



Cookham Medical Centre

News

Summer 2010 Published for CMC by the Patient Participation Group (PPG)

Private Health Screening Tests

A number of patients will have received leaflets through the letterbox advertising private screening test programmes for a fee. Some of these tests are not routinely available on the NHS for screening purposes and are not generally recommended for population based screening. They can however provide reassurance for those at higher risk of certain diseases.

Assessment of risk factors, general physical examination and blood testing, when appropriate, is available at the Cookham Medical Centre in an appointment with a doctor or nurse.

We would certainly recommend that you take part in the free NHS screening programmes (e.g breast, cervical, colon cancer), when invited.

Dr John Southgate to Retire

After more than 30 years at Cookham Medical Centre, Dr John Southgate, the senior partner, is set to retire at the end of August 2010.

John went up to Oxford in 1967 to read psychology and physiology. He took up Medicine in 1970 so that he could become a psychiatrist. However the attractions of general practice lured him to the Medical Centre where he started on the first of July 1977. This has satisfied his ambitions in both specialities.

After 33 happy years living and working in Cookham he is swapping his stethoscope for binoculars walking boots and some textbooks on philosophy geology and quantum physics, and returning to study in Oxford.

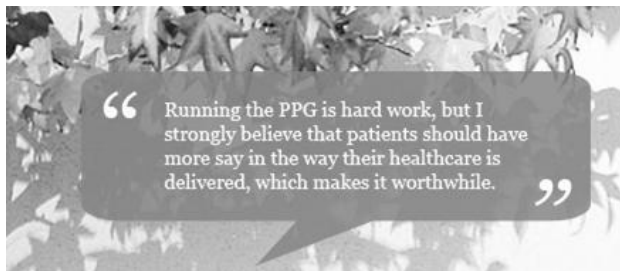
John's patients are welcome to nominate another GP, and since Cookham Medical Centre offers a group patient list, rather than being allocated to a specific doctor, there is no need to worry about who to see.

Anyone wishing to say farewell to John can do so at a drop in party, being held on Saturday 21 August between 12 - 3pm, at Cookham Medical Centre.

There is a book at reception in the Medical Centre for any patients wishing to record a personal message to John. We all wish him a very happy retirement, and hope to see him from time to time at the PPG Health Information evenings.



Proud to Have a PPG!



A sticker will be displayed from today, showing that Cookham Medical Centre is 'Proud to have a PPG'. The Growing Patient Participation campaign is a joint initiative run by the National Association for Patient Participation, Royal College of General Practitioners, British Medical Association and NHS Alliance. Their aim is to see more Patient Participation Groups (PPGs) set up across the country, and to strengthen existing PPGs.

Cookham PPG works with the practice to help all patients to take responsibility for their own health, that of their family and the health of the wider community.

We provide information via Health Evenings, leaflets, a quarterly newsletter and maintain the cookhamdoctor.co.uk website. We provide links to self-help groups, supporting the local community where possible.

However, we also play an important part in monitoring services (We are involved in the official NHS surveys on how well medical services are meeting your needs). We monitor plans of the primary care trust and hospital trusts and raise matters seen as important to Cookham patients. All this, as well as supporting the Medical Centre (ranging from practical tasks around the centre to lobbying in support of medical initiatives).

We are pleased to report that Cookham PPG has recently been awarded £500 from N.A.P.P.'s 'Making a Difference' campaign, to enable us to continue to provide Health Information Evenings.

Comments Received

In the Spring, the PPG, in conjunction with the Cookham Medical Centre, launched a new Comments Form to encourage patients to give feedback and suggestions regarding the service they receive at the Medical Centre.

To date, only one comment has been received, which said that 'reception staff were very friendly and helpful'.

Please keep comments coming in. The PPG reviews all comments, and will report back to the patients.

Staff News

Dr Emma Bradbury will return as a locum for 6 months, in September, when Dr John Southgate retires.

In August, the first of 3 ST2 doctors will start (staying for 4 months each through the year).

We are pleased to announce that Dr Ravi Bansal, will remain at Cookham Medical Centre for a further year, as an ST3.

Growing PPGs Campaign

Cookham PPG is supporting the National Association of Patient Participation Groups in its current campaign to encourage the development of Patient Participation Groups in practices across the country.

We are keen to encourage other patients in other practices in the Maidenhead area to liaise with their surgeries in the implementation of Patient Participation Groups and Cookham PPG will provide advice and assistance to any who wish to start a Group.

