



After the NHS changes that take place in April, the Windsor, Ascot and Maidenhead Clinical Commissioning Group (WAM CCG) will be responsible for commissioning and funding patient care services from GP practices in the WAM area. These groups are run by doctors; our Practice Manager, Mrs Karen Holmes, has been appointed to the Practice Managers' Forum, which supports the work of the CCG Board and Sister Jackie Gumme has been appointed as nurse representative on the Board. Dr. Mick Watts is a Clinical Leader for the CCG and the Prescribing Lead.

Last month important upgrades were made to the computer and telephone systems at DHC; it may take a little time for the staff to become fully familiar with the improvements. A note on the new computer operating system appears below. A note on the telephone system was sent by email to all to PRG members and leaflets were available at reception.

If you are interested in joining us, please let me know. Comments, questions and contributions to the newsletter are always welcome. You can contact me in writing via reception, or our new email address [datchet.ppg@gmail.com](mailto:datchet.ppg@gmail.com) **Bill Joy, Editor.**

### **Practice Closures**

The practice will be closed all day on Friday 29<sup>th</sup> March (Good Friday) and Monday 1<sup>st</sup> April (Easter Monday). Callers to the practice number will be advised to call 111 (a new service that replaces NHS Direct) for triage of their problem.

The practice will be closed for training on the following dates:

<b>Thursday 14<sup>th</sup> March</b>	<b>12.30 – 6.00pm</b>
<b>Thursday 18<sup>th</sup> April</b>	<b>1.30 – 4.30pm</b>
<b>Tuesday 14<sup>th</sup> May</b>	<b>12.30 – 6.00pm</b>
<b>Tuesday 11<sup>th</sup> June</b>	<b>1.30 – 4.30pm</b>

The whole afternoon closures allow doctors to attend area-wide clinical training sessions for all local doctors and nurses. Administrative team members are trained in-house in pertinent areas. We appreciate that closures present an inconvenience for patients but it is important that doctors and nurses are kept updated on latest developments in clinical areas. **KH**

### **New Computer System**

On 21<sup>st</sup> February the practice computer operating system was upgraded from a DOS-based one to one that is Windows based (EMIS Web). Berkshire East Primary Care Trust is responsible for providing local practices with their IT systems and maintaining them. The new system provides much better functionality for both clinical and administrative team members. Naturally a change to a completely new system takes a little time for all team members to get used to, particularly as many are part-time employees. We would ask patients to bear with us for a few weeks and apologise for any inconvenience if requests take a little longer than usual to action. On-line ordering services are still available via the practice website, [www.datchetdoctor.co.uk](http://www.datchetdoctor.co.uk). **KH**

## **Clinical Staff Changes**

We are delighted that Dr. Ruth Ferguson returned to the practice from maternity leave at the beginning of February. Dr. Corinne Makepeace (formerly Shepherd) returned on 4<sup>th</sup> March and will be working all day on Mondays, Wednesdays and Fridays. We are equally pleased to welcome Dr. Sarah Crick and Dr. Aradhana Sharma, who began their 6-month ST2 rotation at the Health Centre at the beginning of February. Dr. Crick and Dr. Sharma are hospital doctors who are training to become GPs and are in the second year of their GP training. Appointments with these doctors are slightly longer than the 10 minute slots with our regular doctors. Regular doctors are available for our trainees to consult with during their sessions.

We are sorry to announce that our Nurse Practitioner, Jackie Matthews, has left the practice. The role of Nurse Practitioner was working very well and we are hopeful that we will be able to reintroduce it at some point in the future. It is a difficult to recruit to this role since there aren't many Nurse Practitioners who are qualified to practise in primary care. The partners are currently interviewing doctors to provide some additional GP sessions and hopefully to improve patient access to appointments. **KH**

## **Patient Confidentiality**

The practice takes its responsibilities for patient confidentiality very seriously. To this end, all incoming telephone calls are taken in the upstairs Reception office by members of our Reception team; the telephone at the front desk is used for internal calls only. Members of the staff are mindful, however, that the front desk itself adjoins a public waiting area so there may be times when you wish to have a private conversation with the Receptionist apart from others who might overhear. If this is the case, please tell the Receptionist you wish to have a private conversation; she will then take you through to the area behind the Reception desk where you will have more privacy. Alternatively, another member of the administrative team can be called downstairs to assist you. **KH**

## **Patient Survey 2012-13**

Thank you to patients who completed the 2012-13 patient survey, either online or in hard copy. The survey is a valuable source of feedback around the services provided at Datchet Health Centre. A link to the survey was sent by e-mail to the 900 members of our virtual Patient Reference Group (PRG) and hard copies were posted out to patients identified as being in vulnerable groups. We additionally had surveys available at Reception for a 3 week period. We received 207 responses in total and the results will be reviewed by your Patient Participation Group (PPG) on 20<sup>th</sup> March. The PPG will then develop a proposed action plan to be shared with the partnership. Once the partners have responded the action plan will be made available on the practice website, hopefully by the end of March. We will e-mail electronic copies of the action plan to our PRG members and hard copies will be available at the practice. **KH**

The survey is intended to reveal patients' attitudes in order to assist the partners in improving the services provided. While 207 replies out of 900+ is a useful response level, we cannot be complacent and assume that all those who did not respond are 100% satisfied. I hope for more next time.

