

What's up Doc?!



**BOWLING HALL
MEDICAL PRACTICE**

NEWSLETTER ISSUE 13 SPRING 2013

Welcome...

... to your Spring Edition of 'What's Up Doc?' While so far Spring seems to be just as cold as a particularly cold Winter, birds have been busy since early March gathering material for new nests... Always a good sign of warmer weather to come.

As you probably know, the NHS is going through a period of change. We will do our best to keep you informed about the changes that are happening, and whether or not it will affect your health care.

On a financial note, we remind patients that prescription charges have risen by 20p to £7.85 from 1st April.

Sadly verbal abuse and physical threats from patients to Bowling Hall Medical Practice staff still occur. We will not tolerate this under any circumstances. Offending parties are issued with a written formal warning, and any repeated abuse will result in the patient being removed from our patient list and them having to find another GP Practice.

Our Patient Forum continues to meet regularly. We are steadily progressing but would like to hear more from you. The Forum has had a very positive impact on your GP Practice, and we are confident that it will continue to do so in the coming months and years.

Please join us at our next meeting, or alternatively just take a few minutes and pop your thoughts, ideas, suggestions or complaints into our suggestion box next to the main reception desk.

We want to hear from you.



**INVESTORS
IN PEOPLE**



Changes are here...

It's finally here. We've been hearing about it on the news for the past two years; the reforms of the NHS which have been argued and debated over for so long have finally come into effect from April. But what exactly do they mean for you as a patient?

Rest assured that there is **no change to the way you access your medical care**. The NHS will remain completely funded by taxes, and free at the point of access. The focus of the reforms is to try and give patients more choice and, most importantly, more of a say in how their health care works.

It's no secret that the Government has had to make some drastic cuts to a lot of things, and the NHS hasn't been spared. Between 2012 and 2015 the Government expects to shave off £20 billion from the NHS budget.

These financial targets will be tough to achieve, but if everything goes to plan there should be little noticeable change in your every day healthcare.

The really major changes are in the background. The changes are to try and get rid of the "red tape" that has existed between the people who provide your day to day healthcare—like GPs—and the people who decide where the NHS funding goes.

Previously in the NHS, local care was governed by a Primary Care Trust (PCT) which represented a particular region. These PCTs had executive boards which had only a few representatives from local primary care providers, like GPs. The rest of the board members were managers. PCTs made decisions about which organisations to fund for the various NHS services. Roughly translated; the PCTs were responsible for deciding where the money went.

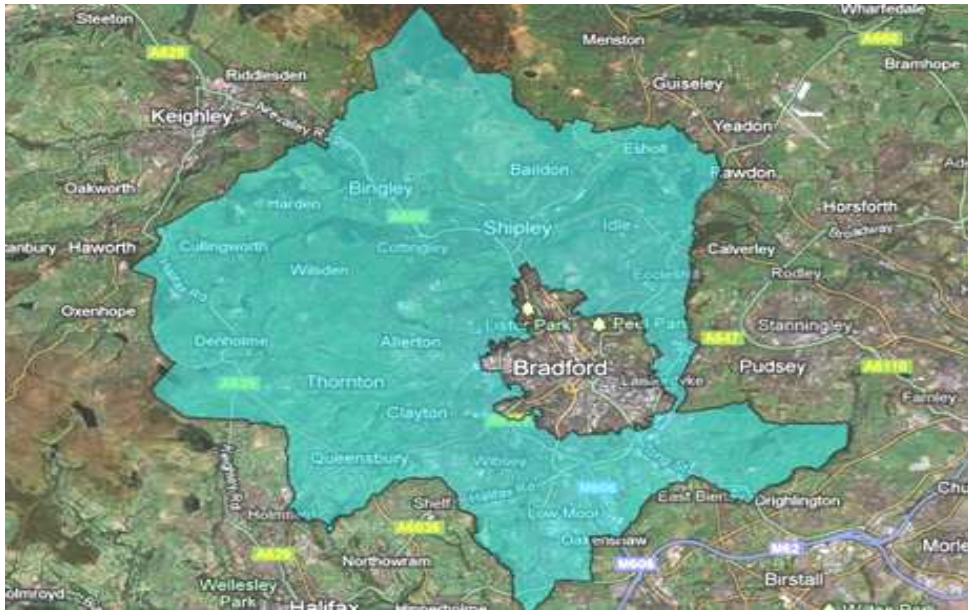
PCTs have now been replaced by smaller groups called Clinical Commissioning Groups (CCGs). These groups are comprised mainly of GPs, but they also include other healthcare professionals like hospital doctors or nurses. CCGs are now responsible for handling the bulk of the NHS funding for their region.

The hope is that, because these CCGs are made up of people who are much more involved in the front line of the NHS, they will have a better understanding of patient needs and where all that money would have the most benefit. The CCG members meet patients during their daily clinics, and this will hopefully give them a better idea of what patients themselves want from their health care.

