

What's up Doc'?



**BOWLING HALL
MEDICAL PRACTICE**

NEWSLETTER ISSUE 10 SUMMER 2012

WELCOME

Welcome to the Summer 2012 edition of "What's Up Doc?" Quite a few changes have been made for this issue; more pages, more information and pictures as requested. It is now our intention to produce four newsletters each year to let you know what is happening at Bowling Hall Medical Practice. We will also keep you advised on the wider NHS, including the government's NHS reforms.

We hope you find our new style interesting; our thanks to our Patient Forum for their input, help and advice. Do let us have your comments and opinions and also tell us of any topics you would like included.

NHS reforms

More and more patients are expressing concern and wondering if they will be affected by changes to the NHS. Please be assured that we at Bowling Hall Medical Practice will advise you of anything that will alter the service you are used to receiving here.

Some alterations, primarily administrative, will formally occur in April 2013, with the formation of Clinical Commissioning Groups (CCGs) made up of GPs and other healthcare professionals. Three such CCGs are planned for Bradford. They are currently operating in shadow form, examining structure and working methods. Proposals will then be submitted to the new NHS National Commissioning Board for decisions on authorising CCGs.

To find out more about the government's reforms, visit www.dh.gov.uk or you can enquire at PALS (Patient Advice and Liaison Service) on 01274 237555.

Quality Practice Award

We are delighted to announce that Bowling Hall Medical Practice has recently been awarded the RCGP (Royal College of General Practitioners) **Quality Practice Award**. This award recognises high quality patient care in GP Practices, and is the highest attainable award from the college. It recognises the commitment of our entire team in providing high quality care for patients.

QPA is a quality assurance process undertaken by practices, which recognises a high standard of quality patient care delivered by every member of the practice team.

Over the past two years, while working towards attaining this award, we have looked at all aspects of our practice to ensure that the highest possible standards are met.

We would like to thank all of the people who have helped us during the past two years.



We are delighted to announce that Lisa, our Health Care Assistant, has recently given birth to a very

healthy baby boy named Mason.

We wish the happy family all the best.

A patient writes about his likes and dislikes

AT BOWLING HALL MEDICAL PRACTICE

We invited one of our Patient Forum team to write down what he liked and disliked about us and how he rated the practice. He prefers to remain anonymous.

"My late wife and I worked in Africa and travelled across much of the world. We also lived in Somerset for many years—so there was plenty to compare.

The first thing that comes across is the cheery good nature of the receptionists at Bowling Hall Medical Practice plus the friendliness and thoroughness of the Doctors and Nurses. It can't be easy; everyone is under so much pressure these days and so impatient. One area that does cause me utter frustration is being unable to get through on the phone early morning, then when you finally do the appointments have gone. I realise it's a big problem at all surgeries, but nobody seems to have an answer.

For me two events elevate Bowling Hall Medical Practice ahead of all others. The first was three or four Winters back. I suffer with COPD (breathing prob-

lems), heart problems, blood pressure, diabetes and prostate cancer. It was a particularly bad Winter; roads were blocked with snow, many bus routes not operating. I had a really severe chest infection, my usual anti-biotics and steroids were not kicking in. If I attempted to get out of bed I simply collapsed. Stupidly, I suppose, I didn't want the Doctors to know how really ill I was. Truth to tell I was scared and couldn't face the prospect of hospital. I know that both Dr Dewhirst and Dr Nix visited, and another lady Doctor actually walked from the surgery to my home, a total distance of about three miles, through the snow. Yes, I recovered and remain grateful for all they did.

The second event was the sudden and totally unexpected death of my wife two years ago. Diagnosed with a particularly aggressive cancer at BRI we were informed she had a maximum of three months to live. My son travelled up from the midlands and we hastily organised a sick room at home where she wanted to be.

For two weeks we struggled to cope, the District Nurses (who are based at BHMP) Kim Bedford particularly, together with Julie Foster (manager) plus other District Nurses and nurses from the Marie Curie Centre visited both day and at night. The time, effort and concern they gave was incredible.

One Doctor from Bowling Hall Medical Practice was quite astonishing. She visited several times. On one occasion I was really struggling (my son had to depart to resolve some work problem for 24 hours). She wrote out a prescription then left, taking the prescription with her and, without me knowing, also took my ASDA shopping list. She returned about half an hour later complete with medication and my ASDA shopping. WOW!! Sadly my wife only lasted exactly one month from being diagnosed, her final few days being spent at the remarkable Marie Curie Centre here in Bradford. I can never thank Bowling Hall Medical Practice and Marie Curie enough for all they did and for the support they continue to give me personally."

PATIENT FORUM MEETINGS—COME JOIN US



We are pleased with the response and growing interaction with patients who attend these meetings. The objectives of Patient Forum meetings are to seek out your thoughts and ideas... all with a

view to steadily improving the services we provide.

