



Spring 2011 Published for CMC by the Patient Participation Group (PPG)

SHOULD YOU PAY VAT?

Many people are unaware that some products that help to make life easier for those with chronic illnesses or disabilities can be supplied free of VAT.

You do not need to be registered disabled to qualify.

Generally the supplier is able to inform you which articles meet the criteria, but if in doubt there is an office you can ring for information

Telephone No. 0845 3020203

PRESCRIPTION REQUESTS

Can I order my medication over the phone?

In order to make our prescription service safer, since January 2010 the staff at Cookham Medical Centre have not be taking any requests for prescriptions over the telephone. All requests for prescriptions will need to be either by written request to the surgery or by using your repeat medication slip.

The reasons for this change are as follows:

The most important reason is that it is **safer**. Some telephone messages to the surgery are not clear and can involve a great deal of time and effort in checking and chasing up correct drug details and the correct dosages.

This system will reduce the number of phone calls to the surgery. It will be easier for patients phoning for appointments, advice or in urgent need of help to get through.

YOUR HEALTH WILL NOT BE PUT AT RISK

Your health is our top priority. All we are asking from you is that you think a little further ahead when ordering your medication to avoid running out and having to make requests for urgent medication.

If you have forgotten to order your prescription on time you will not be left without treatment:

- If you are unwell you can make an appointment to see a doctor at the surgery or to ask for a telephone consultation, or when the surgery is closed, contact the out of hours service.
- If you have recently been to a hospital appointment and your medication has been changed, the hospital doctors should issue you with a prescription for an initial course of the new drug.

All that we are asking is that you think ahead a little and help us to provide a safer and more accessible service for you all.

THANK YOU!

We are grateful that this issue of the Newsletter has been sponsored by a local organisation.

If you would like to sponsor a future issue, please contact our fund raiser Alison Standen on 01628 527332 or 07796 375958

Last Minute Reminder

The Health Evening
Bones and Groans
is at 8 p.m on Wednesday
March 9th In Pinder Hall
All are welcome



Cookham Voluntary Service

Cookham Voluntary Service (C.V.S.) is designed to provide help for residents of the Cookhams and those registered with Cookham Medical Centre who may live elsewhere.

It is an independent organisation run entirely by a small group of volunteers and financed by voluntary contributions. From these contributions our volunteer drivers receive travel expenses which are paid monthly directly to the drivers from the C.V.S. Office.

The Service is mainly engaged in providing transport to hospitals, doctors' and dentists' surgeries and other clinics etc. concerned with health, for people for whom transport cannot be officially provided and who have no other means of getting to them.

The C.V.S. office is situated in Elizabeth House Day Centre, although it is independent from the centre. Office Hours are from 10.00 a.m. until 12.30 p.m. Monday to Friday.

An Answering Machine outside of these hours records messages and is attended to as soon as possible. Cookham Medical Centre also holds a list of drivers available for emergencies only for out of hours use.

C.V.S Telephone number is 01628 523839.

We always welcome new volunteer drivers- at times suitable for them.
Please contact us if you are interested.

Editor's Note:

CVS is represented on the PPG. We would encourage you to support them if you can.

Your Newsletter

The PPG publishes this newsletter about four times each year. We would like to hear from you to know if you enjoy reading what is published or to suggest articles or information that you would like to see included.

We review the newsletters produced by other Patient Groups. These are available on the website of the National Association for Patient Participation (N.A.P.P.) at www.napp.org.uk

Articles included elsewhere include:

- A medical theme or topical subject in each issue.
- Photos of new staff.
- Interesting practice statistics (e.g. 129 patients over 90; oldest patient is 102). *Can Cookham top that?*
- Care available outside the practice.
- Chlamydia and other screening.
- Travel vaccination updates.
- Article about F2* doctor every time there is a change.
- Minor ailments articles (downloaded from the NHS Choices website).

If you would find these topics interesting, or have other suggestions for how we can improve your newsletter, please put a comment in the comments box!

Cancer Awareness

The two most prevalent cancers in the Thames Valley are Lung Cancer and Bowel Cancer. The sooner they are identified, the better the outcome will be. Thames Valley Cancer Network is running a campaign from 7th March to 14th April to raise awareness of symptoms. Details of local events will be displayed on the notice board when they are known.

Staff changes

Dr Vinay Uppal will leave in April, having completed his four month assignment.

A new ST2 GP registrar, Qusai Arsiwala, will join the practice when Dr Uppal leaves.

*See the previous newsletter (available on the website) to discover what ST2 means!

Putting names to faces

The information board, showing photos, is nearing completion and will be displayed in the lobby when the last reluctant stars have been caught on camera!



