



Oldfield Surgery

Autumn 2015 Newsletter

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Friends and Family Test

Did you know about the *Friends and Family Test*? From 1st Dec 2014 patients were given an easy way to tell us if they would recommend us to friends and family, but lots of you are forgetting to tell us when you leave! The FFT is very simple, you will be asked “*How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?*” with a free text option if you would like to leave comments.

So how do I feed back?

It's easy - we have an iPad on a secure stand - it allows you to simply press the answer option from a choice of Extremely Likely, Likely, Neither Likely nor Unlikely, Unlikely, Extremely Unlikely or Don't Know.

The iPad has been sited in the corridor opposite reception to try and catch you as you leave the building. Other BANES surgeries have found the iPad to be very successful and easy to use for patients and we hope more

of you will take the opportunity to use it!

What happens to the data?

The data is submitted to NHS England monthly, where it is put together with national data and published centrally.

This data is publicly available and monitored, so it is important that we maintain our high standards and keep you happy!

Bath Chronicle Pride of Britain Award



We are delighted to announce that Dr Cash was nominated for, and **WON** the Bath Chronicle's Pride of Britain Award for GP

of the Year 2015. Dr Cash was thrilled to receive her award at a glittering ceremony back in March.

Did you forget your appointment?

We have recently started to record the number of missed appointments at our surgery. Should you not need your appointment, please let reception know as soon as possible.

Despite text reminders being sent out 2 days prior to appointments, these are the current figures for the last 3 months:-

MISSED APPOINTMENTS		
June	-	232
July	-	225
August	-	148
September	-	245
October	-	269

It is important that you cancel an appointment, if you know you cannot attend, so we can offer it to someone else.

Meningitis Awareness

Nurse Lucy Anning who is a nurse in Bath suffered from Meningitis at the start of the year. She is now trying to raise awareness of the disease. Here is her story:

“On 28th February I was working a night shift when I experienced a terrible headache and earache, having suffered with flu like symptoms all week I asked to go home. Once at home I managed to fall asleep waking a few hours later with the worst pain in my head I have ever experienced, I could barely move. My mother immediately called 111. A short time later a paramedic arrived, my last memory is of him asking me questions and not being able to answer. I then passed out and began seizing. I was rushed to the RUH in Bath where the Consultant

at A&E told my mother he suspected I had Meningitis and began treating me with antibiotics straight away. I believe his quick response helped to save my life.

I am still living with the after effects of this disease but know that I am one of lucky survivors.

Meningitis is a terrible disease that can affect anyone, although it is most common in babies and children under five. Babies born after the 1st May this year are now entitled to the Men B vaccine through the NHS. I would urge all who are eligible to receive the vaccine”

Vaccines do not yet prevent all forms of the disease, so awareness is still very important.

Know the warning signs and get medical help if you or a loved one displays any signs of meningitis.

Signs and symptoms

Headaches
Neck stiffness
Earache
Temperature (may be absent in babies)
Vomiting (sometimes diarrhoea)
Limb/joint pain
Rash (this is a later sign and not always present)
Shivering
Lethargy/drowsy or vacant
Cold hands and feet
Confusion (or irritability in babies)
Dislike of bright lights

For more information you can contact the Meningitis research Foundation on 0800 88003344 or find out more through their website www.meningitis.org

IF YOUR CHILD WAS BORN AFTER 1ST MAY 2015 THEY WILL BE ENTITLED TO A MENINGITIS B VACCINATION.

Help us to become paper light



Did you know the NHS is committed to making all patient care records digital by 2020? This means that all your relevant information (with your permission) will be available to anyone providing care to you—this might be blood test results, details of medication you regularly take, or any medical history or long term conditions you might have—or even what you prefer to be called. Here at

the surgery we are keen to start embracing this change and use less paper! There are several things you can do to help us:

1. Make sure we have an up to date email address and mobile phone number for you (so we can send you letters by email, and reminders of appointments by text) instead of by paper mail
2. Register for SystemOnline—this is our clinical system that we use to record clinical information about you. You can access your own record to order repeat medication or book appointments at your own convenience. If you'd like to register for SystemOnline you'll need to come in

the person to the surgery with ID to sign up.

3. Make sure you have told us if **don't** want us to share your data with certain care providers or organisations—we can record your preferences and make sure your data is not shared with anyone you don't want it to be shared with.

There are lots of benefits of moving away from paper. A big advantage is that transferring information electronically is more secure, and your data is less likely to be mixed up with the record of someone else. Paper notes also get ragged and difficult to read, and take up a lot of room! From 2018 you will be able to access your full electronic medical record (including hospital records).

Support to Stop Smoking



Stoptober may have been and gone, but it's still not too late if you're thinking of quitting! We now have extra Support to Stop Smoking sessions available at the surgery:

Monday	-	1.30pm to 3.15pm
Tuesday	-	7.30am—9.15am 12.00pm—2.00pm
Thursday	-	2.00pm—3.45pm
Friday	-	3.00pm—6.00pm



Please contact reception if you are interested in speaking with our support to stop advisor, Sharon Young.

