



Cookham Medical Centre News

Winter 2012

Published for CMC by the Patient Participation Group (PPG)

Booking an Appointment at Cookham Medical Centre

If you would like to see a Doctor or Nurse, and your problem is not urgent, you can book an appointment by calling our appointment line on 01628 810242.

Our appointment lines are especially busy first thing in the morning so we ask all patients to bear this in mind and try to call at another time if possible.

Appointments can be booked up to 4 weeks in advance for both Doctors and Nurses.

We do not hold back routine appointments for booking on the same day

URGENT APPOINTMENTS

For urgent problems please call the surgery as soon as possible. Our lines are open from 8.30 am – 6.30pm every working day (outside these times the surgery calls are diverted to our out of hours provider which is manned by local GPs)

When you call the surgery, for an urgent appointment, a receptionist will normally ask the nature of the problem for which you wish to see the Doctor. This is important in assessing the level of priority of your call in relation to others and helps us ensure that the most appropriate person deals with your problem.

If you wish to be seen as an **on the day urgent appointment** you will be called back by our duty Doctor to discuss the problem in depth and agree a course of action. Many problems can be dealt with over the telephone, but if necessary, you will be offered an appointment. If the problem is a continuing one, every effort will be made to arrange an appointment with your usual Doctor if they are available.

Appointment Tips

Appointments are timed at 10 minute intervals. In order to make use of the time available when you see the Doctor, please try to be clear about what it is you are concerned about and what you are expecting from the appointment.

Please tell the Doctor at the beginning of the appointment if you have more than one problem you wish to discuss. It may not always be possible for all of

your problems to be dealt with in one appointment and the Doctor may ask you to return on another occasion.

How much do you value your appointment?

In the first week of October, Cookham Medical Centre offered 855 appointments with Doctors & Nurses. There were also 359 patient contacts by telephone with the Doctors and Nurses. Patients failed to attend 57 appointments without giving a reason. This is over 9 hours of appointments wasted and 6.7% of all appointments offered.

Christmas opening times

Day	Cookham Medical Centre	Cookham Pharmacy
Fri Dec 21	Open as usual	Open as usual
Sat Dec 22	Closed	9 am to 5 pm
Sun Dec 23	Closed	Closed
Mon Dec 24	Closing at 1 pm	8.45 am to 6.15 pm
Tues Dec 25	Closed	Closed
Wed Dec 26	Closed	Closed
Thurs Dec 27	Open as usual	8.45 am to 6.15 pm
Fri Dec 28	Open as usual	8.45 am to 6.15 pm
Sat Dec 29	Closed	9 am to 1 pm
Sun Dec 30	Closed	Closed
Mon Dec 31	Closing at 1 pm	8.45 am to 6.15 pm
Tues Jan 1	Closed	Closed
Tues Jan 2 on	Open as usual	Open as usual

In an emergency, when the medical centre is closed:
Telephone 01628 524646 (Out of hours service)
Or NHS Direct 0845 46 47

A list of Pharmacies open on Christmas Day will be displayed outside Cookham Pharmacy.

Repeat Prescriptions

To be sure of getting repeat prescriptions processed in time for Christmas, please get them to the Medical Centre no later than Wednesday December 19th.

The Future of the NHS Health Information Evening 7th November

Led by Dr Peter Roberts and Dr Adrian Hayter

What is a Clinical Commissioning Group (CCG)?

A practice member-based and clinically led NHS commissioning organisation. It is formed as part of NHS Health and Social Care Act and is tasked to commission health services that meet the needs of local people

A CCG is not responsible for commissioning its own services and certain very specialised services. These are the responsibility of the National Commissioning Board.

In order to manage this extra commitment, GPs are being supported in their development and Clinical Leadership. Certain roles have to pass a National assessment process.

Practices who take up commissioning responsibilities are supported to backfill for extra clinical time to support the GPs and Nurses who spend the time commissioning.

Commissioning is spending taxpayers money to improve services continuously and to deliver best quality and outcomes for patients that meet their health needs within the available resources.

It is different because it is clinically led by the twenty GP practices within Windsor Ascot and Maidenhead.

Benefits are that member practices are in daily contact with patients, are part of the community and have real knowledge of the local needs.

The CCG will be led by a Board comprising 5 GPs, 1 Practice Manager, 2 Lay Members, 1 secondary Care Consultant, 1 local nurse, 1 Nurse Governor and 1 Local Authority representative.

The Chair and Vice Chair will be clinicians, not administrators. Ten major areas of healthcare will be addressed by clinician led teams.

Our population (150,000) is insufficient to cover the risk of some rare, high cost treatments. To spread the risk appropriately, the CCG is federated with neighbouring CCGs for these conditions.

In order to deliver sustainable excellence in healthcare we will work in partnership with our local community. Plans will be based on the Joint Strategic Needs Assessment (JSNA) and be influenced by the local Health and Wellbeing Strategy, developed with public input.

WAM CCG aims to improve our patients' use and experience of health services by

- Educating our patients to make healthy choices and to understand and take control of their own illness
- Listening and using patient experience and feedback to improve care locally

- Communicating using clear and consistent messages about our services.

We intend to improve the quality of services in all general practices by

- Supporting every practice to deliver consistently the best quality primary care
- Delivering best practice and innovation
- Using real experiences of patients to improve services continuously

We will deliver a comprehensive range of high quality community services by:

- Supporting more patients within the community, targeting services to keep patients well and at home
- Delivering best practice and innovation
- Delivering real integration between health and care services

We will ensure a viable range of local hospital services by:

- working with hospital doctors to deliver the best range of hospital services
- Supporting best practice and innovation
- Focussing on quality of care

We will ensure a financially stable health economy by identifying and eliminating wasteful activity

Our priorities are:

- Community hospital development making best use of St Marks and King Edward Hospitals
- Managing variation between practices and providers
- To work with the voluntary sector and other CCGs
- Involving patients in clinical decision making
- Working closely with RBWM to developing joint Health and Social Care plans .

