

# Buckden & Little Paxton Surgeries Newsletter

## May 2016



### The "COMINGS"

**DR MARK CHAN**

**FY2**



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

"Hello, my name is Mark, and I am the new trainee working at Buckden and Little Paxton surgeries until August 2016. My hometown is Milton Keynes and completed my medical degree at King's College London in 2014. I have worked mainly at Hinchingbrooke Hospital and Papworth Hospital for the last year and a half. Working in the hospitals has allowed me to see many services available to everyone and my time in General Practice will allow me to experience care from a primary setting. My training is still broadly based on different specialties but I do have an interest in Cardiology. Outside of work I enjoy martial arts training and sports shooting in which I compete up and down the country. I am having a really nice time at the practice and will continue to help the best I can. If you have any questions please feel free to stop me and ask, I'm very approachable."

Welcome, Dr Chan!

**PENNY LUSHA**

**HEALTHCARE ASSISTANT**



Joining us is Penny.

"Hi, my name is Penny and I am joining Buckden and Little Paxton surgeries as a Healthcare Assistant. Many years ago I trained

as a Mental Health Nurse and I am returning to healthcare having missed healthcare work for some time. I live locally with my five year old son, my husband and two demanding cats. I am proficient at building many different things from cardboard tubes and can be relied upon to be the one to stand on stray pieces of lego."

Welcome, Penny!

**SUE DE-KEYZER**

**ADMINISTRATION**



We welcome Sue to the administration team.

"My name is Sue De-Keyzer and I will be covering maternity leave until January 2017. I have been a medical secretary for 16 years. I spent 10 years at Papworth Hospital, working in Thoracic Oncology for 8 years and my final 2 years in the Sleep Clinic. For the last 6 years I have been a GP secretary in St Ives. The Community Dermatology Service is certainly a place to really learn new skills and I have already been made very welcome."

Outside of work I enjoy going to the gym and have just started a Pilates class which I can thoroughly recommend. I live with my husband in a small village and we both enjoy making the most of the countryside. I have 2 grown up children, my daughter married last summer and my son is soon to complete his first year as a primary school teacher."

Welcome, Sue!

**VICTORIA RICHARDSON**

**RECEPTIONIST**



New to the team is Victoria in the reception role.

"Hello. My name is Victoria, and I'm one of the new receptionists who joined the practice this spring. I was brought up in Manchester, qualified as a librarian and worked in university libraries, for Shell and for ACAS, but I've lived in this area now for many years, working as a librarian for the County Council. I still love my books and e-books, but it was time for a change, and I'm really grateful for the opportunity and welcome I've been given here.

My husband is from Norwich and occasionally persuades me to go to Norwich City football matches with him. Apart from that, I enjoy walking (well, walking whenever we get the chance to go somewhere a bit less flat), sewing, very amateur baking and trying to learn languages whenever we've planned holidays abroad. (I studied French and Russian, but both are very rusty). We have a daughter and a son, and two noisy Burmese cats."

Welcome, Victoria!

**KAREN HARPER**

**RECEPTIONIST**



New to the reception team is Karen.

"Hello, my name is Karen! I've recently joined the reception team here at Buckden and Little Paxton. If I'm not working in one of the surgeries I'll probably be across the fields walking my two dogs! I love being outdoors; walking, horse riding and recently running although I'm not sure I'll sign up for any marathons just yet! I look forward to meeting you all soon."

Welcome, Karen!

**LOUISE WATCHAM**

**RECEPTIONIST**



New to the practice is Louise.

"Hello, my name is Louise and I have recently joined as a Receptionist and Note Summariser. I am returning to work after a lengthy break to raise my family, and am looking forward to the challenges of a new career.

I live locally with my partner and our two children, aged 19 and 13. We are very active in our local Cricket Club, where I am currently Treasurer, and I spend many hours there watching my daughter train and play. When time allows I enjoy gardening and watching horse racing."

Welcome, Louise!

CQC VISIT



Last rated  
5 May 2016



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5 May 2016

Drs Irwin, Goodwin and Fagnoli

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#### Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Outstanding
Well led?	Outstanding

Patient groups	Inadequate	Requires improvement	Good	Outstanding
Older people			Good	
People with long term conditions				Outstanding
Families, children and young people			Good	
Working age people (including those recently retired and students)				Outstanding
People whose circumstances may make them vulnerable				Outstanding
People experiencing poor mental health (including people with dementia)				Outstanding

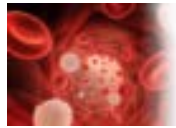
Buckden & Little Paxton Surgeries' CQC inspection was conducted on the 17<sup>th</sup> March 2016. We are delighted to say that we received an "outstanding" outcome.

To read the full report please click on the link below or you can visit the CQC website.  
<http://www.cqc.org.uk/location/1-539150728>

We are delighted with the CQC's decision and the Partners would like to take this opportunity of thanking all team members for their hard work and dedication.



## ANTICOAGULATION/WARFARIN SERVICE



Buckden and Little Paxton Surgeries are delighted to announce the commencement of our own anti-coagulation/Warfarin clinic, enabling us to give our own patients a safe, reliable, instant and convenient service on their doorsteps with monitoring results going straight into our patients' electronic records. The service started in earnest mid-March and are now in full flow.

## DISPENSARY



A reminder about repeat prescriptions.

### REPEAT PRESCRIPTIONS

Please remember when you place a repeat request we need

**48hrs**

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, Friday

8.00 am-1.00 pm Thursday

8.00 am- 5.00 pm Friday.

On Wednesday 18<sup>th</sup> May dispensary will be closed from 1pm to 2:30pm.

