

NEWSLETTER

by the Hicks Group Patients Forum

SUMMER 2018 EDITION



STAFF NEWS

The practice is still finding it difficult to recruit staff, especially clinical staff who can prescribe. We need to recruit one or more doctors. There are 10 practices in the Huntingdon area that are also looking to recruit GPs. Generally speaking, when potential GPs are interviewed their request is to work as a locum rather than as a salaried GP. Working as a locum can be more lucrative. In addition, they often wish to work to their own timetable. We do acquire occasional locums, but only for short stays. The government has pledged another 5,000 GPs by 2020; however, we have actually seen a drop in GP numbers of 300 in England.

The role of Clinical Pharmacists in a GP Practice

As mentioned in the last Newsletter, the Practice has taken on a Clinical Pharmacist, Wendy Chau, in conjunction with the 2 other Huntingdon practices, Priory Fields and the Acorn Surgery. The role of Practice Pharmacists is as follows:

They are part of the multi disciplinary team.

They are experts in medicines and their use: how they work, how they interact with each other, and their

side effect profile.

They can clinically assess and treat patients using their expert knowledge of medicines for specific disease areas.

They can manage long-term conditions and help with complex and multiple medication management with a holistic approach. Long-term conditions can include: asthma, chronic obstructive pulmonary disease, hypertension (high blood pressure), and a thyroid condition.

The population is ageing, resulting in more elderly people with multiple complaints. For this reason the government is encouraging GP Practices to take on Clinical Pharmacists.

Pharmacists can check prescriptions from a hospital stay and see patients to discuss the new medication.

They can offer medication reviews and deal with prescribing queries.

Patients may feel more comfortable with a pharmacist and not feel rushed, as 10, 15, and 30-minute appointments will be available.

WENDY WILL BE AT CHARLES HICKS AND ROMAN GATE ON WEDNESDAYS. ARRANGED APPOINTMENTS CAN BE:

A PHONE CALL

FACE-TO-FACE IN A PRIVATE CONSULTATION ROOM

A REFERRAL BY A GP

FUND-RAISING Our next fund-raising event is a Gala Day stall in Godmanchester on Saturday 7th July. We shall be selling books

and there will be 2 games for children to play. **PLEASE SUPPORT OUR STALL!!**

In the period 19th March to 11th May, **the books** total for Charles Hicks was £41.20 and £84.00 at Roman Gate. The **cards** came to £10 at Charles Hicks and £25 at Roman Gate. **Total book receipts** for the Year-to-Date is £217.20 at Charles Hicks and £355.21 at Roman Gate. **Total card receipts** in the same period were £40.50 at CH and £50.00 at RG.

EVENTS

The Patients Group will be putting on the following Talks:

Monday 1st October

Dr Smithson will give a talk on the Menopause, as requested.

Tuesday 6th November

Susan Last from the CCG will give a talk on Continuing Healthcare and changes in the Pipeline for other areas covered by the NHS.

THE PATIENTS FORUM SUGGESTION BOX



The suggestions and comments received in the box are communicated to you the patient in this Newsletter or on the **PATIENTS FORUM WEBSITE**. Often the same requests or comments come up again and again. To

avoid this, we need you to know that before you make a suggestion, you should look on the website mentioned above, as the reply may already be there. For example, the following come up regularly:

Make more pre-bookable appointments available.

There need to be more same day appointments.

There needs to be more privacy when patients are discussing personal issues with the receptionist.

Please provide a water dispenser in reception.

Make later appointments available.

The chairs with the blood pressure machine are very uncomfortable.

**Inform patients if doctors or nurses are running late.
My appointment was 25 minutes late**

The replies to these are all on **"You Said - We Replied"** on the **Patients Forum Website**, the address of which is:

www.hickspatientsforum.uk

The website has been up and running for the past 3 years. It offers Health information, Self care, Carers information, Health Information for Young People (16 to 25), and a Children's Page. It tells you who we are, what we do and what we've done. As well as this there is "You Said - We Replied" as mentioned above, NHS Choices, Meetings and Minutes, Why You Should Join Us, Who's Who in the practice, the History of the Surgery and Useful Links.

The latest suggestion is:

"Mark out parking bays in the parking lot to prevent abuse of space. Disabled parking bay, preferably x 2 required."

The reply from one of the Practice Managers is: **"This is already being factored into the plans for the extension at Roman Gate"**