



DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER December 2014

**This update is brought to you by the Patients Participation Group (PPG).
An independent group financed by the Friends of Datchet Health Centre
to provide an interface between the patients and the practice.**

I asked last month IS THERE ANY BODY OUT THERE?

And thankfully actually there are! Thank you to those who communicated with me. Letters were answered, the subject fully discussed when the PPG met in November.

Dr Watts' letter explains how the practice is entering 2015. You might say that "I have gone across the other side", I do not think it is a question of 'sides'. Like any surgery DHC has its challenges – PPG tries to help tackle them. But I do believe that our surgery compares favourably with other GP practices.

Whilst at times it is difficult to make an appointment if you are really not well you will be seen on the same day!

December will see our annual survey which asks the same questions to help us to identify trends. We can then assess any difference and move forward with the necessary action plan for 2015. There is an additional question covering the Friends and Family initiative – more below.

With my colleagues on the PPG committee I join with Dr Watts in offering you the compliments of the season.

Remember you can make contact with the PPG by contacting

chairdhc@shefras.demon.co.uk

A Seasonal message from Dr Michael Watts

So we come towards the end of what has been a challenging year for the NHS. At Datchet Health Centre (DHC), we do our utmost to give our patients the best possible medical service within available resources.

Dr Chan, loyal partner for 13 years has tendered his resignation for personal reasons. Martin has been an excellent doctor and ably run the service for diabetic patients since Dr Dalton retired. He will be greatly missed by patients and staff alike. We wish Martin and his family all the very best.

Patients may be aware that Sister Jackie Gumme has left us at the end of November. We wish her all the best in her new post and the future.

John Paulson, who came aboard as Practice Manager earlier this year, will also be leaving us soon. He is a loss to the team, and we wish him well in his search for a satisfying career after leaving the RAF this year.

The Practice is taking every step possible to fill all the vacancies and through this newsletter and website will keep our patients fully advised.

Dr Harish Bijjala, who has worked at the surgery for some years as a locum, and more recently as a salaried doctor, has accepted the offer of a partnership. Harish brings significant experience, and many additional skills to our team, and we see him as a highly capable successor to Dr Chan.

Dr Helen Beardsell, currently working as Dr Ferguson's maternity locum, brings advanced skills in diabetes management and her medical experience and enthusiasm, so we are confident that the quality of our diabetic services will continue to improve as she works alongside our specialist diabetic trained nurses, Dani Young and Jeanette Saunders.

We are in the process of appointing a trained Nurse Practitioner to add to the skill mix and enhance our minor ailments service and many other aspects of patient care, and to improve access to appointments.

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PATIENTS' SURVEY

The survey provides information which leads to an action plan to improve what DHC offers for 2015

It will be circulated in December and again in January.

MAY WE ASK YOU TO COMPLETE THE SURVEY? THIS WILL PROVIDE A GUIDE TO PPG ADVISING WHAT DHS PATIENTS ARE LOOKING FOR.

If you are not registered for e-mail please consider it now.

The survey will also be available on the reception desk.

We are also recruiting to replace Jackie Gumme in the Nursing Team and John Paulson's successor as Practice Manager. Mrs Liz Hearne, our very able Assistant Practice Manager, will step up to cover the PM vacancy while we recruit to the post.

It is our immediate task to fill all the positions so we can maintain and improve services to our patients.

It is appropriate to thank the Patients Participation Group, who are all volunteers acting as the link between patients and the Practice. They work tirelessly to help improve services for patients and the doctors all appreciate their input.

I close on behalf of the team at The Datchet Health Centre to wish all our patients a very happy and enjoyable Christmas and most of all a very healthy New Year.

DOCTORS AVAILABILITY

Normal Surgery Times 0830 – 1130 a.m and 1430 – 1730 p.m (As from 15 January, 2015)

Dr Watts – Every day excluding Wed p.m & Fri pm	Dr Sivanandan Tues, Wed, Thurs, Fri pm
Dr Wallbank – Mon, Tues p.m, Thurs	Dr Tyagi – Mon, Wed & Fri
Dr Beardsall - Tue and Fri	Extended Hours
Dr Wheelwright – Wed	Mon from 7.20 am – Drs Watts, Chan, Wallbank or Tyagi.
Dr Bijjala – Mon, Tues and Thurs	Tue from 7.20 am – Dr Beardsell.
Dr Fitzpatrick – Mon, Wed and Friday	Thu 6.30 to 7.30 pm – Drs Bijjala and Sivanandan.

PATIENT PARTICIPATION GROUP NETWORK MEETING

Every other month representatives from the Windsor, Ascot and Maidenhead Clinical Commissioning Group meet to be briefed on NHS initiatives and changes. Pam Curry is the DHC representatives and Michael Shefras attends when his diary allows – it is an evening meeting held at either King Edward, Windsor or in Maidenhead. It is attended by probably 6 – 9 PPG representative which is not very good bearing in mind there are 19 surgeries in the area. DHC has a good attendance record.

To give a flavour of the subjects covered at a meeting on Tuesday 9 December there were the following agenda items. Friends and Family Test update, Patient Advice and Liaison Service (PALS), How the National Association of PPG works, Loneliness and Isolation and Primary Care Commissioning – GP availability trials for week-end working. More information on all of these are at the surgery.

FRIENDS AND FAMILY TEST

This is a new initiative introduced by the government that requires the practice to respond monthly commencing December, 2014.

Patients are to be asked the following question and it is mandatory. "Would you recommend this Practice to your friends and family?"

PPG appreciate it can be seen as cumbersome and whilst PPG has made comment it will happen!

WE KNOW WHO WE ARE!

We would dearly like to augment our numbers!

Please just give Michael an e-mail and we could talk it through.

chairdhc@shefras.demon.co.uk

WHO ARE PPG

Photographs are on the PPG Notice Board

Michael Shefras – Chair

Ernie Addicott

Jayne Crompton – Hon Sec

Pam Curry

Suresh Gogna

Bill Joy

Anita Kapur

Rowena Mignot

Vivian Walton

From the practice

To be advised