

Buckden & Little Paxton Surgeries Newsletter



December 2016



All of the Doctors and Staff at Buckden and Little Paxton Surgeries would like to take this opportunity to wish all our patients a Merry Christmas and a Happy, Healthy New Year.

The "COMINGS"

FIONA DIGBY

RECEPTIONIST



We welcome Fiona to the reception team.

"Hi my name is Fiona, I am the new receptionist at Buckden and Little Paxton. I live with my children Brynmor and Poppy, two dogs and a cat. I am looking forward to a new chapter in my life and thank everyone for their warm welcome. Outside of work I enjoy rugby, football (particularly Chelsea!!!) and cricket."

Welcome, Fiona

DR EDDIE WONG

FY2



We would like to welcome Dr Wong who is an FY2.

"My name is Eddie, the new junior doctor for the next four months. For the past year, I have been rotating through various specialties in Hinchingbrooke Hospital and am now excited to start working in your practice and to meet the community. I hope to eventually become an anaesthetics and intensive care doctor. Outside of medicine, I am a classically trained singer and an aspiring cook. I look forward to meeting many of you during my time here and would like to wish you all a Merry Christmas in this newsletter."

Welcome, Eddie

DISPENSARY



A reminder about repeat prescriptions.

REPEAT PRESCRIPTIONS

Please remember when you place a repeat request we need

2 clear working days

Before you call to collect your prescription

This also applies to medication requests from hospital consultants, etc.

The Dispensary is open as follows:

8.00 am-6.00 pm Monday, Tuesday, Wednesday

8.00 am-1.00 pm Thursday

8.00 am- 5.00 pm Friday

DISPENSARY



We receive many happy compliments about the service we are able to provide to patients using our Dispensary. Many will be aware that we are unable to dispense to patients who live within 1 mile of a pharmacy and so this precludes those who live in Buckden village itself. There are some unique differences between ourselves and a chemist/pharmacist which we thought we would share with you to help better communicate the services we are able to offer.

The Dispensary is run by Jayne Charles (Head Dispenser) and three Dispensers. Jayne is a

trained Dispensing Technician and her team are all trained to NVQ Level 2 standard with regular updates and competencies that they must undertake.

Dispensers are unable to sanction medication that is not 'repeat' (regular medication), or is overdue a medication review. They are bound by strict rules which mean they must seek the advice of a GP before such medication can be dispensed. This is why it is so important to ensure you attend your medication reviews (date printed on your repeat med slip).

Dispensers cannot alter amounts, strengths or brands without consulting a GP.

Because GP consultation is necessary, we ask all patients to give us a full 48 working hours to ensure medication or your prescription is available.

The Dispensary team at Buckden deals with all repeat medication requests whether dispensing or non-dispensing for both of our surgeries.

Our Dispensary team print 7500 to 8000 prescriptions on average monthly.

The Dispensary doesn't close for lunch.

STAFF MEMBER OF THE YEAR 2016



Vicky Fowlds – Practice Nurse

Vicky is a relatively new member of the practice team and came to the surgery with limited practice nurse experience. With her enthusiasm, willingness to learn new skills and take on additional responsibility, she has rapidly become a valuable and highly respected member of the team.

Hazel Evans – Health Care Assistant

Hazel is a longstanding member of the practice and is team leader for the Health Care Assistants (HCA). Hazel has a caring nature, communicates well with all members of the practice team and works tirelessly in her role. She is always willing to learn new skills which is incredibly useful given the ever changing world of the HCA.

Claire Thompson – IT Lead

Claire has a multi-faceted role within Buckden & Little Paxton Surgeries and is well respected by all her colleagues. Claire has a vast knowledge of the computer system at the practice, is always eager

to help out and has a friendly manner with colleagues. Her organisational skills enable the practice to participate in a host of research projects.

LITTLE PAXTON SURGERY – 10 YEAR ANNIVERSARY



A message from Flora Sheringham- Chair of Buckden and Little Paxton Surgeries Patients' Association:

The BLPSPA hosted a 10th anniversary celebration in the custom-built surgery at Little Paxton on 1st December. Around 40 people including residents of the village, the Partners, Practice Manager, staff and many residents who had been part of the Save our Surgery effort 10 years ago attended and enjoyed light refreshments and a celebration cake. Thanks to all of you who managed to attend. Jean Matheson had brought in photos of the building as it went up and the room buzzed with reminiscences. It was good to meet and share in the community. We also had a press photographer, so look out for photo/report soon. Special thanks to Jean Matheson - we couldn't have done it without you, and to Judy Mayes and Millie Small on the teas. Hope to see you on the 6th Dec at LP for our next meeting - 7p.m



CHRISTMAS RAFFLE



There is still time to buy raffle tickets. They are £1 per strip. Donations would be gratefully received for our raffle tables (please ensure perishables are in date and prizes are of good quality), and half of all proceeds will go to our Patient Equipment Fund and the other half to the charity Magpas. We will be drawing it on Friday 16th December so please remember to come into Buckden surgery to check the board for your numbers or if you bought tickets from Little Paxton Surgery, then we will call you if you have won.

