

Buckden & Little Paxton Surgeries Newsletter



April 2015



Hope everyone had a lovely Easter and are enjoying the lovely spring weather. Here's our Surgeries' latest news for your delectation. Hope you enjoy.

STAFF GOINGS

Dr Jason Choi (FY2)



Dr Choi finishes his four months at Buckden and Little Paxton surgery. His remarks on leaving were that "It has been a wonderful and valuable experience for the past 4 months and it feels like only yesterday when I started my induction here. It will be an unforgettable memory." We wish Jason well as he heads off to Papworth Hospital for the next leg of his training.

Wilma Riley

Receptionist



After nearly nine years, Wilma has hung up her handset and taken early retirement. Dr. Fagnoli's speech which likened Wilma to our very own Audrey Hepburn was a touching moment for her, staff and all the patients listening at the time! We wish Wilma all the very best in her well-deserved retirement.

And now the "COMINGS"

Natalie Lamb

**Administration
Assistant**



New to the team is Natalie Lamb who has replaced Margo's role as Administration Assistant as part of Dr Fagnoli's Community Dermatology Team.

Natalie says: "Hi my name is Natalie and I started work here at Buckden 2 months ago as part of the Dermatology team.

My first job after leaving school was to become a personal trainer which I succeeded in becoming for 10 years. I then worked at Cedar House Surgery as a receptionist where I enjoyed the role and gained a lot of experience.

I have 3 beautiful daughters aged 9, 7 and 4 who keep me on my toes and very busy as they seem to be into everything. My hobbies in all honesty are to spend time with my family and try to keep fit.

I have really enjoyed the last 2 months here at Buckden and everyone has been very warm and friendly and I look forward to the challenges ahead"

Jeanette Hassall
Receptionist



Jeanette joins the reception team as a replacement for Wilma as our new Receptionist.

Jeanette says: "Hi there, my name is Jeanette. I have lived in Buckden for nearly 19 years. I'm married with two teenage boys, Ben and Joe. Major challenge for me next month is the London Moonlight Walk - 26 miles of hopefully an amazing

experience for a worthy cause, Breast Cancer Research!

Hobbies include playing the Piano, Skiing, Meditation and Making my own Organic Skincare. I am looking forward to the challenges ahead and meeting new faces."

Dr Tessa Thomas (FY2)



Welcome to Dr. Tess Thomas, our new FY2 Doctor.

Tess says: "Hello all. I am here for the next four months taking over where Dr. Jason Choi left off. Another new face to get used to!!! I have the great pleasure of being placed at Buckden and Little Paxton surgeries, where I have already received a warm welcome from a very cheery team. For those of you who will meet me in the coming 4 months and anyone else who is interested: I was born in West London, went to the University of Bristol where I studied medicine and graduated in 2013. I have enjoyed general medical and surgical placements as well as geriatric and orthopaedic rotations at Hinchingsbrooke hospital and had a delightful 4 months at Papworth hospital on a cardiology rotation, all as part of my foundation training.

Hobbies: I do like a good swim or bike ride and anything that involves a tent! I'm an enthusiastic baker, but not a huge fan of following recipes sometimes to my detriment! I've been told to not give up my day job....which I suppose, for the next 4 months, is where you come in..."

CONGRATULATIONS

25 Year Anniversary for Dr. Irwin



Very many congratulations to Dr. Irwin who celebrated his 25 years of being a GP this week. Thank you to his wife and daughter for a spectacular chocolate cake depicting his trademark dickie bow! Dr. Irwin says...

"I joined the Buckden Surgery 25yrs ago with Dr Morris and Dr Hodson in a five roomed bungalow in Silver Street with seven staff and 5,000 patients. We did our own on-call sharing with two other practices on the A1 and rural General Practice was very different then. We had just installed our first computer which was at the forefront of technology

in those days, before mobile phones and the internet. How things have changed!

We now look after 8,500 patients with seven Doctors in a two storey building and a branch surgery with a total of 26 staff. Technology has moved on as everything is electronic, patients are living longer and we can do so much more in General Practice than we ever could do before. The future is that practices will grow and services will merge outside hospitals as the demand for health care increases."

