

# Buckden & Little Paxton Surgeries Newsletter

**MARCH 2017**



## The "COMINGS"

**ERIN PIRT**

**PRATICE NURSE**



We would like to welcome Erin Pirt to the practice.

"Hello everyone, my name is Erin and I'm very happy to be joining Buckden and Little Paxton surgeries as a practice nurse. I have been nursing for 15 years but have spent the majority of that time working in acute settings within secondary care.

I have a (nearly) 4 year old, who keeps me on my toes when I'm not at work. I'd love to tell you about my hobbies and interest, but until my little bundle of joy starts school my time out of work is mostly taken up with family time, which I obviously love!

I look forward to meeting you over the coming months."

Welcome, Erin!

**LISA BACHE-HALEY**

**RECEPTIONIST**



We welcome Lisa to the reception team.

"My name is Lisa, I am the new receptionist at Buckden and Little Paxton Surgeries. I have been married to my husband Russell for 18 years and we have 2 children, Joshua is 16

years old and Maia is 13 years old. Russell and I met while we were both working on board the QE2. I was onboard for 3 ½ years and during that time we did three world cruises which were truly amazing. I would like to thank all the staff and patients who have made me feel very welcome and I'm looking forward to enjoying my new job and all it has to offer. "

Welcome, Lisa!

**EMERGENCY APPOINTMENTS –  
PATIENT PROTOCOL**



We have a strict appointment-only system both at Buckden and at Little Paxton. Patients tell us they prefer this to a 'sit and wait' system which they often find stressful and costly on time. We offer on-the-day emergency appointments both in the morning and in the afternoons for those patients who feel their symptoms cannot wait for a routine appointment. Appointments are 'embargoed' until the morning of the clinic date and until 2pm for the afternoon emergency clinic appointments and receptionists cannot access them prior to these times and must book the appointments in chronological order. This is to ensure that these appointments are used for true urgent cases and allows us to monitor the workflow for GPs giving them time to attend to urgent home visits.

## PATIENT PARTICIPATION SURVEY



Thank you to everyone who took part in the emailed survey in February 2017. We had a record number of responses at 518 and in the most part, comments made were really constructive and helpful in allowing us to provide a service our patients really want. Results have been emailed to you. Please contact us if you have not received it and we will update your email address on our system.

## 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.

## LITTLE PAXTON SURGERY



We would like to remind all that as we are a dual sited surgery with Little Paxton very much integrated with Buckden surgery and all its services accessible by both, that the Newsletter we lovingly produce to our patients equally involves Little Paxton as it does Buckden. With very few exceptions, team members who work at Buckden also work at Little Paxton so we hope that the staff news is equally as interesting to both parties. So too, the services

and suggestions will always affect both surgery sites, with the exception of Dispensary news. We would once more remind you that the building at Little Paxton does not belong to the Partners who own the Buckden site however much time has been spent by management in improving the water system at Little Paxton late in 2016 which has greatly helped our team working there (proper hot water and a decent water flow now exists), and we are investing in refurbishing a new fit-for-purpose treatment room at Little Paxton also. We are still pushing for NHS Properties to bring the heavy door from foyer to waiting room up to scratch with a new push-button entry system which is very much their responsibility. We keep chasing!

## STAFF CONGRATULATIONS



Congratulations to Sharon Sira who has been the morning receptionist at Little Paxton Surgery for **30 years!** Sharon has seen times change more than anyone else over the years having worked firstly for a lone GP at Little Paxton, for Great Staughton surgery who caretakered Little Paxton surgery for a year, and then 10 years ago, when Little Paxton joined forces with Buckden surgery - we've not looked back since. Sharon has seen staff and doctors come and go and systems alter immeasurably and through it all, she has adapted and continues to offer the highest of standards of service to our patients. Sharon remains the 'face' of Little Paxton and her unerring loyalty and continuous efficiencies are what makes her a wonderful colleague. Many, many congratulations, Sharon.

## WEBSITE OPENING TIMES



Our opening and closing times are clearly displayed on our website, however there is a glitch within Google, which does not correctly show these details. Should you wish to find any information out with reference to our surgery, please be sure to enter our website either via a

search engine or via [www.bandlp.co.uk](http://www.bandlp.co.uk) and not rely on the information provided by Google.

