

## Staff Changes

Dr Lottie Redmond has joined the practice as a salaried GP, having previously trained here. She works Monday to Wednesday. In order to share the workload evenly between our doctors, a number of patients are being moved to to her and Dr Kahn (who works on Tuesdays and Thursdays). Affected patients won't be notified automatically but can always ask at reception to find out.

The practice also continues to benefit from the work of two other skilled professionals. Pharmacist, Caroline Bowyer, helps improve prescribing processes, does medication reviews and issues repeat prescriptions, so easing the workload on GPs.

Physiotherapist, Sarah Carter works on musculoskeletal (MSK) issues. She helps with initial assessment and signposting to the correct treatment (she doesn't provide treatment). She runs two clinics a week and can be booked via reception.

## What has the PPG done for you recently?

The Patient Participation Group has recently bought a vascular doppler, which measures blood flow, used for checking the veins in diabetic patients' feet. It has also bought a tuning fork, used to test for 'neuropathy' or numbness, often a result of diabetes.

## Prescriptions

The [cost of prescriptions rises](#) by 20p, to £8.80 per item from 1 April. The cost of both 3 and 12 month 'prescription prepayment certificates' (PPCs) remains the same, at £29.10 and £104.00 respectively. About [90% of people don't pay](#) for their prescriptions.

Prescriptions for gluten free foods and many over-the-counter medicines are no longer available, following a decision by the [clinical commission groups](#) in the West of Berkshire, after a public consultation in 2017.

# PPG NEWSLETTER

Falkland Surgery Patient Participation Group

March 2018

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*In this issue:* ❖ *Open evening* ❖ *Sylvia Grimwood* ❖ *Your GP Practice in Numbers* ❖ *National Satisfaction with the NHS* ❖ *Seven day opening* ❖ *Staff changes* ❖ *What has the PPG done for you* ❖ *Prescriptions* ❖

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## WHAT'S COMING UP?

### Open Evening

**Monday, 23rd April 2018 at 7.00 pm**  
In the Surgery waiting room

Light refreshments available and a raffle

Including a presentation by Dr Angus Tallini on Mental Health. One in four people experience a mental health disorder in any one year, so few are unaffected, whether directly or through family or friends. Come to hear about what can be done to help with such issues.

*(If you're reading a hard copy of this newsletter, an electronic version, with hyperlinks, is available on the [PPG website](#).)*

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## **Sylvia Grimwood**

We are very sorry to have to report the death, just after Christmas, of Sylvia Grimwood, who had been the chair of the Patient Participation Group for ten years. As well as her extensive contribution to the Falkland surgery, she was very involved locally with other organisations such as the Soroptimists and the local branch of Parkinson's UK. She will be very much missed.

## **Your GP Practice in Numbers**

Though we all make use of the surgery, how much do we really know about the GP practice that helps us?

The Falkland Surgery serves 14,000 patients from Newbury and the surrounding villages (compared to the national average of 8,000 per surgery). There are 9 doctors, some of whom are part-time. Five nurses and three midwives also care for patients at the surgery. The doctors are supported by a musculoskeletal practitioner - a specialist in muscular and joint problems and a Clinical Pharmacist supporting medication reviews. The medical team is supported by the management and administration team, overseen by the Practice Manager and Deputy Manager.

Phone lines can get very busy, particularly from 8am. Unless you need an on-the-day appointment, it's best to wait until after 10 to get in touch. At peak times there are 7 people answering your calls, in addition to online booking and consultation services and a front-desk appointment booking service from 10am.

Together, the team provides between 650 and 900 appointments per week. Requests for urgent on the day appointments are reviewed by the nominated triage doctor who makes approximately 100 phone calls a day to determine the best course of action for patients. It can be as many as 150 on a Monday morning! In treating patients, the practice issues 100,000 prescriptions per year - around 1900 per week.

## **National satisfaction with the health service**

The public continue to be happy with the quality of care they receive from the NHS but are increasingly dissatisfied with the ability of the service to cope because of its funding according to the official British Social Attitudes Survey 2017.

Satisfaction with the NHS as a whole has fallen to 57%, the lowest level since 2011. Satisfaction with GPs fell from 80% in 2009 to 65% in this survey, the lowest level since 1983. However, the proportion of voters who said they thought the Government gave the NHS too little money rose from 39% in 2015 to 51% last year.

According to the [BBC](#), people were generally happy with the quality of care and the attitudes and behaviour of NHS staff, but were unhappy about staff shortages, long waiting times, lack of funding and government reforms.

## **7 Day Opening / Enhanced access**

Falkland, like other practices, is extending its opening hours, in line with [Government requirements](#) to [NHS England](#) (despite some [criticism](#)). The ultimate aim is to have routine appointments in the evening (up to 8pm) and at weekends. The surgery currently offers appointments 8am to 6.30pm Monday to Friday, and on two Saturdays a month (though these are currently for those with long term conditions). It also offers early morning phone calls, 07:30-08:00 Monday to Thursday and early nurse appointments on Tuesdays.

NHS England has said that everyone should have 'extended access', in the evening and at weekends and on national holidays, by 1st October this year. It is most likely that in this area extended access will be made available by groups of GP practices working together.