## NEW HOUSES



You may be aware that there is a proposal to build 180 new homes by Lucks Lane. Active as ever, our Buckden and Little Paxton Surgeries' Patient Association have lodged their objections with reference to the impact on the surgery and its services. So too, the surgery

have lodged an objection to the traffic and parking issues we feel sure will ensue. All residents who live or work nearby with an interest, can view or lodge comments on the Huntingdon District Council website by searching for planning application reference 16/00576/OUT.

## LYMPHOEDEMA SERVICE



This service has been running at the surgery now for 8 months. For more information see our community website [www.dccsltd.org](http://www.dccsltd.org).

## NEW FLOORING



If you have recently been to Buckden Surgery you may have noticed the new flooring. We have removed all carpet from clinical areas and revamped the waiting areas and corridors with wood-effect flooring. This better meets infection prevention and control parameters and also, we hope you agree, looks wonderful.

## THURSDAY EMERGENCY APPOINTMENTS



Can we remind our patients that though both surgeries are shut to the public on a Thursday afternoon from 2pm, (dispensary shuts at 1pm), it is possible to contact the emergency on-call doctor here at the surgery if you feel you cannot wait until the morning. Please call the usual number and listen to the options to ring the duty doctor. On-the-day emergency appointments will also be available on Friday morning when our phones open at 8am. An on-call doctor is also available from 5pm until 6:00pm on a Friday evening if you feel you cannot wait until Monday morning.

## WI-FI



We now have free Wi-Fi available at Buckden surgery. The Wi-Fi is perfect for the odd web browsing whilst waiting but will not be powerful enough to download tonight's movie! But we do hope you won't be sitting in the waiting room too long though! Please remember to take calls outside and turn phones to silent/vibrate to help alleviate disturbances to other patients.

## COUCH TO 5K



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



## PARKING



Can we once again remind patients at Buckden surgery to please park between the yellow bollards as sensibly as possible on the opposite side of the car park. It never ceases to amaze our team how one car can take up so much room due to careless parking! We do struggle for space some days so we are really grateful for courteous parking. Remember that a bicycle rack is available in the car park at the foot of the staff entrance stairs should you wish to use it. A gentle reminder that the car park is for patient use and not a car park for the adjacent cemetery. We would respectfully ask those visiting the cemetery to find alternative parking.

**Cars parked in our car park are parked at the owners' risk.**

## FRIENDS AND FAMILY TEST



Thank you to everybody who has taken part in the friends and family test. We have had many positive responses. To see our results please click on the link below or visit our website.

<http://www.bandlp.co.uk/pages/Friends-and-Family-Results>

Can we remind our patients that this is an ongoing initiative and patients are encouraged to post their feedback as many times as they wish on visiting the surgery? The "Your Opinion Matters" postcards are available at reception at Buckden and on the table under the plaque at Little Paxton.

## VOLUNTARY CAR DRIVERS



We need more voluntary car drivers for the Patient Transport Scheme.

If anybody is interested in contributing to this very worthwhile task, please contact Pam Dodman (812880) who will be able to help you with registration.

## PATIENT PARTICIPATION SURVEY



Thank you to everyone who participated in our patient participation survey. We had a massive response with some lovely comments. The survey results have been emailed to everybody who has provided their email addresses.

The results can also be found on our website.

A taste of the comments we received-

- The appointments system works well.
- I trust all of our doctors .
- Receptionists offer Little Paxton appointments where available as well to expedite appointment. Brilliant.
- I personally think that telephone appointments are great although I haven't used them outside normal Surgery Hours but I can see the benefit.



## OPENING TIMES REMINDER



### Buckden

Mon 8-8

Tues 8-6

Weds 8-6

Thurs 8-2 (emergency on-call duty doctor service 2- 6pm)

Friday 8-5 (emergency on-call duty doctor service 5-6pm)

### Little Paxton

Mon 8-6

Tues 8-12:30 (please contact Buckden)

Weds 8-6

Thurs 8-12:30 (please contact Buckden - emergency on-call duty doctor service 2- 6pm)

Friday 8-5 (emergency on-call duty doctor service 5-6pm)

### Buckden Dispensary

Mon to Weds 8-6

Thurs – 8-1

Friday 8-5

Buckden surgery does not close for lunch.

## BANK HOLIDAYS



Please be reminded that the surgery is closed for all public bank holidays including Monday 30<sup>th</sup> May and Monday 29<sup>th</sup> August.

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.

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

## CLOSURE AFTERNOON



**Clinical Governance** - We have clinical Governance afternoons on the afternoons of Tuesday 21<sup>st</sup> June and Wednesday 14<sup>th</sup> September for the purposes of staff training. The surgeries including the dispensary will be shut from 1pm.

## PATIENT ASSOCIATION



Welcome to the Buckden and Little Paxton Surgery Patients Association.

As a patient registered with the Buckden & Little Paxton Surgeries, you are a member of the Surgery Patients' Association (BLPSPA) which exists to support the surgeries in their services to you. At our last committee meeting in February it was decided to fully integrate Little Paxton into the BLPSPA. This will ensure that the benefits of the Association are equitable across both Buckden and Little Paxton. The next committee meeting will be held at Little Paxton and we hope the BLPSPA will be represented at events in both villages in the future.

### STOP PRESS:

It is with regret that we have to announce the death of John Sharman. John was treasurer for the BLPSPA for many years. His skill and advice, always delivered with gentle humour will be missed. Our condolences to his partner, Shirley and all his family.

All at the BLPSA

Note from Dr. David Irwin

John Sharman has been a valuable and diligent treasurer for the PPG over many years. The stoical approach and dry wit he delivered at the meetings will be sadly missed. Our deepest condolences to his partner Shirley and his family.