

Caradoc Patients' Participation Group.

Caradoc News - Spring 2015.

There have been some changes since our last Newsletter:

- In Mid October, for personal reasons, Dr Meleka resigned from the Practice giving two weeks notice. From 1st November, the Practice was taken over, for a period of 12 months, by a collaboration of providers who already deliver Primary Care services in North East Essex. This consortium is led by Anglian Community Enterprise (ACE). ACE runs most of the Community care services in this part of Essex. Including those at Clacton Hospital.
- One of the Nurse Practitioners, Julie Cottee, will attend future PPG meetings as the Practice representative.
- The PPG was set up in February with Tony Comber as the Chairman. He has resigned, for personal reasons, and a new Chairman, Neil Churcher, was elected at a members' meeting held on 4th November 2014. Jenny Heard remained as Secretary and Linda Ash as Treasurer. Three other members were co-opted onto the Committee. They are: Shirley Leech, (Fundraising) Sue Opperman (Newsletter) and Claire Roberts (Newsletter). All six members were re-elected at the AGM held on the 4th February 2015.

Changes at the Surgery.

A great deal has already been achieved in a very short time. We would like to thank all involved for doing their best to provide us all with an efficient GP Surgery.

- The practice now has two part time Practice Managers working across 5 days of the week, Lesley Hutchings and Denise Raven. The two managers have worked in the NHS a number of years and have had a lot of experience of running a practice. If you wish to contact either manager, please email lesleyhutchings@nhs.net or denise.raven1@nhs.net or 'phone the Surgery.
- There are now almost twice as many GP led clinics available each day. Each session lasts 2 ½ hours and there are 7 per day (4 in the morning and 3 in the afternoon), Monday to Friday.
- Patients who need an urgent consultation on the same day can have one, but less urgent appointments can be booked up to 48 hours ahead. Follow up appointments can be booked up to 6 weeks ahead. This means that, if your problem is not urgent, you need not telephone or attend the Surgery early in order to get an appointment.
- Telephone lines, for making an appointment, are open from 8 am and the Surgery is open from 8:30 am Monday to Friday.
- It is hoped that the increased availability of appointments will mean that Patients won't feel the need to queue in order to ensure that they are seen by a Doctor, Nurse Practitioner or Nurse.

Reminder.

- If you make an appointment and are unable to attend at the Surgery, it is important that you let them know. In this way the appointment can be offered to someone else and save a waste of, about, 21 hours of paid clinical time per month.
- It is important that you make sure the Practice has your up to date details including your mobile 'phone number.

Nurse Practitioners.

You don't necessarily need to see a Doctor. There are two Nurse Practitioners at the Surgery. They can prescribe some medication and can deal with the following in their minor illness clinics:

- *Urinary infections/incontinence • sore throats • earaches • conjunctivitis • skin infections (rashes, fungal infections, acne, impetigo, scabies, psoriasis, eczema, shingles, acute skin ulcers) • sinus problems/rhinitis • asthma (acute episodes) • chest infections • COPD (acute episodes) • coughs and colds • stings/bites • hay fever • ingrown toe nails • contraception and emergency contraception • diarrhoea and vomiting • constipation • indigestion.*

Prescriptions

- Please do not let your medication run out; ensure you order in plenty of time. Due to the high volume of prescriptions that are processed, please allow **three clear** working days prior to collecting. Saturday or Sunday is not included as a working day. Patients using the pharmacy collection and delivery service, please allow 5 working days prior to collecting your prescription from your local pharmacy.
- Local pharmacies where this facility exists include: Boots (tel; 674049), M & M (tel; 446404), and Rowlands (tel; 678362) in Connaught Avenue, Day Lewis in Halstead Road (tel; 852741) and The Triangle (tel; 677996), and Borno (tel; 675900) in Walton High Street.
- Eligible patients can be provided with up to six months prescriptions which can be allocated and go to their nominated pharmacy. Each month the patient will then go to the pharmacy rather than the Surgery to collect their next month's medication. The pharmacy will usually dispense these prescriptions within the hour. You will need to complete a form at the Surgery in order to do this. Please ask a Receptionist.

Medication and Chronic Disease Review

If you have a chronic disease or are on long term medication, you are required to have this reviewed every six months. Please contact the surgery when this is due.

Blood Tests.

If your Doctor requires a blood test: you can have the sample taken at the Surgery or at Reckitts Lodge (Clacton Hospital), **only** by appointment, between 08:00 am and 2:00 pm. The 'phone number is 01255 206076, lines are open all day every day. Facilities are also available from 07:00 am at the Turner Road, "Walk in" Centre in Colchester (Adjacent to Colchester Hospital).

If a Hospital Consultant requires a blood test: the sample must be obtained at a Hospital:
Clacton (Ivy Benson Unit) – Monday, Wednesday and Thursday 9:30 am to 1:30 pm.
Colchester (Blood Clinic, Ground floor) – Monday & Thursday 8:30 am to 4:15 pm and
Friday 08:30 to 3:45 pm. Harwich (Blood Clinic, Ground floor) – Tuesday 08:30 am to 12:30 pm.

For tests not at the surgery, you must take the request form with you.

Practice Based Community Matron.

The practice now has a Community Matron, Nancy, who works 2 half days a week. Nancy sees patients who are over 65 and have long term conditions, such as congestive heart failure, chronic obstructive pulmonary disease and dementia as part of the admission avoidance scheme. The Community Matron works closely with the GPs and will undertake visits to housebound patients. She can also prescribe. If you wish to get in touch with the Community Matron, you need to contact the surgery and ask to speak to one of the nursing team or a GP who will assess whether a visit is appropriate.

We also have a Community Matron responsible for Residential Homes and a Community Matron who looks after patients with long term conditions, both can be accessed via the surgery.

Thank yous.

- We are extremely grateful to the Parker family, of Parkers Garden Centre, who have generously donated a, much needed, new “Arrivals” screen for the Surgery waiting room. This has helped enormously with the “booking in” process.
- We are hoping to arrange to have a plaque fitted, near the machine, expressing our thanks.
- Thank you also to all those people who have contributed to our funds and particularly to Shirley Leech for organising such a successful strawberry tea. We must also thank all those who contributed cakes etc to this event.

Membership of the PPG

Any current patient of the Caradoc surgery may join the PPG. Membership is free. However, as the PPG is supported by NHS England we have to abide by their rules. This means that all prospective members must sign a Registration Form.

In order to assist with our funds, we do ask members attending our meetings to donate £1 each. This is totally voluntary and there is absolutely no obligation at all.

If you would like to join the PPG, please leave your details at the surgery, e-mail caradoc.ppg@nhs.net or come to the next meeting, which will be held at the St Mary's Church Hall at 7 pm on Thursday 21st May 2015.

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