It has already been agreed that a suggestion box, together with pen and paper, be located near the main ground floor reception area.

Meetings are scheduled regularly. Posters on the ground floor and first floor waiting areas will display the date and time of the next meeting. Please come along; meetings are friendly and informal. We always have a laugh and enjoy a hot drink. So please join us. This is your opportunity to have your say and to help us help you.

2012 PATIENT SURVEY...

The Doctors and all members of Bowling Hall Medical Practice would like to thank the patients who took the time to complete our 2012 patient survey. The information provided is encouraging and extremely valuable to us. More information about the results will be published later

This isn't fair to you or us...

How would you feel if having booked an appointment, travelled to the surgery, waited in reception for your turn... you learnt that the Doctor or Nurse had decided not to attend? And, importantly, no one had made any attempt to tell you.

This is exactly what happens all too frequently except it is patients booking appointments then simply failing to arrive at the practice. This is not fair to other patients, or our Doctors and Nurses. During 2011 over 1900 appointments were DNA'd, which equates to over 425 hours of wasted appointment time. That is the equivalent of having a clinician sat in a room doing nothing for almost 54 days from 9am to 5pm that year. All it takes is a phone call to cancel or change the appointment.

The subject of DNA (Did Not Attend) has been raised and discussed at our Patient Forum. One suggestion is that we remove persistent DNA offenders from our registered list of patients.

Self care...

Self-care is very often the best and quickest choice to treat very minor illnesses and injuries. A well stocked medicine cabinet means you can quickly treat yourself at home. See your pharmacist and ensure that you have the following in stock... Paracetamol, Anti-diarrhoea medicine, Rehydration Mixture, Indigestion remedy, Plasters, Bandages, Anti-septic cream and a Thermometer.

Your Pharmacist

Do please remember to visit your local pharmacy when you are suffering from a common health problem. Many conditions do not require you to be seen by a nurse or doctor. Your pharmacist is trained and qualified to provide help, advice and the most suitable medication for your illness. Such illnesses include coughs, colds, fever and vomiting.

A DAY WITH DENISE



Five years ago Denise became part of the Bowling Hall Medical Practice team. When asked to describe her duties

Denise explained that she arrives first, switches all computers on, unlocks confidential material then prepares to receive the days patient appointments and times for each Doctor and Nurse. Denise added that reception phones were 'often ringing when she arrived'.

At 8am phone lines are open for business. Denise, together with three other receptionists, starts to book in patients; "The phones simply go mad from 8 onwards and gradually quieten from about 9". In addition, receptionists check what patients have requested online, then empty the repeat prescriptions box, print the prescription forms and then deliver them to the Doctors to sign. Once signed they are filed in the reception area alphabetically for collection by patients or pharmacies.

Asked what she enjoyed most about her job Denise said it was "...a mixture of being part of a really happy team and the pleasure of meeting and helping people each day". Denise has been on several courses relating to medical terminology, as well as courses dedicated to advising medical administration staff. Denise has also been trained to assist a Doctor once or twice a week with a minor surgery clinic.

Why receptionists ask questions

A few of our patients have said they feel slightly uncomfortable when the receptionist asks why they need to see a Doctor or Nurse.

If you need an appointment at the surgery our receptionists may need to enquire about your illness so they can direct you to the most appropriate Doctor or Nurse. Also, some conditions do require longer appointments to provide the

necessary checks or examinations.

Please understand that all such information is completely confidential. Also there are many situations where it is vital for us to be made aware of what the problem is.

For instance it is particularly important when you request a home visit that the Doctor has a clear indication of what is wrong. This as you will appreciate means that the most seriously ill patients can be seen first.

Repeat Prescriptions

Many of our patients need constant repeat medication over long periods. To save you time, trouble and expensive travel, local pharmacies can now make your life so much easier.

Fill in the simple authorisation form at the pharmacy and at the same time leave your repeat prescription form with them. The pharmacy will explain how the system works. You can then either visit the pharmacy to collect your medication or alternatively they can deliver to your door.

This service is increasingly popular and is a boon to the elderly, those who are housebound or disabled and a great benefit in the cold dark winter months. Why don't you give it a try?

Feedback...

Gillian Walker is our Patient Services Manager and initially takes the full force of any feedback or complaints we receive from our patients. This obviously at times makes things tough for her. Yet despite day-to-day difficulties Gill can usually manage a smile and a joke.

If you are not happy with something at Bowling Hall Medical Practice please come along to our next Patient Forum meeting and tell us. It could make a world of difference to you and others, and we are always open to new ideas and seeking to improve the service we provide. Our next meeting is displayed on posters throughout our practice building and you are more than welcome to join us.