Find out more inside.

Bradford Districts CCG

Your Clinical Commissioning Group



As mentioned, Clinical Commissioning Groups have now been established to handle the decision making over which services to fund.

Bowling Hall Medical Practice and its patients are part of the Bradford Districts Clinical Commissioning Group. Bradford Districts CCG will ensure that clinical people like GPs and nurses are more involved in deciding what services should be provided for local people.

Bradford Districts CCG serves a population of over 330,000 and

covers the area highlighted in the map above, including Bierley, Tong, Bingley, Shipley, Saltaire and Heaton.

Forty-one GP Practices are members of this Clinical Commissioning Group and representatives from all of them will be involved in making decisions.

To find out more, go to www.bradforddistrictsccg.nhs.uk, the official website of the Bradford Districts Clinical Commissioning Group.

A greater voice...

A key aim of the new Health Act is to give patients more of a say in the way health services are managed. A new organisation called **Healthwatch** has been established with the role of giving patients a greater voice, and making sure that voice is heard. **Healthwatch** is responsible for gathering patient feedback and putting it to the CCGs and the Care Quality Commission (which regulates health and social care services). This feedback will help create a picture of where patients think health care is doing well and where they feel it could be improved.

As well as gathering feedback, local Healthwatch has other roles. They provide people with information about their choices and what to do when things go wrong, and they also help people who want to find out about local health and care services and how to access them.

Healthwatch is looking for volunteers. In our region there are several events scheduled for people to visit and find out more about Healthwatch, what it does and how they can get involved. Go to www.bradfordlink.org.uk to find out more.

Patient Forum - Progress Report

Since its first meeting in July 2011, our Patient Forum has had a very positive impact on how we interact with our patients. From that first meeting it has been clear that one of the main issues is the way the Practice communicates with its patients. This has been a big focus over the last year and a half, and we are delighted to say that, in working with our Patient Forum, we have gone a long way towards making the Practice more accessible to our Patients. Not only have we introduced this very newsletter – each quarterly issue is developed in conjunction with the Forum – but we've introduced a suggestion box into the Practice waiting area, as well as greatly developed our text messaging system to bring yet another level of communication be-

tween the Practice and the patients.

But it won't stop there. There are already many more plans afoot, which will come to fruition in the near future.

And it's not only in the area of communication that the Forum is having a positive impact. They have helped us develop a survey to effectively gather a wide range of feedback from you, which has been used to gauge opinion on various other suggestions that have been put forward. The results of these surveys have been very interesting, and we will be looking at putting plans into action as a result.

A few issues ago you might have read about the Practice being awarded the prestigious Quality Practice Award, which recognises

GP Practices which operate at the highest standard. Our Patient Forum were a great help to us during the accreditation process, and helped us pass the assessment with flying colours.

The Patient Forum is continuing to expand, and now has its own presence both in our waiting area and on our web-site. We're looking forward to the future, and to continuing to work together to improve the Practice for everyone. We always welcome new members to the Patient Forum, therefore if you'd like to get involved, please feel free to contact us via the practice reception or our website. Once we have your name and address we'll let you know about every meeting.

TEXT MESSAGING SUCCESS!

Our text messaging service has been running for over a year, and so far it has been a huge success! Since we introduced appointment confirmations and reminders via text, the number of appointments wasted because of people not turning up for them has dropped by around 17%.

This is in part thanks to a lot of input from our Patient Forum members, as well as a huge amount of promotional effort from the practice staff.

While we are still disappointed with the number of DNA'd appointments we still get each day, these figures show that at least we are moving in the right direction.

If you have a mobile phone and you haven't signed up for this service, we urge you to take advantage. It's completely free, and once you have signed up everything will be done automatically. The phone number goes into your records, which are completely confidential, and won't be given out to anyone without your consent.

On average, we have about 35 appointments per week which are booked and then not attended. Much of the time it's simply because people have forgotten about them. We would urge as many patients as possible to sign up to this service.

WHO TO SEE... AND WHEN

The table below shows the days each clinician is in practice and running clinics. Many of the GPs also do work in other areas on the days that they are not at Bowling Hall Medical Practice.

