

Buckden & Little Paxton Surgeries Newsletter

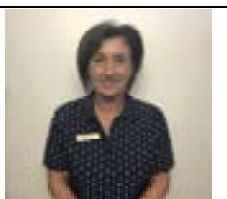
JUNE 2017



The "COMINGS"

SALLY RITSON

RECEPTIONIST



We would like to welcome Sally Ritson to the practice.

"I'm Sally and I'm your latest receptionist.

Married for 31 years to Nigel and have two children, Emily 27 and Stephen 25.

I have worked in the NHS since 1992 in various roles mostly within Paediatrics - starting as a Health Care Assistant, Hospital Play Specialist in Children's A&E, a Nursery Nurse on SCBU (Special Care Baby Unit), and Transitional Care, and most recently with the Health Visiting Team in St Neots area.

After a three year break from the NHS I decided I'd return so here I am!!

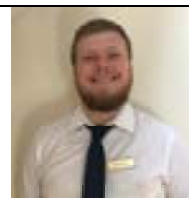
In my spare time I walk for miles and miles with my two Bichon Frise dogs and husband! And have also just had a successful audition for the latest Vamps Amateur Dramatics show in St Neots - Sister Act!! So in October I will be trying to sell tickets!!!!

I love travelling to distant lands, having just returned from a four week volunteering holiday in South Africa and then off to India again at Christmas. "

Welcome, Sally!

SCOTT KING

APPRENTICE



We welcome Scott to the practice

"Hello! I am Scott King and I'm the new reception apprentice working at Buckden & Little Paxton Surgeries. I tried desperately to summon up something interesting about myself but I suppose this will have to do. I host the New Music Show on Black Cat 107 FM radio station where I try and gather the world's best music and the best of the local talent we have in the St Neots area. As well as this I work with upcoming bands and projects, recording music, booking show and just generally being busy. "

I've always enjoyed talking (so I hear), so of course a front-facing job like a receptionist would be ideal for me. I'm doing an apprenticeship so that means my barista skills need to improve, I've never been able to make a "good cuppa tea". Must do better! I'll be staying at the surgery for 12 months, and my diploma will be Business Admin, I see a lot of papercuts in my future.

Welcome, Scott!

CYBER ATTACK



You couldn't fail to notice the cyber-attack issues across the news during May 2017. We know that this attack was not aimed specifically at the NHS but affected all manner of businesses across 100 countries Worldwide. Our surgeries were not infected by this virus but this does not mean we were unaffected as precautions were rightly imposed on us to ensure infection did not occur. Our thanks go to the CCG who we know worked terribly hard across our region, along with the help of dedicated staff members including our Practice Manager Adele Slaney, I.T. Lead Claire Thompson and Dr. Fagnoli whose entire weekend was taken up with the cyber-threat aftermath and subsequent control. The booking in screen at Little Paxton was out of action for a while as it was updated from XP to the safer Windows version but other than this, we were able, with much tenacity and hard work, able to keep our doors open and services working to near enough normality. This cannot be said for many other surgeries within the locality. We were able to spread the word that we were open for business on the dedicated St. Neots Facebook page – thank you to all who reposted our message on their own FB page. We remain vigilant in terms of suspicious emails we receive and would urge all our patients to do the same.

DR GOODWIN- 25 YEARS OF SERVICE



"Paul has been working as hard now, as he did when he started at the practice 25 years ago. He has a dedication and work ethic which we as doctors all aspire to here at the practice, he is always giving 110% all the time, a very hard act to follow; he is well liked by the patients and has been a stalwart supporter of primary care and this practice. He has a balloon of knowledge behind his head we all dream we could have. Thanks for all your hard work Paul and we hope you have no plans to retire early! Congratulations on 25 years we are so lucky to have 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.

WOMEN VS CANCER RIDE



Congratulations to Iona our Practice Secretary who has just completed a 66 mile women vs cancer-ride night course around London. Iona has raised an impressive £660. The funds raised go towards fighting breast, cervical and ovarian cancer. Well done!

STAFF CONGRATULATIONS



Many congratulations to Little Paxton Receptionist Sharon who has just become a granny again to a beautiful girl called Avaani on the 15th April.

TEXT/EMAIL CONSENT



If you no longer wish for us to have your email or phone number on our records please let reception know. If you have changed your

details recently, particularly your mobile phone number, please do let us know so that we may update your records.

DEFIBRILLATOR AWARENESS COURSE



A Defibrillator Awareness Course has been arranged for Thursday 29th June at 7.45 p.m. in Buckden Village Hall. This is in light of the new defibrillator donated to the village of Buckden by the Partners of Buckden and Little Paxton Surgeries. The defibrillator can be found at the millennium hall. The Parish Council are hoping to provide another at the other end of the village in a telephone box when it has been refurbished. Now we have them we need to know how to use them! This talk has been arranged through the Community Heartbeat Trust. All welcome.

BANK HOLIDAYS



Please be reminded that the surgery is closed for all public bank holidays including upcoming Monday 28th 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 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

PARKING



May we give a respectful reminder that the car park at Buckden Surgery is private property and is for the strict use of patients visiting the surgery only and not for those visiting the cemetery.

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

ARRIVING ON TIME FOR APPOINTMENTS



Please could we ask our patients to make every effort to arrive a few minutes early if not on time for their appointments? If you are not available in our waiting room at the time of your appointment, you risk the person in the appointment slot after you being called first thus making your wait longer. Thank you.

HUGE APOLOGY



We wish to make a heartfelt apology to all patients who have been affected by a recent run of sickness by certain members of our clinical team most recently. This has resulted in the shifting of appointments and possibly seeing an alternative clinician. We will always try and phone patients as much in advance as possible to rearrange, even calling on a weekend if we know in advance that a clinician is unable to attend their clinic. It is unusual to have had such a run of absences within our clinical team and do realise how frustrating this is for patients. We apologise for inconvenience caused.

WARM WEATHER ALERT



Please keep safe and well in the extreme heat we have so far been experiencing this summer. Whilst this newsletter is not designed to provide clinical information, a little public service goes a long way! So, please take some drinking water with you if you are to be out for any length of time, wear a hat and don't forget to put sunscreen on regularly. Try and stay in the shade and drink non-alcoholic drinks regularly.

You can find a public health notice on how to Beat the heat and keep cool at home here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/525361/Beattheheatkeepcoolathomechecklist.pdf

YOUR PATIENTS' ASSOCIATION NEEDS YOU!



Welcome to the Buckden and Little Paxton Surgeries Patients Association.

We're pleased to host an event on:

Audiology Awareness

in association with Specsavers, suppliers of hearing aids to the NHS
at Buckden Surgery

Thursday 29 June, 1.30 – 2.45p.m.

Free Light refreshments,

ALL WELCOME

If you have recently moved to the area, or feel you would like to be involved in the community, we'd welcome new people onto the BLPSPA. 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.

You may feel you have a particular skill to offer that could be useful occasionally e.g. designing posters, publicity, organising events. We do some fundraising through the 200 Club, but 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, blood pressure monitors for patients to borrow, pillows for examination couches and much else.

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. In September there is an AGM, held annually where the business part is relatively brief and informal. It's really an opportunity to bring the wider audience together to discuss plans for your surgery. 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.

If you'd like to know more, please do contact me, I look forward to hearing from you:

Flora Sheringham, Chair 811189

f.sheringham@btinternet

Voluntary car scheme

This 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

To join the 200 Club contact

Sheena Wilkinson 01480

810086

kwilki5986@aol.com