## **DHC Website**

Patients who use the internet but have not yet visited the practice website are encouraged to give it a try at [www.datchetdoctor.co.uk](http://www.datchetdoctor.co.uk). There is a lot of useful information, including a downloadable practice leaflet. If you wish you can register with Patient Access, which enables you to request repeat prescriptions and book appointments on the internet (up to a maximum of two 10 minute slots). There is also a facility for secure messages. Contact Reception if you want to register. Each family member will need to register individually.

## **Phlebotomy (taking samples for blood tests)**

The phlebotomy service in the practice is provided by Lesley. The practice bears the cost out of its general funds as phlebotomy is not funded by the GP contract, nor is it funded by a local agreement in Windsor, Ascot and Maidenhead. Different arrangements are in place in both Slough and Bracknell. Lesley reduced her sessions to 4 per week and the partnership has had to decide how to continue the service at the surgery. Consequently, some patients who are able to do so are asked to attend a phlebotomy clinic at one of the local hospitals. These clinics open early and are available each day of the week. For non-fasting blood tests, the afternoon clinics may be more convenient as they are less busy. The partners are sorry they cannot continue to provide the previous level of service at the practice. Some local practices do not provide a service at all, and those that do provide it do so at their own expense for the benefit of patients.

The subject of phlebotomy funding at practice level in the Windsor, Ascot and Maidenhead areas is being taken to the next Clinical Commissioning Group (CCG) board meeting in a bid to achieve equity in Berkshire East and equality between Berkshire East and Berkshire West. For practices in the Berkshire West PCT area funding has been available via a Local Enhanced Service (LES). We very much hope that there will be a positive outcome for patients here. The subject was raised by Datchet PPG in the WAM PPG Network, which is made up of representatives from local PPGs. The proposal is that the Windsor Ascot and Maidenhead CCG should commission a phlebotomy service from its member practices for the benefit of patients and to reduce the workload on hospital-based services, not forgetting the car parks.

**KH & BJ**

## **Radiology appointments**

It has come to our notice that the system for X-ray appointments has been changed. Until recently, the GP handed the patient a form, the patient telephoned the department to fix an appointment (often later the same day) and then attended at the agreed time.

The new system involves the GP making an on-line test request and an appointment letter then arrives several days later offering you a slot at either Wexham Park, Heatherwood, King Edward VII or St Marks Hospital. You can either accept the appointment given or telephone to make other arrangements if the appointment time and/or place are not convenient. This new methodology has been introduced by the local Radiology departments.

**KH & BJ**

## **Mr Peter Haley**

Peter Haley is the lay member of the WAM CCG Board; he was appointed after competitive interview. His daytime job is general manager of People to Places, a locally based charity that provides transport for the disabled and infirm for both social outings and hospital appointments. He also chairs some PPG Network meetings. He is interested in how PPGs and the NHS work and is keen for all GP practices to have a PPG; to assist him, we invited him to attend our January meeting. He said he thought that what we did was important and encouraged us to help other PPGs. He emphasised the value of patient surveys, especially the entries in the comments boxes and he suggested we should keep a suggestions box in the waiting area; I told him the PPG already has an email address. Any feedback on this point will be most welcome.

## **Organ Donation**

The NHS Organ Donor Register is, quite literally, a lifesaver. The confidential, computerised database records the wishes of people who have decided that, after their death, they want to leave a legacy of life for others. By 1 January 2011, the NHS Organ Donor Register contained the names of more than 17.7 million people. People can opt for any part of their body to be transplanted or for specific organs only – kidneys, heart, lungs, liver, pancreas and eyes. With the introduction of the Human Tissue Acts on 1 September 2006, which gave precedence to the wishes of the donor, it was hoped that more families will be encouraged to respect their loved one's wishes. It is important that you discuss organ and tissue donation with the people closest to you so that, if the time ever comes, they will find it easier to confirm your wishes to NHS professionals. The number of people needing a transplant is expected to rise steeply over the next decade due to an ageing population, an increase in kidney failure and scientific advances resulting in more people being suitable for transplants. You can find out more about organ donation and join the NHS Organ Register by calling 03000 123 2323 or visiting the NHSBT website at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)

96% of us rely on the other 4% to give blood. Please do not leave it to someone else. **JC**

## **Car Parking**

Finally, I pass on a plea from the residents of Green Lane, Percy Place and Datchet Place. They say they are very inconvenienced by cars that are parked inconsiderately and obstruct the roadway; they allege that some of the culprits are visitors to DHC. They also say that some drivers drop passengers near the front door and block the road while waiting for the passengers to return.

If the car park is full, and you have to park nearby, please think of the neighbours. Drivers dropping off patients may find it more convenient to stop for a moment beside the disabled spaces behind the building before moving on.