

The Cross Keys Practice

Newsletter – July 2015

www.crosskeyspractice.co.uk

Staff Changes

Dr John Cahill retired from the Practice at the end of March 2015. He has been replaced as a partner by Dr Lucy Spanswick who has worked with us since August 2013.

We are pleased to announce that Dr Rachel Moghal had a baby girl back in November and that Dr Laura Burkimsher is covering her maternity leave until she plans to return to work in December.

We have also employed a new GP, Dr Alexandra Brodie and a new nurse, Rosalind Hynes. This should open up more appointments for our patients.

On-line appointments

We want to encourage more of our patients to use our on-line appointments system. To register please visit our website.

On-line appointments can be booked up to 5 weeks in advance including all our early morning, evening and Saturday appointments.

Once you sign up to this service you will also be able to view your vaccinations history and drug allergies.

You will be able to access your full medical records by 31st March 2016.

Refurbishment programme

We are currently undergoing some refurbishment. To date we have refurbished two GP consulting rooms at Princes Risborough. We apologise for any inconvenience caused whilst these works are carried out.



[iWantGreatCare](http://www.iwantgreatcare.org)

To continue and improve our care to all our patients, we'd love to hear your views.

Please visit the website:

www.iwantgreatcare.org

We welcome all comments that will be used to enable us to improve our service to our patients.

Patient participation group

This group will be chaired by Peter Gibbons and meets two or three times a year to discuss the practice.

We are currently working on 3 action areas:

- General appointment demand
- Awareness of out of hour's service
- Over 65s and why they attend

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Training Practice

We are pleased to inform you that we have passed our latest training inspection by The Health Education Thames Valley School of General Practice.

Dr Tom Neale continues to be approved as our GP Trainer until June 2018.

The Committee noted the following areas specifically:

- 1 – The practice is evidently an excellent learning environment.
- 2 – You have a learner-centred approach which provides a supportive atmosphere for your trainees.
- 3 – You are clearly very committed and passionate about your trainer role.



We were visited by the CQC in December 2014. Our overall rating was 'Requires Improvement'. For more information, visit: www.cqc.org.uk

In response to their findings we have taken, or are currently taking, the following actions:

- looking at ways of improving our disabled access
- carrying out more staff training
- improving our communication by having more staff meetings
- creating more doctors and nurses appointments
- scheduling additional clinical staff meetings

Flu



Our annual flu clinics will start in September. Remember to check on our website or in surgery for dates.

Whooping Cough vaccinations for pregnant ladies

There's a lot of whooping cough (pertussis) around at the moment and babies who are too young to start their vaccinations are at greatest risk.

Young babies with whooping cough are often very unwell and most will be admitted to hospital because of their illness.

Pregnant women can safely help protect their babies by getting vaccinated – ideally when they are 28-32 weeks pregnant.

Appointments with the community midwives are available to be booked with Reception.

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Ear Wax



Ear wax is a natural secretion of fats and oils produced in the ear. Small amounts are made in the ear and move naturally out of the ear.

Ideally, ears should never need to be cleaned as the body is able to do this for itself.

However, for a very small number of people earwax can be bothersome when it builds up.

What can you do to remove wax?

Firstly, **DO NOT** try to remove it by using cotton buds or placing anything inside the ear. This may push the wax further in and stop it coming out naturally.

There are several drops which can be used to clear a plug of wax, including:

- Olive Oil
- Sodium bicarbonate drops

These soften the wax so that it can move out of the ear easier.

Drops must be used 3-4 times a day for 2-3 weeks for full effect.

If you have used drops for 2-3 weeks and are still suffering from discomfort or hearing loss, contact your GP.

Ask at reception for our leaflet on ear wax.

Healthy Minds

Healthy Minds is an NHS service for adults age 18 and over who would like help with depression, anxiety or stress.

They may be able to give you the help you need by offering talking therapies, practical support and employment advice.

Patients are able to self-refer to this service by completing a form and questionnaire on their website: www.healthymindsbucks.nhs.uk

Repeat Prescriptions

Repeat prescriptions can be requested by email (see website for details), in person at reception, by post or by fax.

Please note that prescriptions can take up to 3 working days to process.

Blood Tests

Before 'fasting blood tests' no food or drink (except water) should be consumed for 12 hours prior to the test. It is important to drink plenty of water as being well hydrated makes taking blood much easier. You may take any medications as normal.

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Care Planning Approach for Management of Long Term Conditions

By Dr Richard Burkimsher, GP Partner

Over the next two years we are changing the way we conduct annual reviews of patients with long term conditions (LTC) to adopt a **care planning approach**. The first disease area which we are making the change is diabetes and you will notice a change to your appointments. Hopefully the changes will mean that you feel more engaged in taking ownership of your condition and making plans with the nurse or doctor to improve things over the next year.

What is care planning?

Care planning is a process that allows you to be actively involved in deciding, agreeing and owning how your LTC is managed.

What does care planning involve?

The care planning process is linked to your yearly LTC check-ups and encourages you to think about what you might like to discuss once you have the results from your checks and measurements.



At your appointment with the healthcare professional you will be able to discuss the results, share stories about your health and wellbeing, set goals and create an action plan to help you manage your LTC. You will take away a written copy of the care plan agreed after the consultation.

Receiving care in this way

Care planning is not about making you do something that you don't feel comfortable with. It recognises that some people will want more control than others. Care planning gives you the opportunity to take control of your own care and make informed decisions in order to manage your LTC effectively.

The benefits of care planning

There is a lot of support from organisations such as the Royal College of General Practitioners, NHS England and Aylesbury Vale Clinical Commissioning Group to help us make this change. In other parts of the country it has been shown to improve people's results and reduce the risk of complications as well as making people feel better informed and in control of their health. We are very excited to be implementing this change and hope it will improve the care that we are offering.

More information about Care Planning for Diabetes

<https://www.diabetes.org.uk/Guide-to-diabetes/Monitoring/Interactions-with-healthcare-professionals/>