



Three Shires Medical Practice

Colerne, Marshfield, Pucklechurch and
Wick Surgeries

Practice Newsletter Autumn 2017

Newsletter



Welcome to our practice newsletter! We are delighted to welcome Mandy White as our new practice manager who started at the beginning of this year. Mike Lodge retired after 15 years of service. Mike spent much time integrating our 4 surgery sites into one coherent distinct organisation. Mandy certainly has some great ideas as to how to continue this, in the new and challenging climate general practice presents. You will all be aware of the pressure that GP practices are under, both from diminishing finances, which effectively limits the number of staff we can employ, and also population pressures and an increasing elderly population. We always try to maintain a friendly patient focused ethos as a practice, and we do value your feedback. We also value your patience and understanding. As a small village practice we often have to respond to emergencies at no notice because of the unpredictability of our work, and that may result in some people's appointments taking longer than expected and some waiting in the surgery. However, we do try to keep waiting times for appointments to a minimum, and they are below average compared to other local GP practices.

We are considering in the future fundraising for certain surgery related items that would not otherwise be funded, including updates to waiting room furniture at some of our sites and improved medical equipment such as spirometers and nebulisers. Please contact Mandy White if you would like to get involved in this.

As well as being a GP, I am Managing Partner, a management element which involves some outside work meeting with other health bodies, collaborative working with other practices locally, human resources and premises issues relating to the practice, website and Care Quality Commission compliance amongst others. This does take me out of direct patient contact from time to time, but I do enjoy my GP work, which still takes up the majority of my working week. We plan to issue three newsletters annually and publish them on our website and distribute them largely via email to keep costs down, and I would be grateful if you could subscribe via our website – click on latest news from the homepage, and subscribe. I hope you enjoy the newsletter.

Dr Richard Greenway

Nurse Practitioner Appointments

We are very fortunate to have two excellent Nurse Practitioners (NPs) working as part of our clinical team at the Practice; Heather Campbell and Sarah Wynell Mayow.

Their contribution to patient welfare and care is paramount to us being able to meet the increasing demands in General Practice. These appointments give us the capacity to manage the day to day needs of patients, so when calling the surgeries you may be offered or you can request an appointment with Heather or Sarah. Here are some of the services that they provide to our patients:

- Undertake full history and clinical examination
- Diagnose
- Prescribe medication
- Order blood tests
- Refer onward to secondary care as required
- Help patients manage acute illness
- Undertake medication reviews
- Provide support and health advice for long term conditions

Flu Jab Time

Once again this year we will be going ahead with our annual influenza vaccination programme towards the end of September and during October. The seasonal flu jab is the best way to protect yourself from influenza and its potential complications. The NHS continues to offer flu vaccination free of charge to people who are at risk.

You are eligible to receive a free flu vaccination if you:

- Are 65 years of age or over on 31.3.18
- Are 2 and 3 years old
- Are pregnant
- Have certain medical conditions such as respiratory, heart, kidney, or neurological conditions, diabetes or a weakened immune system
- Are living in a long stay care home
- Are a carer



Please keep an eye for notices in your surgery for dates and times when we will be offering flu vaccinations or check on our Practice website, www.threeshiresmedical.co.uk.

On line Services News

Patient Access



No need to call, book online save time. It's simple, quick and easy.

Book or cancel appointments ✓

Order repeat prescriptions ✓

View your health record ✓

And more ✓

Just ask at the reception for a PIN and Access ID and follow the instructions on the information provided. You can even manage your appointments on the move with the free Patient access app.

Medication and Dispensary News.

Dispensing services. We currently dispense medication for most of our registered patients (95%), and have a Dispensary at all 4 surgery sites. We are allowed to dispense medication for any patients living at least 1 mile (1.6km) from the nearest Pharmacy in a straight line. The rules about who we are allowed to dispense medication to are somewhat archaic – dating back to Lloyd George, and were originally set up to protect the business interests of Chemists. About 7% of prescriptions in England are issued by Dispensing GPs. In a rural area, Dispensaries can be a lifeline for patients, who might otherwise have to travel long distances to get medication.

Prescription reminder. It takes two working days to process repeat prescriptions. We issue over 14,000 items of medication per month so your patience and consideration of the turnaround times would be very much appreciated.

We do ask patients on regular medications (like inhalers for asthma), to check you have adequate supplies for predictable situations, and re-order when running low. We recommend registering for online Patient Access (register at reception) so that you can reorder when convenient, without having to come into the surgery. We do issue urgent medication at the time for patients who are ill, and will try to accommodate unpredicted medication requests. If overdue for review of your medicines or medical conditions, our receptionists may remind you to book an appointment.

Medication reviews. To support us in managing your medications, it is important that you attend your medication review when requested. A medication review is a chance to check that your medicines are the best ones for you; we may need to check that you are able to take medications as prescribed, and can adjust to more suitable types if you are having problems. The review lasts about 20 minutes.

Manufacturer changes. The NHS has been under pressure to save money for some time on its drug prescribing budget. All GPs are encouraged to use mainly generic drugs when the original brand goes off patent, as this saves the NHS considerable amounts of money. As a practice we try to give patients consistency with the types of generic drugs we dispense – Teva and Actavis being the main manufacturers. Recently, we joined an “Active Price Management” scheme enabling further cost saving of generic drugs, at the expense of less consistency of manufacturer. All generic drugs in the UK have to be tested to be equivalent. We want to assure all patients that whilst branding or packaging may look different, active ingredients remain the same. Please feed back to us about this.

Staff Updates

The New Year saw the retirement of **Mike Lodge** (Practice Manager) and **Ness Lodge** (Marshfield Surgery Manager).

Shirley Whyte retires from her position as Practice Nurse at the end of August 2017.

We would like to thank **Mike, Ness and Shirley** for their dedication and hard work and wish them a very happy and healthy retirement.

Jane Skidmore, Surgery Manager at Pucklechurch Surgery, sadly left the Practice in August after 12 years and we wish her well; we are recruiting to this post now.

We also welcomed the following staff to our team:
Elaine Phipps – Medical Receptionist based at Wick.
Brenda Grimshaw – Medical Receptionist based at Colerne.

Lana Williams – Medical Receptionist based at Pucklechurch.

Hilary Lavender – Medical Receptionist based at Marshfield.



Dawn Cable – Treatment Room Nurse based at Wick and Pucklechurch.
Diane Warsinski – Treatment Room Nurse based at Wick and Marshfield.

Mandy White - Practice Manager.

Mandy writes: I am thrilled to have been appointed as the new Practice Manager for Three Shires Medical Practice and I am looking forward to working with the Partners, Staff and Patients to ensure we continue to provide good quality safe care to the communities we serve.