Who are we working with?

- Patient Groups (PPGs) • LINK (until April)
- Healthwatch (after April) • Communities
- Patients and carers • The voluntary sector
- RBWM Council Health and Wellbeing Board
- Patients/ carers on pathway groups e.g. out of hospital work • Providers of Services • Local hospitals • Community care • Independent providers • The National Commissioning Board
- The Department of Health

The CCG will take responsibility for your health services from April 2013.

Shortly after the Health Evening, the CCG inspection took place. The new organisation was approved with only eight items requiring action. One of the inspectors remarked that WAM CCG was the best prepared group that he had seen in six inspections. Congratulations to the CCG team led by Dr Hayter and including Dr Roberts.



YOUR COMMENTS

Congratulations to the receptionists who coped with patients with “charm and helpfulness” on a particularly busy day.

Practice response:
We are pleased to have positive comments about staff. Your comment has been passed on to those on duty that day.
PPG response:
Thank you for taking the time to record your comment.

I am not happy with the patient call system

Practice response:
We are aware that some people preferred the buzzer and light system. That system was so old that we could not find anyone to repair or upgrade it. The new system will enable us to give other information for patients. This will be happen as soon as we have someone with the IT skills and time to do it.
PPG response:
While we sympathise with those of you who have made this comment, we believe that there is no practical alternative. We will continue to encourage the practice to make best use of the new board.
This topic is now closed!

I am concerned that the new check in system is a way for germs to be spread.

Practice response:
There is a sanitizer on the front desk which can be used by anyone who is at all concerned.

A Care and Basic First Aid evening would be useful

PPG response:
We have run these in the past and they were well received. We will see what we can do.

I saw Dr Emma Bradbury and thank her for improving my and my husband’s life.

Practice response:
Your kind comment has been passed on to Emma

Friends of Cookham Surgery – Stay in Touch

The number of you who have joined the e-mail list continues to grow. We will continue to make application forms available in the waiting room and have included a tear-off strip below.
WHY NOT ACT NOW - IT COSTS NOTHING!
Please drop the completed form in the Comments box. As well as receiving occasional information, you will be helping the practice to demonstrate that it is working actively to communicate with patients. This is a requirement for the practice to qualify for additional funding. Communications are about six times 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.)
A lot of useful information including times when the Medical Centre is closed for staff training can be found on the website at www.cookhamdoctor.co.uk

BE IN IT TO WIN IT!
To encourage you to join the Friends of Cookham Surgery, the PPG is offering a prize every quarter, to someone picked at random from our mailing list. The winner in November was Alan Reeve. It was necessary to repeat the draw as the person initially picked could not be traced. **Please make sure your e-mail address is up-to-date!**



Please include me in the “Friends of Cookham Surgery”.
E-mail address _____
Please supply me with **A.** Cookham information **B.** A plus local NHS information **C.** B plus national NHS information
Please tear off this strip and place it in the Comments Box

Urgent Care Centre or A&E?

Whether to go to Maidenhead Urgent Care Centre or an Accident and Emergency Department is not always clear.

Minor ailments and illnesses can usually be treated more quickly at the Urgent Care Centre at St Mark's Hospital.

These include:

- Back pain
- Croup
- Eye problems
- Fever
- Foot and hand injuries including fractures and dislocations
- Head injuries (where there is no loss of consciousness).
Patients on Warfarin or who are aged 65 or over should go straight to A & E.
- Minor allergic reactions
- Minor burns and scalds
- Minor cuts and bruises
- Minor nose bleeds and facial injuries
- Panic attacks
- Rashes
- Respiratory difficulties
- Strains and sprains
- Viral illness

There is weekday service for minor fractures for patients over the age of two.

Opening Hours

Monday to Friday: 8.30 a.m. to 5p.m.

Weekends and Bank Holidays: 9 am to 1 pm

Maidenhead Urgent Care will NOT be able to treat you

- If a chest x-ray is needed
- If you were injured more than 48 hours earlier.

Ring telephone no. **03000 24 2000** if you are uncertain where to go. It is always best to ring first before you go unless you are clearly in one of the categories listed.

The future of the Urgent Care Centre is secured for at least the next three years.

A new contract will start in April. All existing services will be retained and additional services are being considered.

Message in a bottle

The container should be kept in the fridge and the Green Cross label displayed in a prominent position (e.g. on your telephone).

This is so that Doctors, Paramedics etc. Can know exactly where to look and have access to valuable information.

The containers are free of charge and are available at Cookham Pharmacy. I am sure that staff there will explain how to use it. In my opinion, they are a valuable source of information, particularly in the case of people living alone. It should contain:

- List of next of kin and telephone numbers
- Your Doctors name and number /Continued

- All relevant medical history
- A list of your medications
(a copy of your repeat prescription is ideal)

REMEMBER TO KEEP THE INFORMATION UP-TO-DATE!

Rose Coop (PPG Member)

Welcome back!

We are happy to announce that Dr Azmy Birdi is now recovered from her recent illness and is back at work.

PPG committee

Brian Schirn *	Chairman
Chris Oxtoby *	Hon Secretary
Roger Battye *	Hon Treasurer
Rose Coop *	
Doreen Compton	(Crossroads rep)
Pat Cronshaw	(MS representative)
Mary-Lou Kellaway	(Parish Council rep.)
Julia Mercer	(Elizabeth House rep.)
Joyce Sayer	(WI and CVS representative)
Sally Somerville *	
	Elected member *
	Co-opted 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
Dr Shiraz Dean (ST3 Registrar)
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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