	MON		TUE		WED		THU		FRI	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Dewhirst	●	●			●		●	●		
Dr Nix	●	●	●	●	●	●				
Dr Caris	●	●			●	●			●	●
Dr McFadden	●	●		●						
Dr Ninan	●	●	●	●			●	●	●	●
Dr O'Brien					●	●	●	●	●	●
Judith	●	●	●	●	●	●				
Pam	●	●	●	●	●	●				
Leanne			●		●		●		●	
Lisa	●	●	●	●						



 * **LAUGHTER: THE BEST MEDICINE!** *
 * **"Eat, drink and be merry.**
 * **Tomorrow ye diet!"** *

WHO TO SEE... FOR WHAT

Dr Helen Dewhirst
GP
Women's Health, Older People's Health, Family Planning, Contraceptive Implant and Coil fitting / removal, Baby and Ante-natal clinics, Child Protection

Dr Amanda Nix
GP
Women's Health, Family Planning, Contraceptive Implant and Coil fitting / removal, Baby and Ante-natal clinics, Sexual Health screening, Child Health

Dr Daniel Caris
GP
Dermatology, Minor Surgery, Joint Injections, Contraceptive Implant and Coil fitting / removal, Vasectomies, interpreting ECGs

Dr Estelle McFadden
GP
Neurology, Contraceptive Implant fitting / removal, Joint Injections, interpreting ECGs

Dr Sheena Ninan
GP
Contraceptive Implant fitting / removal, Palliative Care, interpreting ECGs

Dr James O'Brien
GP
Musculoskeletal Medicine and Rheumatology, Public Health

Judith Ellis
Nurse Practitioner
Advanced Diabetic Management, advanced Blood Pressure monitoring and treatment, advanced respiratory monitoring, Asthma Clinics, prescribing and general check-ups

Pamela Lowde
Practice Nurse
Diabetic Monitoring, Cardiovascular Monitoring, Baby Clinics, Child Immunisations, Stop Smoking Clinics, Smears, Travel Injections, Blood Tests, Hypertension and Blood Pressure Monitoring, Contraceptive Injections, ECGs

Leanne Rayner
Health Care Assistant
Blood tests, Hypertension monitoring, Home and Practice Based Blood Pressure Monitoring, Health Checks, ECGs

Lisa Hullah
Health Care Assistant
Spirometry (breathing) tests, Blood tests, Hypertension monitoring, Home and Practice Based Blood pressure Monitoring, Diabetic Monitoring, Dressing changes, Weight Monitoring, Smoking Clinics, Ear checks, ECGs

Verbal Abuse

Several members of the Bowling Hall Medical Practice Patient Forum have been both shocked and appalled when they have seen and heard reception staff being verbally and physically threatened by patients.

Our staff are left feeling extremely vulnerable and upset. All staff are trained to be polite and as helpful as possible, but there are obviously occasions when all appointments are gone, test results have not reached us etc, but we do our very best to help every patient at all times.

All members of staff at Bowling Hall Medical Practice are here to help, but we expect them to be treated with respect.

We operate a **zero tolerance** policy to abuse of any kind, to any person. Offenders receive a formal warning from the Patient Services Manager. The letter clearly states that should the patient behave in this manner again they will be removed from our Practice Patient List and will be forced to register at another practice.

A message on prescriptions

On occasion your doctor may choose to reduce the dose of your medication. The practice is always doing audits and looking at the medication that we prescribe to make sure that it is, above all, the most appropriate it can be. In some cases, when new guidance is released, we need to closely monitor how this would affect our patients.

A higher dosage doesn't always mean that the medication is helping more. In many cases a lower dose would be just as helpful. This is why, on occasion, we may reduce the dosage of some of your medications so that it is in line with the guidance that we have.

Rest assured that, in all cases, the change is monitored closely.

Of course, we would not, in any cases, alter the dosage of a patient's medication if there was the chance of it having an adverse effect on their health.

A DAY WITH PAM



Now in her ninth year with Bowling Hall Medical Practice, Pam Lowde was born in Shipley and educated locally, and is married with one son James (21) and a daughter Lucy (19) who are both currently working hard at University.

Pam's hobbies include walking, animals and when possible two cruise holidays each year, with her favourite destinations being the Mediterranean and the Caribbean. This Summer Pam is having a seven day break in Las Vegas.

Trained originally at Wharfedale General Hospital in Otley as a State Enrolled Nurse, Pam

then underwent a Conversion Course and became a State Registered Nurse. Pam spent ten years at Barnsley District Hospital and five years at The Yorkshire Clinic in Bingley. In addition she also ran her own Nursery School for toddlers in Barnsley before returning to West Yorkshire.

Pam continues to attend various courses to add to the experience that she has already gathered in her roles.

When asked what she enjoyed most about her job Pam said "...mainly the variety and interaction with patients, especially those attending the Chronic Disease Clinics. The continuity of regular visits means I get to know patients better. This in turn helps me to help them."

An indication of Pam's expertise can be seen by looking at the clinics and subjects she covers – see page 3.

A Brand New Look...



The new look for the Bowling Hall Medical Practice female personnel has met with approval by both staff and patients alike. Many patients have noticed the change and comments have varied from "Ee you look smashing today love" to

"Female sartorial elegance personified". Either way everyone is pleased with the end result. The rich blue polyester reflects the Bowling Hall Medical Practice colours, and the whole ensemble gives our staff a professional look.