Patient Participation Survey 2015



Thank you to everyone who completed our online survey this year. We had a fantastic response spanning the whole spectrum of demographics across our two surgeries, making the results really relevant. The survey results were emailed out to all those who have provided their email addresses to us. There were interesting facts and comments and we are all so pleased you are finding our service to be as you would expect. Watch out for next year's survey! If you would like a copy emailing to you, please do let us know and we can arrange this for you.

SHOCKING STATISTICS for Missed Appointments at our Surgery



According to the news and politicians, gaining an appointment with you GP is proving more and more difficult. During March we thought we would audit how many appointments were wasted by those who simply did not turn up:

March 2015	Buckden	Little Paxton	Approx. Wasted Minutes:
Doctors' Appointments	40	25	650
Nurses' Appointments	71	52	1845

We do understand that sometimes appointments are no longer needed but we'd be most grateful if you could let us know as soon as possible so that your appointment can be reallocated. Thank you.

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.

200 Club



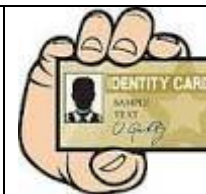
For over 15 years the 200 Club has been raising funds to service and purchase equipment. These include chairs in waiting room, purchase and servicing of entrance doors and the touch-screen entry monitor, transformers and regular calibration of BP machines for home use, examination lamps and syringe drivers for at-home care.

The cost to join is only £12 each year.

Prizes Draws of 1x £100 and 4x £25 are now quarterly in June, September, December and March.

Bonus prizes of £100 in June and £200 in December. Please contact Mrs Sheena Wilkinson Tel 01480 810086 if you would like to support our surgery.

Patient Identification for Online Access



For new patients who would like online access to their repeat medication list, online appointment booking or medical record access, in order to comply with information governance regulations, we must ask for photographic ID. This can be a passport, driving licence (with picture), certain organisation's ID badges or proof of age card. This means that your partner/spouse must apply for their access PIN in person with their photo ID. This also applies to anyone requiring the use of online access who are 16 and over. Any parent requiring access for children under 16yrs must bring their children into the Surgery to verify their ID. Children who turn 16 will need to apply in person to activate their own access PIN. If a patient is housebound the GP who knows the patient can vouch for this patient if required. For those patients already enjoying this service, there is no change.

Car Park at Buckden



Can we once again remind patients to please park between the yellow bollards and 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.

Your Opinion Matters / NHS Friends & Family Test



Thank you again to those who have taken part in our Your Opinion Matters/Friends and Family ongoing survey. We had six respondents last month and all would, if they could, recommend our surgery to their friends and family. Monthly updated results can be found in our waiting rooms and on our website.

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. Please ask reception if unsure.

CLOSURE AFTERNOONS



Clinical Governance - We have a clinical Governance closure afternoon on Wednesday April 22nd and Wednesday June 17th for the purposes of staff training. The surgeries, (including dispensary), will be closed from 1pm.

Three Chairs for the Patient Association – hip hip!



....actually, slightly more than three chairs – more like a whole waiting room full! Buckden Patient Association has kindly offered to purchase new, infection prevention chairs for the Buckden Surgery waiting room. So too, a new high-backed, easy to access chair at Little Paxton will be bought from funds raised for the Little Paxton Treasurer's fund. Not to be outdone (!), Drs. Irwin, Goodwin and Fagnoli will be replacing all staff's workstation chairs too. Watch out for the big upgrade coming soon!

Who's Running the London Marathon?



Dr. Irwin, that's who! He and his daughter Alice will be running the London Marathon on 26th April in aid of Alzheimer's Research, a Cambridgeshire charity. It is all in a fantastic cause and thank you to everyone who has sponsored Dr. Irwin. There's still time of course - sponsor forms can be found in Buckden Reception. We'll report back on how he did in the next newsletter.

**THURSDAY
AFTERNOONS (half day
closing)**



Can we remind our patients that though the surgery is 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 6:30pm on a Friday evening if you feel you cannot wait until Monday morning. Please follow the details above.