Building Works:** The practice has been struggling with space for clinical rooms for some time. We are pleased to announce that we will be undertaking alteration works within the practice and our existing meeting room will be reconfigured. These works will mean that we gain two further clinical rooms which will help us tremendously and enhance our service provision. Once the plans have been finalised, documentation will be on display in the waiting room. The timescale is approximately 3 weeks with a mid-October start date. All structural/demolition works are planned over a weekend, but there will inevitably be an element of disruption, however, we aim to keep this

to a minimum. We are excited about gaining this extra clinical space and see this as an important step forward in the development of the practice.

**Flu clinics:** You may have heard from reports in the national media, that this year there is a separate flu vaccine for the over 65s compared to the under 65's. This, together with the fact that the vaccines are being delivered in batches, means that we have had to make a change to the usual timetabling. We will be offering **appointments from 4.30 – 7.30pm at the surgery on the afternoons of 17th and 24th October**; these appointments can be booked in advance by any eligible patient. The **Village Hall Clinic has been booked for the later date of the afternoon of Thursday 15th November, 1.30 – 6.30pm**, no appointment needed. As usual the vaccine is free to all eligible patients and so we would urge you to support your local GP Practice by attending one of our vaccination sessions.

**Pharmacy2U:** Many of you may have received 'flyers' advertising the Pharmacy2U service. Pharmacy 2U is a national online company, based in Leeds, and has no links locally to Gloucestershire. Pharmacy2U has been severely criticised by the pharmaceutical regulatory bodies for underperformance; they deliver medicines by post and this has resulted in as much as a six week delay in patients receiving their medicines. Pharmacy2U is not endorsed by your Practice, particularly in light of the poor delivery service they provide, however, we appreciate that many of you may wish to try the service and you are of course free to do so. For those of you who are housebound or meet other criteria that mean you have difficulties in collecting your prescriptions, the Staunton and Corse Practice has its own delivery service. Provided by staff drivers, this is a door-to-door face-to-face delivery for patients and it is a very secure process where you will receive your medicine direct from the driver.

**BREXIT:** The possibility of a 'No Deal BREXIT' is causing some concern in many areas of life and we in the medicines and health care industry are fully aware of this. The Practice has received advice from the Rt Hon Matt Hancock MP, (Secretary of State for Health and Social Care) stating that the Department of Health and Social Care has stepped up its planning for a 'no deal' scenario and now has robust plans in place to protect patient safety and healthcare provision, ensuring the UK has a continued supply of medicines to patients from the moment we leave the EU (Secretary of State for Health and Social Care: 2nd August 2018).

The Staunton and Corse Practice is responsible for pharmaceutical purchases into the surgery dispensary and our medicines and appliances are ordered from various suppliers, however, the surgery does have one main supplier. The Practice is free to change suppliers as we wish and we are not locked into a contract with them and are following current guidance that states we should not stockpile additional medicines. At present, it is business as usual. Please rest assured that we are keeping a close eye on proceedings as it is of utmost importance to us that patient care is unhampered.

### **Patient Group Area Representatives**

Sue Knox (Chair)	Hartpury	Malcolm Harley (Vice-Chair)	Corse
Norman Davis	Corse	John Leask	Tirley
Donald Peach	Corse	Ann Watkins	Redmarley

**Contact Us:** If you have any suggestions about how our practice might improve patient services, you can pass these to the Patient Group for consideration. Either drop a note in our Suggestion Box which is situated in the foyer at the surgery or send an email to us at [sandc.ppg@nhs.net](mailto:sandc.ppg@nhs.net) or call Sue Knox (Chair) on 01452 700882 **E-Newsletter:** If you would like to receive our newsletter by email, please let us know at [sandc.ppg@nhs.net](mailto:sandc.ppg@nhs.net)