

# NEWSLETTER

By the Hicks Group Patients Forum  
SUMMER 2019 EDITION



## STAFF NEWS

**Dr Weyell** and **Dr Smithson** are now back to 3 full days in practice. **Dr Tariq**, salaried GP, left at the end of April to take up a post elsewhere with more child friendly hours.

**Lorraine Baker** has now stepped down from the post of Practice Manager but is helping out as an administrator whilst she awaits the sale of her house.

We have said goodbye to receptionist **Humnah Shah**, who is taking some time out before she starts university. **Suzanne Swallow** and **Cheriece Gordon** have transferred from reception to Admin.

We have some new receptionists: **Jade Hyde** and **Tina Ashford** who started on 3<sup>rd</sup> June. We also have 2 new Admin assistants: **Anne Colmer** and **Hannah Deverson** who also started on 3<sup>rd</sup> June.

## PRACTICE NEWS

The Charles Hicks Centre had been **experiencing issues with the patient toilets which were being used for drug-taking**. A new system has been installed whereby the receptionist has to release the door for patients to gain entry to the patient toilets. It is

hoped that patients will not find this inconvenient and will support us with the decision to make the toilets only accessible to those who need it.

**The Practice list size** is currently 14,094 and is continuing to grow at a manageable level.

**Improved Access Clinic Appointments** are becoming very popular with our patients. They consist of GP, Nurse and Healthcare Assistant appointments provided in various locations locally (**Acorn Surgery** in Huntingdon, **Cromwell Place** in St. Ives and **Buckden Surgery**). **They are available on late nights and weekends.** Patients can book such appointments in the usual way: by phoning either Roman Gate or Charles Hicks surgeries.

The Practice ran various events to **raise funds for cancer charities** during the month of May. The events include cake stalls, quiz nights, tombola, raffles, non-uniform days, a swishing event and "guess the name of the teddy". The practice will post how much has been raised at the end of the month.



Once the practice receives the go-ahead for **the building project** at Roman Gate surgery, it will need to raise funds for refurbishment etc. If anyone has any local business contacts that may wish to donate equipment or funds to equip the waiting area, clinical rooms etc. please let the Practice Manager (Lisa Harrison) know.

## **PATIENTS FORUM**

### **1. THE SUGGESTION/COMMENTS BOX**

#### **a. Charles Hicks**

**A cycle rack would be appreciated.** This request has been made many times. Unfortunately there is no space in the Car Park for a cycle rack. However, there is an area where cycles can be chained to hooks, close to the surgery.

#### **b. Roman Gate**

**Some receptionists are very helpful but some are very unfriendly to the point of being offensive.**

I am sorry that your experience of customer service from some of our receptionists at Roman Gate surgery has not been to the standard to which we strive to achieve. Your comment has been shared with the team and I have spent some time observing the reception team, and am pleased to report that I have not seen any evidence of poor customer service. However, if you do experience this again, please do ask to speak to a member of the Management Team so that we can address the concern you have at the time. I was very pleased to see that you identified two of our receptionists as providing excellent customer service, which has been fed back to them. **Lisa Harrison, Practice Manager.**

## **2. FUND-RAISING ACTIVITIES**

### **THE EASTER EGG RAFFLE.**

The Total take for the raffle was £110: £22 from Charles Hicks and £88 from Roman Gate. The net profit made, subtracting the cost of the Eggs, was **£70**. This will go to a Cancer Charity.



### **GALA DAY**

The Fund-Raising group is busy preparing for the **Gala stall at Godmanchester Gala on Saturday 6<sup>th</sup> July**. A Poster will be put up describing the games on offer. There will also be a large selection of books donated by the Practice patients.

**c.** The FR group has decided that a Quiz will take place **on a Saturday at the beginning of October**. It is hoped that it will once again take place in St. Mary's Church Hall.

## FINANCIAL MATTERS

### Book and Card Sales

During the period April to May 2019, Book sales at Roman Gate amounted to £39.50 and £26.78 at Charles Hicks; Card sales during the same period came to £5.00 at CH.

### Purchases Display

A photographic display of purchases made for the Practice, by the Patients Forum over the years, was put on the small boards in each surgery. The total money spent was £9,631.93.



## HEALTH MATTERS

Drugs and other pharmaceuticals are a high cost component of the NHS budget, so it is important that these are not wasted. Money spent on medication unnecessarily reduces the amount available for all of us. Cambridgeshire & Peterborough **CCG** (Clinical Commissioning Group) is the **highest spending CCG in the country on drugs - at over £117m per annum of which £17m was thrown away from over-ordered and/or stockpiled drugs.** Once drugs are issued they cannot be re-issued but have to be burnt for safety reasons. This is the sum for drugs officially returned to pharmacists, often when patients have died, and takes no account of any drugs which people just throw into general rubbish. The CCG Head Pharmacist is asking all patients to spread the word and to be mindful of waste, since this is money which cannot be spent on other forms of treatment etc.

A Speaker at the Huntingdonshire Patients Forum (HPF) was the managing partner of the Octagon Medical Group where practices in Huntingdonshire, Peterborough and South Lincolnshire have joined together to save back-office costs and offer a wide range of services across all their practices. Priory Fields Surgery has joined this group, and the Acorn Surgery is awaiting approval to join.