

The Cross Keys Practice

Newsletter – November 2014

www.crosskeyspractice.co.uk

Staff Changes

Sally Turnbull, nurse at the Cross Keys Practice for 31 years retired earlier this year. She is now enjoying her well-earned retirement.

With Sally leaving we have reviewed our nursing team and are pleased to announce that we have employed a Clinical Nurse Manager who started at the beginning of November. Brenda Michaels will manage the nursing team and her other responsibilities will include infection control and implementing clinical directives.

Dr Rachel Moghal goes on maternity leave in November 2014. We wish her well for the birth of her third child. Dr Lucy Spanswick will be looking after her patient list until March 2015.

At the end of March 2015, Dr John Cahill will be retiring after 28 years at the Practice and Dr Lucy Spanswick will be replacing him as a full time partner.

I initially began my studies at the University of Birmingham, completing a degree in Medical Science in 2004. I later qualified from Warwick Medical School in 2009, and moved to Oxford to begin my training at the John Radcliffe Hospital. Over the last five years I have come to know the area very well, working in both Stoke Mandeville and Wycombe hospitals, and later at Broughton House Surgery and Bedgrove Surgery in Aylesbury.

I enjoy travelling, and between Degrees I had the opportunity to work at a health clinic, Centros de Salud, in Bolivia, before travelling to Fiji, New Zealand and Australia. I also enjoy sports, and have competitively rowed throughout university, later joining a rowing club in Oxford. I am also attempting to pursue an interest in road cycling!

I feel very much part of the Cross keys team even though I have only been here a year. I am thoroughly looking forward to becoming a permanent member of this happy and caring practice.

A message from our soon to be new partner – Dr Lucy Spanswick



I was fortunate to spend my final year of GP training at Cross Keys where I have been made to feel very welcome by patients and the Practice Team. I was delighted to be asked to join the Practice permanently, and will initially look after Dr Moghal's patients until April 2015. I will then join the Practice as a full-time partner.

A message from Dr Cahill

Well, it's true – I am leaving at the end of March next year after 28 years in Cross Keys. That's about 200,000 face to face consultations and 10,000 home visits so you've kept me busy, but I'm sorry if I haven't given you enough time. Unfortunately time has become the one commodity we have difficulty supplying with the relentless demands being placed on us; it's not simply patients wanting appointments – it's dealing with external agencies, sorting out inadequate information from hospitals, and the needs of our increasingly ageing population.

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Also medicine has got so complex with so much more testing done; when I started here we used to send about 15 lots of blood to Stoke Mandeville weekly – on a Tuesday, that being the only day we had a regular pick up and I think that was because it was combined with a weekly shopping trip. Nowadays we send over 200 samples per week and have a dedicated computer link with the hospital laboratories. So we have more information but often it doesn't make it any easier to manage our patients.

Our role as GPs has changed over the years; we used to have far more diversity with antenatal clinics, child development clinics, minor surgery and of course working nights and weekends including Police work. I think not all these changes have been for the best but I don't miss arriving for a full day at the Practice having been up all night. However some of the most rewarding moments have happened at night e.g. delivering a baby in a power cut in a remote cottage in the pre-mobile era. I suppose it was the last century though!

My replacement, Dr Lucy Spanswick, is an excellent doctor and I am pleased my patients will be in such good hands. Obviously there will be some who wish to have a male GP, dare I say and older one and in this instance Dr Tom Neale will be taking on these patients.

Finally let me thank you all for being such a loyal and friendly lot of people to look after. I intend to do other medical work after I retire from the Cross Keys but I shall particularly miss the continuity and relationships you build over the decades. I will also miss the staff and clinicians here who have been great to work with; they do not always get the acknowledgement they deserve but I know that it's the staff who have always been one of the great assets of Cross Keys.

Protected time for learning (PTL)



Once a month, the practice is closed for the afternoon for PTL. Forthcoming PTL dates are shown on our website on the 'News' page. These afternoons are used to update and train staff on new guidelines and best practice.

In September we looked at Patient Safety which is an NHS project we have volunteered to be a part of. The purpose of the project is to review the policies and procedures within the practice to improve patient safety. Dr Lucy Spanswick is leading this and we be looking to review our action plan in April 2015 of which we will keep you updated.

We had an external trainer visit the practice in October to train and update us on Infection prevention and control, and carry out an audit. This was a very useful exercise and gave us some ideas as to how we can further prevent infection.

Remember that there is hand gel available around the surgery; please use it to avoid the spread of infection

Students

Please note that if you are coming home from University for the holidays, you do not need to re-register as a patient here. We are able to see you as a temporary patient should you need to see a Doctor or Nurse whilst you are at home.

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Flu / Shingles vaccinations



If you have missed our Flu clinics, we still have some Flu and Shingles vaccines available. Phone the practice to make an appointment with one of our nursing team.

Anyone aged 70 or 79 will be eligible for a Shingles vaccine and anyone over 65 for a flu vaccination. Children aged 2, 3 or 4 are also eligible for a flu vaccination.

Any patients at risk who have not yet received their flu vaccination will be contacted.

Christmas / New Year opening

Monday 22nd December – open as normal
Tuesday 23rd December – open as normal
Wednesday 24th December – Risborough open as normal, Chinnor closes at 3pm
Thursday 25th December – closed
Friday 26th December – closed

Monday 29th December – open as normal
Tuesday 30th December – open as normal
Wednesday 31st December – open as normal
Thursday 1st January – closed
Friday 2nd January – open as normal



New disabled doors

If you have not already noticed, our back doors at Risborough have been fitted with push buttons to allow automatic opening giving easy access for our patients.

Defibrillators

We have recently replaced two of our defibrillators and are very grateful to 'Princes Risborough War Memorial Trust' for their offer of a donation towards these.

Ebola



Ebola can only be transmitted from one person to another through direct contact with blood or bodily fluids of an infected person. The incubation period of Ebola virus ranges from 2 – 21 days.

If you suspect you have Ebola (you have a temperature above 38°C **AND** have visited an infected area in the past 21 days) **DO NOT** visit your GP surgery or walk-in centre. Phone the surgery and you will be referred to the local acute trust for review.

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Self-care week (17 – 23 November)



This campaign is themed Self-care for life: be healthy this winter.

For more information go to:
<http://www.nhs.uk/Planners/Yourhealth/Pages/self-care-week-2014.aspx>

5 ways to stay healthy this winter

- eliminate your sleep debt. *7-9 hours sleep a night is recommended*
- drink more milk. *Boost your immune system by consuming more milk and dairy products*
- eat more fruit and veg. *Include five portions of fruit and veg a day in your diet*
- try new activities for the whole family. *Regular exercise helps control your weight, boost your immune system and is a good way to break the tension that can build if the family is constantly cooped up inside the house*
- have a hearty breakfast. *This gives you more energy and helps you feel fuller for longer. Porridge is a great example.*

For more information visit:
<http://www.nhs.uk/livewell/winterhealth/Pages/Winterhealthhome.aspx>

Care Quality Commission (CQC)



The CQC have recently set out a new vision and direction in their '*Strategy for 2013-2016, raising standards and putting people first*' and in their recent consultation '*A new start*', which proposed radical changes to the way they regulate health and social care services.

At some point over the next few months the Practice may receive a visit from the CQC. The five key questions we will be asked are:

- Are we safe?
- Are we effective?
- Are we caring?
- Are we responsive?
- Are we well-led?

Once we have had our inspection, the findings will be published on our website.

For more information, visit: www.cqc.org.uk