## BANK HOLIDAYS



Please be reminded that the surgery is closed for all public bank holidays including upcoming Friday 14<sup>th</sup> and Monday 17<sup>th</sup> of April, followed by Monday 1<sup>st</sup> and Monday 29<sup>th</sup> of May.

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 Monday bank holiday. Please call reception to book.

## COUCH TO 5K



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

ONE YOU  
**COUCH  
TO 5K**

## ELECTRONIC PRESCRIPTION SERVICE



We are well and truly moving into the 21<sup>st</sup> century for those patients registered at Little Paxton and those at Buckden who are unable to take advantage of our Dispensing facilities due to living within a mile of a pharmacy. For those who remain dispensing patients, you

should see no change in service and you'll be delighted to learn you will still be able to use our Dispensary which so many of you enjoy. For those non-dispensing patients at Little Paxton and also at Buckden, to further enhance the patient experience, we will be moving to an Electronic Prescription Service (EPS), in May 2017. This means that you no longer need to take your green prescription to a chemist but can nominate a pharmacy and we will electronically send the details to them, ready to dispense to you. This service should be slicker, less likely to cause lost prescriptions, gives an accurate audit trail and complies with ever-toughening information governance policies. This was discussed on radio 4 last week.

## BE CAREFUL OUT THERE!



We've heard of recent reports across Buckden (and Brampton), that unlocked cars are being targeted by petty thieves. Please remember to lock your car doors and keep valuables hidden or better still, removed from cars, to help lessen the possibility of petty crime in our area.

## BEST3- RESEARCH STUDY



### BEST3 Pilot in Cambridgeshire

In mid-March 2017, the BEST3 Trial commenced in general practices in Cambridgeshire. 6 practices have been randomised as part of an early pilot phases to help develop the trial's processes. The first sight to be initiated into the trial was Buckden and Little Paxton Surgeries. The practice was randomised to continue to treat their patients as usual. Usual care practices are essential to help generate the evidence required to demonstrate that offering the Cytosponge™ can help increase the number of cases of Barrett's oesophagus diagnosed.

## LOST PROPERTY



Found: one ladies' ring found in Buckden Surgery car park. If you believe this might be yours after a visit to Buckden surgery w/c 20.03.17, please let us know the day and provide a description of the ring to ensure safe return.

## YOUR PATIENTS' ASSOCIATION NEEDS YOU!



Welcome to the Buckden and Little Paxton Surgeries Patients Association.

I thought it might be useful for new patients to know more of what we are about and to remind others of who we are. As a patient registered with the Buckden & Little Paxton Surgeries, you are a member of the Surgeries Patients' Association (BLPSPA) which exists to support the surgeries in their services to you. Although we do some fundraising, our main aim is to address, where we can, your collective non-clinical healthcare needs and all manner of issues which may affect you as patients. Among others our funds have provided amenities in surgeries like the check-in screens, the wipe-clean chairs and Wi-Fi.

We are a friendly, all-inclusive group and meet 4 times a year. Reflecting the spread of patients, there are representatives from Buckden, Little Paxton, Brampton, Grafham, the Offords and other outlying villages. We'd welcome new people onto the group to represent the wide spread of patients. Whilst joining might not be an option, you may feel you have a particular skill to offer that could be useful occasionally e.g. designing posters, publicity, organising events.

In September there is an AGM, held annually where the business part is relatively brief. At this meeting, all the officers will be elected for the coming year as our constitution states that they should be re-elected on an annual basis. We would be keen to see more patients attend.

The AGM is really an opportunity to bring the wider audience together to discuss plans for your surgery.

If you'd like to know more, please do contact me:

Flora Sheringham, Chair 01480 811189

[f.sheringham@btinternet](mailto:f.sheringham@btinternet)

The *Healthy Living Event* was held at Buckden School. Although it was disappointing that so few attended, the general consensus was that it was fun and well-worthwhile with a number of local providers taking part including a dietitian, Slimming World, YippeeYoga, Meditation, One Leisure, Dancing Tots, Pilates, School/After School Activities, From Couch to 5K. Others also generously sent in leaflets and information and there were opportunities to win a trial class or two in the free prize draw for those who were there. It's not too late to find out more as our surgeries will have leaflets available.

Look out for the *Audiology Awareness Event* at the end of June. Details to follow.

It is satisfying to note that the BLPSPA in a healthy position both in its membership and financially. 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](mailto:pam.dodman@buckdencambs.co.uk)