YOUR COMMENTS

I have never been seen at the appointed time

GP response:

Some practices keep strictly to time at the expense of thoroughness. Cookham Medical Centre has chosen to give patients the time that they need. Appointments in Cookham are 3 minutes longer than national guidelines. In spite of this, doctors will sometimes need longer with a patient to resolve their problem. This is appreciated by many patients who stated “my doctor is very good at giving me time and listening” in the practice questionnaire. The work of the doctor can be interrupted by emergencies and discussion with nurses or consultants. The idea of leaving spaces in the appointment list to allow doctors to “catch up” has been considered and rejected as it would reduce the number of appointments available. If patients are aware that they will need more than ten minutes with the doctor, they have the option to book a double appointment.

Sometimes they do not realize that this is necessary until the consultation has started.

PPG response:

Clearly there is no perfect answer, but we feel that the practice has the balance about right. While it can be frustrating to have to wait, there is always the thought that next time it might be you who needs extra attention.

I attended outpatients, where I had a blood test outside the practice. Am I supposed to phone for results, or assume they were OK if I don't hear?

GP response:

The onus is on the patient either to phone for the results, or to make an appointment with a GP to discuss the results. If the results are not back, the GP will then chase them up. Results always go back to **the clinician who ordered the test**. Sometimes the GP is unaware that the test has even been ordered.

Your ideas are important!

You may have seen notices about an amnesty encouraging anyone with medical aids (crutches, walking frames etc,) that are no longer needed, to return them, so that they can be re-used. This idea came from a Cookham Patient and was relayed to the Chairman of the Primary Care Trust at a meeting of the PCT Health Panel. The initiative started within four weeks.

Friends of Cookham Surgery – Stay in Touch

We are pleased to report that more of you have joined our e-mail list and are now receiving newsletters and other information direct. As a result we have been able to reduce the number of printed newsletters needed, reducing our costs. We hope that more of you will join our mailing group. To encourage you to join, for a trial period, invitation slips will be given out with the disks when you arrive at reception. Please complete the slip and drop it in the comments box. (You should receive no more than 6 emails per year)

If you will not be visiting the surgery soon and would like to join the mailing list, please e-mail our secretary chris.oxtooby@btinternet.com

(You can unsubscribe at any time by advising the same e-mail address.)

Proposed changes to Public Health

The Public Health White Paper "Healthy Lives, Healthy People" was published in November 2010 and is currently out for consultation until 8 March 2011.

The Paper sets out the Government's long term vision for the future of public health in England, and proposes that NHS responsibilities for public health are fully transferred to local authorities.

The consultation is also seeking views on the kind of public health activity that should be funded and greater involvement of voluntary organisations and local communities.

Most areas are establishing local groups that are addressing public health transition and PCT directors of public health and their core teams will begin to move into local authorities during this year.

As part of their proposed new responsibilities, local authorities will also be required to set up Health and Well Being Boards. Buckinghamshire and Oxfordshire will be early implementers, with Southampton making good progress.

John Newton, Regional Director of Public Health, said: "I am already seeing a new enthusiasm and level of involvement from a wide range of individuals and organisations as a result of the proposed changes for public health.

"We should of course recognise the constraints of a difficult economic climate and the challenge of a fundamental change to the structures involved, but these are both medium term constraints and we should strive to take the long view in public health."

Healthy lives, healthy people: consultation on the funding and commissioning routes for public health

This consultation explores the proposed funding and commissioning routes for Public Health England, including the ring-fenced budget provided to local authorities. The consultation closes on 31 March 2011, after which a summary of responses received will be published.

You can contribute to the consultation by providing written comments, using the template on page 37 of the document Healthy Lives, Healthy People on the website www.dh.gov.uk
By email: publichealthengland@dh.gsi.gov.uk

Online: <http://consultations.dh.gov.uk/healthy-people/funding-and-commissioning>
By post: Public Health Consultation
Department of Health, Room G16
Wellington House
133-155 Waterloo Road
London SE1 8UG

PPG committee

Brian Schirn *	Chairman
Chris Oxtoby *	Hon Secretary
Roger Battye *	Hon Treasurer
Pat Cronshaw	(MS representative)
Julia Mercer	(Elizabeth House rep.)
Alison Standen	(CVS representative)
Joyce Sayer	(WI representative)
Mary-Lou Kellaway	(Parish Council rep.)
Rose Coop *	
Sally Somerville *	Elected member *

Cookham Medical Centre Lower Road Cookham, Berkshire SL6 9HX

The Aims of the Patient Participation Group are included in the Constitution, which is available on request.

Any matter raised with a member of the PPG is treated with complete confidentiality

Health Centre Doctors

Dr Azmy Birdi
Dr Mike Sealy

Dr Peter Roberts
Dr Susie Hayter

Dr Cathie Scothorne

Dr Emma Bradbury (Locum)

Dr Ravi Bansal (Registrar)

Dr Dr Vinay Uppal (ST2 Doctor)

Practice Manager: Ruth Franklin

Appointments 01628 810242

Visits and Advice 01628 524646

Fax number 01628 810201

We welcome contributions from readers, but reserve the right to select articles for publication.

For PPG matters contact

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