

# POUND HOUSE NEWS

Spring 2016

Hello and welcome to this newly formatted and revitalised Pound House Newsletter. This Newsletter is produced jointly by the practice and the PPG (more about them on Page 4). Its aim is to keep you, the patient, updated on news and information on a variety of healthcare and associated issues. We will keep you informed of things that have happened in the recent past and things that are about to happen both within the practice and the wider health community.

We hope you will take time to read it and that you will find it both informative and interesting.

## PRACTICE UPDATE

The next few weeks will see some changes at the practice. Dr Bailey will no longer be working Tuesday and Wednesday afternoons and Dr Thakkar will not be working on a Friday due to his other healthcare commitments. In order to replace these sessions and to cover a few more we have a new GP, Dr. Holy who joined the practice on 11th April. A profile of Dr Holy can be found on Page 3.

The practice also has a new Phlebotomist, Emily Huff. Emily is a fully qualified phlebotomist and is currently a medical student at Reading University. Emily is a welcome addition to the practice and will be doing clinics at the Orchard most Tuesdays.

This month also sees the introduction of a new service—Live Well. This service is for patients with long term conditions who are finding it difficult to cope. Patients can be referred by the nurse of their GP and assessments to determine what support individuals would most benefit from will be carried out by Healthy Minds practitioner Adam Meakin. The clinic will run on Thursday morning at the Orchard.

The Thames Valley Aortic Aneurism Screening Programme will be offering their screening service to our patients once a quarter starting in May. The exact dates to be confirmed but eligible patients will be contacted directly by the service.

The practice would like to urge patients who receive a Bowel Cancer Screening pack through the post to use it. It may seem a little strange to be sending stool samples through the post but there is clear evidence that the screening programme works.

The Practice will be holding a talk in July at Bourne End Library specifically looking at the Prevention of Trips and Falls. It will be hosted by Dr. Thakkar.

See Page 3 and watch out for more information in June and July.

## Training Days

The surgery will be closed on the following dates in the afternoon for staff training

10th May 2016

16th June 2016

12th July 2016

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## DNA 's

No we are not talking Deoxyribonucleic Acid but simply

### DID NOT ATTEND

One of the biggest issues for the practice to resolve is that of appointments. The practice has around 7000 patients and on any given day there are always a number of appointments wasted by people who simply Did Not Attend.

In the 3 month period 1st January 2016 to 31st March 2016 the following appointments were lost

**Doctors 68 appointments      Nurses 96 appointments**

Based on an average of 10 minute appointments (some appointments are 20 mins) that equates to almost 28hours wasted. Help the Practice help you by having the courtesy to cancel if you no longer need your appointment.

## The Receptionist Says

### NO!

To get an appointment to see doctor or nurse, Is sometimes so difficult, you might find it a curse.

The receptionist says sorry, No, not today.

The first appointment we have is — two weeks away!

With a tug of your hair & an exasperated sigh!

You try to remain calm but the question is WHY?

So when you have an appointment **PLEASE** remember to go

And if you no longer need it – **let the surgery know**

**Or next time you'll know why the receptionist says No**

## FRIENDS & FAMILY

The Friends and Family test was introduced in 2013 to help service providers in the NHS including GP practices determine whether patients were happy with the service provided and/or where improvements maybe needed.

A regular feature of the Newsletter will be the results from the Friends and Family test in the previous quarter.

The form is totally anonymous and very quick and simple to complete.

Please complete the form next time you visit the surgery and pop the form in the box.

Picture of postbox to be inserted

# Dr. Kristian Holy



I was born and raised in the far flung reaches of West London, went to medical school in Birmingham and post graduate training in the West Midlands and I qualified as a GP in Feb 2007. Since then I have split my time between a locum and regular GP work. In addition I have also worked in a number of different environments, working in prisons and out of hours settings. Indeed, in addition to 2.5 days with yourselves, I also plan to continue working 1.5 days a week in HMP Huntercombe (a foreign national prison where I have been since 2013) and also continue in the OOH/MIU setting mainly at Wycombe Hospital. In truth I enjoy greatly the variety afforded by OOH and prisons, however do find regular GP work the most rewarding, enjoyable (and in truth also challenging) so the majority of my time is spent in "regular" General Practice with your-