Special thanks in particular to businesses in Buckden who have donated:

Que Sera

Days the Butchers

Susan Peter's Accessories

The George Hotel

Elouise Lingerie

A big thank you to everybody who has already donated some great gifts for the tables at both surgeries!

FLU DAY



Flu day was very successful this year. We managed to jab more patients than last year. The total so far is 1947.

If you are eligible for a flu vaccination or/and Shingles vaccination and have not yet had your jab, please book an appointment at reception.

Next year please take into consideration that adding important flu details to your medical records when you visit the surgery for your jab is safe and much less burdensome for our administration team than if you receive your jab elsewhere. **Please support your local surgery.**

COUCH TO 5K



If anyone is interested in trying the Couch to 5K then please book an appointment with Dr Irwin to discuss.



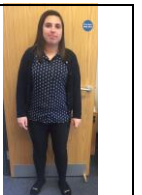
STAFF CONGRATULATIONS



Big congratulations to Ros our healthcare assistant who won a bowls competition.

Ros says: "In my first season of Lawn Green Bowls I went on to win an in house competition at Potton Bowls Club. It was a competition that I hadn't even entered - I had just turned up to watch as my husband was playing that afternoon! Due to someone not turning up I was asked to step in at the last minute to make up the numbers. I had my woods and shoes in the car so I agreed to play. I felt I had no chance of getting through the first round as I was up against some of the top bowlers in the club. I played 5 rounds throughout the afternoon. I had the last wood to bowl, at this time it was 3 woods against me. I bowled the last wood and came nearest the jack. Superlative skill or beginner's luck? You decide! Either way, competition won!"

STAFF CONGRATULATIONS



Congratulations also go to Chloe our Administration Assistant who has just completed and passed her AAT Accountancy Level 2 qualification. The partners have supported Chloe from the beginning by paying for half of the course. "I am delighted the partners have given me the opportunity to keep learning and I look forward to incorporating my new knowledge into my work at the surgery. I really appreciate the investment and opportunity to increase my skills."

BANK HOLIDAYS AND CLOSURE AFTERNOON



Please be reminded that the surgery is closed for all public bank holidays including Monday 26th December, Tuesday 27th December and Monday 2nd January.

Emergency on-the-day appointments will be available at both surgeries the morning following a bank holiday. Please call reception to book.

If an urgent appointment is required, please either ring 111 or the usual surgery telephone number which will direct you to out-of-hours. Please do not hesitate to ring 999 if you feel it is life threatening.

You can always book appointments online. Please ask at reception for further details of log-ins.

PATIENTS' ASSOCIATION



Welcome to the Buckden and Little Paxton Patient Association.

On Friday 9th December we will host our **Christmas Coffee Morning** at the Buckden Methodist Hall, 10.30a.m.-12noon. This FREE event is for everyone. We hope to see many old friends and welcome some new ones of all ages as well. Look out for our new banner! *This event is generously sponsored by the Community Champions at Tesco, St Neots.*

We do need to continue to have support from the community to provide the services that you have come to expect. Among these is the **Voluntary Car Scheme** which provides transport for patients who need it to keep appointments at the surgery. The demand is high and we need more drivers so if you would like to help, can spare an hour occasionally and have a car, do get in touch. Pam Dodman is the coordinator and will tell you more. Contact her on 01480 812880 pam.dodman@buckdencambs.co.uk

Look out for the dates and details of '**Healthy Living**' events which the BLPSPA will hold later in the New Year. These will be held at Buckden School. If you have ideas for topics which could be of interest, please do contact me
Chair: Flora Sheringham 811189
f.sheringham@btinternet.

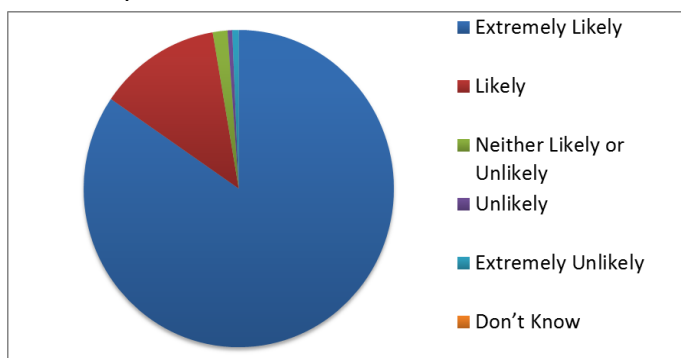
We need your involvement, with feedback on issues or with more active involvement, to act effectively as your representatives with the medical staff on non-clinical issues.

In the meantime, looking forward to seeing you at the Coffee Morning on Friday 9 December 10.30 a.m- 12 noon.

FRIENDS AND FAMILY

The Friends
and Family Test

We started the friends and family test in December 2014 and since then we have received 1035 responses.



The chart above shows the responses. It is very positive that 85% of responses were extremely likely and 12% Likely to recommend the surgeries to their friends and family. Only 3% responded with neither likely or unlikely, unlikely, extremely unlikely or don't know.

Thank you to everybody who has filled in a friends and family card. If you have not taken part and would like to, the friends and family cards are located in reception at both Buckden and Little Paxton.

It just leaves us to say a very Merry Happy and Christmas from all at Buckden and Little Paxton Surgeries.