If you have friends or relatives in the Maidenhead area who you think may be interested please contact either Roger Battye (01628 523890), or Brian Schirn (01628 521809) for further advice and assistance.

Triage for Emergency Appointment calls

Following a period during the snowy winter weather, GPs phoned patients to save them braving the snow. It was agreed to trial triaging emergency calls further. Since then, all requests for emergency appointments have been screened.

When a patient rings (usually around 8.30), their phone number is taken and the duty doctor calls back (around 10am onwards). They may invite the patient into the Medical Centre at 11.30 onwards, give advice, arrange a visit, or make a routine appointment.

This has proved very successful and patients have found this service to be very useful.



The number of patients not actually needing an emergency appointment is reducing.

However, on occasion, patients are not in when they call, and this is costing time and money.

Patients will be asked for a land-line and to remain by the phone.

Failed home visits can also be very frustrating for our GPs, when the patient has popped out to have their hair done!

A Real Complaint, or just Belly Aching (A Health Information evening on Colonic Conditions and Irritable Bowel Syndrome)



The PPG held another very successful health evening on Wed 28th July 2010. Many thanks to all those who came, making it a lively and fun evening for all.

Speakers were:

Dr Sue Cullen, Consultant

Gastroenterologist, Wycombe hospital

Lorraine Knibbs, Dietitian

Dr Azmy Birdi Cookham Medical Centre

Up to 1 in 5 people in the UK develop IBS at some stage in their life, and can affect anyone at any age. It can be an extremely debilitating condition. Dr Sue Cullen explained the process of diagnosis, and treatment with a very interesting talk, and with great humour. Lorraine Knibbs explained what dietary changes you could make to help reduce your symptoms, and the importance of healthy eating.

We hope to publish a short summary of this evening soon, which will be available from the Medical Centre or on the website www.cookhamdoctor.co.uk

Friends of Cookham Surgery – Stay in Touch

We would be delighted if you would join our mailing group, 'Friends of Cookham Surgery'. We can then email you newsletters, as they are produced, (which vastly reduces the cost of distribution and our carbon footprint). In addition, you will receive details of Public Health Education Evenings, organised by the PPG, and information about medical services and any changes and news at the Medical Centre. (You should receive no more than 6 emails per year)

To join the mailing list, please e-mail our secretary chris.oxtooby@btinternet.com or ask for a form at the reception desk.

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

The NHS White Paper

As expected, the new government has proposed changes to how the NHS is run. The over-riding concept of a service “free at the point of use and based on need” will be maintained.

Direction of the NHS by government will be reduced. Citizens will have more say in how the NHS is run. Clinicians will have greater involvement in decision making. However, much of what the (soon to be abolished) organisations have done will still need to happen. Details of how all this is likely to affect the patients of Cookham is being analysed. We hope to provide a clearer picture in a subsequent newsletter.

More information can be found on the Government website:

<http://www.dh.gov.uk/en/Healthcare/LibratingtheNHS/index.htm>

The link “Improving your NHS: what you can expect” will give you an overview.

Who should I call?

An ongoing worry for Patients seems to be which telephone number to call at the surgery. So here is a more specific guide:

Appointments:	01628 810242
Visits:	01628 524646
Emergency Appointments:	01628 524646
Blood Test Results:	01628 810242
X-ray results:	01628 810242
Repeat Prescriptions (housebound only):	01628 524646
To speak to a Doctor:	01628 524646
Health Visitor:	01628 522325
District Nurse:	01628 526730
Fax No:	01628 810201

In summary:

<u>Very urgent calls</u>	01628 524646
All other enquiries,	01628 810242

If there is a delay on the appointments line, please be patient, staff may be busy on an emergency call.

Patient Leaflets

As explained in the last newsletter, the patient library has been drastically reduced, since many of the books were becoming clinically out of date.

Instead, a range of popular medical leaflets can now be found in the waiting room, on the PPG bookshelf. Please feel free to browse and take these leaflets, there is a good selection of subjects.

A further extensive range of leaflets can still to be found in the corridor on the way to the Doctors’ consulting rooms.

Also, remember, that you may be directed by your GP to websites, a useful recommended one being:

www.patient.co.uk

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 Peter Roberts

Dr Mike Sealy Dr Susie Hayter

Dr Cathie Scothorne

Dr Emma Bradbury (Locum)

Dr Ravi Bansal (Registrar)

Dr Ibrahim Alisa (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
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