On a more personal level I live in Bourne End with my partner and son, and relish the opportunity to be able to walk to work at The Orchard. While it would of course be setting an excellent example to also walk to Pound House, I reserve judgement on whether I will actually do this or not... perhaps cycling when the weather is good. Free time when not chasing after a 4 year old (which gobbles up a surprisingly large amount of it) revolves around playing tennis which I do as much as I can, as well as historically running which I hope to do more of again (I blame my son for the lack of this although this may be a slightly convenient excuse...). The chance to work where I live of course throws up challenges, however I am confident that it offers far more positives than negatives, and is something that excites me greatly. I am looking forward to meeting everyone in the near future."

## TRIPS AND FALLS

Anyone can have a fall, but older people are more vulnerable and likely to fall, especially if they have a long-term health condition.

Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls.

Most falls don't result in serious injury. However, there's always a risk that a fall could lead to broken bones, and it can cause the person to lose confidence, become withdrawn and feel as if they've lost their independence.

Healthcare professionals take falls in older people very seriously, because of the huge consequences they can have for the health and wellbeing of this group. As a result, there's a great deal of help and support available for older people.

Watch out for more information on Dr. Thakkar's talk in July



# WATCH THIS SPACE

## VACANCY

The PPG is in need of a Secretary to take and produce minutes from the meetings and to generally assist the Chairman.

It is an important but not an arduous role. The group meets once a month and you would need to be available to attend meetings.

If you feel you would like to be part of the PPG and could take on this role please contact Trevor on

**07708707265**

## Patient Participation Group

*Who are we?* We are a group of patients who come together to work with the practise. We are the patient's voice – YOUR voice. We have committed our time, voluntarily, to bridge the gap between you and your practise.

*Our purpose?* To provide a link between the practise and the patients. We aim to help patients understand the practise and how it works, and to provide a forum for discussion about possible changes within the practise. We will put forward ideas and suggestions and voice concerns. An example of this -- the PPG was instrumental in the surgery replacing the 0845 telephone number, after a number of patients expressed their concerns on the matter.

Since April 2015 there has been a requirement of all English practises to form a Patient Participation Group (PPG) as a link between patients, carers and the practise, giving them a voice in the decision making process over local NHS health and social care services. Pound House Surgery has had a PPG for a number of years, but we have recently undergone a massive transformation and now have more structure and focus.

If you have any ideas or suggestions, please let us know so that we can bring these issues to our meetings. Should you have any issues relating to your medical care these should be directed to the Practise Manager.

## WYE VALLEY VOLUNTEERS

*The Wye Valley Volunteers (incorporating Good Neighbours) offer excellent local services, briefly these are -*

*Driving – taking people to medical appointments. Telephone the office with the details and they arrange for a volunteer driver. There's a voluntary donation, direct to the driver, towards petrol e.g. £6 to Wycombe Hospital and back. The driver collects them, takes them to wherever, waits and takes them home again.*

*Home Visiting – could be described as befriending. Their co-ordinator matches up volunteer visitors to clients and they visit, or do shopping, walk dogs, play scrabble etc etc.*

*Monthly Luncheon Club – Bourne End area only. Minibus transport is available. Currently there are around 40 per lunch. Also weekly Coffee Mornings – Tuesday and Thursday mornings.*

*If this is of interest to you (or would like to help) please contact*

*<http://www.wyevalleyvolunteers.co.uk/>, telephone number 01628 521027*

## Useful No's

NHS Non Emergency number	111
Free from landlines and mobiles and available 24hrs a day 365 days a year	
Pound House Surgery	01628 530997
Health Visitors	01628 482788
District Nurses	01628 482292
Wycombe General Hospital	01494 526161
Wexham Park Hospital	01753 633000
Stoke Mandeville Hospital	01296 315000
Wooburn Green Pharmacy	01628521397
Lloyds Bourne End	01628 520144
Tesco Loudwater	0345 677 9351
Boots Flackwell Heath	01628521750