Welcome to Chelsea

We would like to offer a warm welcome to Chelsea Nicholls who has joined the team. Chelsea started at the surgery at the beginning of August, replacing Marianne as our new Healthcare Assistant (who we hope is enjoying her retirement!). Chelsea will be working all day on Wednesday, Thursday and Fridays.

Clinical Trials

Clinical trials are essential to be able to prescribe safe and effective medicines.

Oldfield Surgery is a research Active Organisation involved in clinical research for over 25 years now and we are grateful to all patients who have volunteered their time to take part in research. Currently we have 4 “live” recruiting studies looking at Asthma, Lung conditions, High blood pressure and cancer research, as well as 6 ongoing studies in Diabetes, Constipation, Heartburn, Acne, Fitness and Heart disease.

If you are interested in taking part in research please see our Clinical trials page on the [website](#) or the call the Clinical trials Team on 01225 423250 and ask for Hayley.

Bath to Pembrokeshire

Research Nurse Hayley and Research Co-ordinator Becky completed a sponsored cycle, raising £680 for the Forever Friends Appeal for a new cancer care unit at the Royal United Hospital.

With a particular friend in mind as motivation, training started in April. Hayley and Becky left Widcombe High Street on a sunny Thursday morning in July with friends and family cheering them on, the team stayed in B&B’s on the way and arrived in St David’s on Saturday evening. Cycling around 80 miles per day (mostly up hill) Becky

said the Preseli mountain stage was tough but with the most beautiful scenery and perfect weather—it was actually fun! There were a few adventures a long the way—the cycle track was blocked by a huge trench where a wind turbine was being installed (not on the map) and they to leap over it. A stretch of cycle track was all screws and one team member had 4 punctures in a mile! However the trip went really well overall and both Hayley and Becky want to say a huge thank you to all at Oldfield Surgery for their support.



Are you eligible for the Shingles vaccine?

Age on 1st 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

There is still time to get your flu vaccination! Call 01225 444487 to book!

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

General Information

REPEAT PRESCRIPTIONS:

Please note that when ordering repeat prescription these take 48 hours. You can order via the pharmacy by telephone on 01225 315333.

ON-LINE BOOKING:

Did you know that you can order repeat prescriptions and book GP appointments on-line? To get a password and log-in, please speak to a receptionist. You will need to provide ID (e.g. driving licence) to obtain the log-in details.

PATIENT PARTICIPATION

We are hoping to develop our Patient Participation Group at the surgery to enable us to engage with patients to help us improve our services.

If you are interested in joining our volunteer group please contact Sara via email on sara.roper@nhs.net or telephone 01225 820450.

VOLUNTEER DRIVERS

We are looking for volunteer drivers over 50 years of age to help patients who have no means of transport to attend GP appointments. If you are interested, please contact Sue on sue.walker15@nhs.net or telephone 01225 820450.

Sick / Fit Notes:

Do you need a sick / fit note? You do not always need a GP appointment for these, please contact us by telephone to discuss.

How to contact us:



[www.facebook.com/
oldfieldsurgerybath](https://www.facebook.com/oldfieldsurgerybath)



[@oldfieldsurgery](https://twitter.com/oldfieldsurgery)



oldfieldsurgery@nhs.net



www.oldfieldsurgery.org

Practice Matters – the Practice Manager's column

It's that time of year again when the days grow shorter, Jack Frost returns from his long summer holiday, and coughs, colds and flu start to make their most unwelcome return. We know only too well here at Oldfield Surgery how rotten it can be to feel under the weather – so please do make sure you take up the offer of a **flu jab** if you are eligible (it's also well worth the investment if you're not eligible for a free flu jab).

Taking good care of yourself is particularly important once the cold weather starts to set in, so please do ensure you get some advice from your local Pharmacist if you're suffering with a cough or a cold – they are a valuable clinical resource and can often save you the trouble of booking a doctor's appointment or waiting in the walk-in Urgent Surgery. We are lucky to have several excellent pharmacies in Oldfield Park and around the city who are happy to offer advice.

For us the winter is a very busy time and we are very aware that waits for the Urgent walk-in Surgery and for booked appointments can be extended. We're keen to try and tackle this and recently sent out a survey to our patients, to give you a chance to tell us what you like about the surgery's appointments system, what doesn't work so well and what you would like to see changed. We've just finished collecting the responses and will be publishing the results shortly—thank you so much to everyone who took part!

We'll be reviewing and discussing the results of the survey in the next few weeks and we hope to make some positive changes in the future based on what you have told us.

And finally – you have probably noticed that we have a new logo! The Surgery is long-established here, and we felt it was high time to have a fresh and instantly recognisable identity. Our logo was designed by a local Bath-based graphic designer, and we particularly liked the 'O' shape for Oldfield formed by the two colours, and the white 'swoosh' running through the middle of our logo, which represents the path to good health. We hope you like it too.

Hoping you all stay happy and healthy this winter!

Kelsa Smith, Practice Manager



