



## WELCOME TO ST JAMES SURGERY'S NEWSLETTER

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### EMERGENCY APPOINTMENTS

We operate an Emergency on Call Clinician Triage service, if you need to see a Doctor/Nurse on an urgent basis please telephone the Surgery. A Clinician will then ring you during that day to discuss a plan of action. During the telephone call the Clinician will assess your condition and may recommend a prescription or an on the day appointment here at the Surgery or a routine appointment. If the Clinician feels that a home visit is appropriate they may arrange for you to be reviewed at home by an ECP (Emergency Care Practitioner) who will then liaise with the Clinician for further action.

Coming soon, Our extended hours service (6:30-7:45p.m. Monday) will take place at Southbroom Surgery. Our patients will be seen by our own doctors. (Watch this space for an update).

### JOSS GREEN-ARMYTAGE BUSINESS MANAGER LEAVING

It is with great sadness that we say goodbye to Joss Green-Armytage, the Business Manager, who will be leaving us in the next month. Joss has been with the Surgery for eighteen years. Joss has really enjoyed working with all the patients and helping the practice develop services for the patients and the locality. Joss has very much relished working for the practice but feels its now time to retire from GP land; she will miss the patients and staff and we wish her well! Tracy Harris is her replacement who has worked for the NHS for 21 years.

### NEW DOCTOR ARRIVING—PROBLEMS WITH APPOINTMENTS

Sadly Dr Jo Haining left us on the 9<sup>th</sup> of February and we have since had to use locums to cover the workload. We advertised for a new GP and a new doctor will be arriving on October 1<sup>st</sup> (watch this space). Please be patient and bear with us during this very challenging period of locum cover and lack of appointments. Have you thought about going to a pharmacist and asking for their help with your problem.

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### ELECTRONIC PRESCRIPTION SERVICE

Have you heard about EPS? This system has been running for a while, if you agree (simply by telling us when you are in the surgery) we can arrange for your prescriptions to be sent electronically to the Pharmacy of your choice. This system means that there is no need for the green printed prescription to be issued and sent to the pharmacy and it saves time and money.

### THE FRIENDS & FAMILY TEST

Our Practice is continually striving to improve our services to you the Patient, to make your entire experience of visiting/contacting the surgery as easy and as convenient as possible. In order to do this we need your feedback. Currently we are participating in a national survey - The Friends & Family Test.



This is a short, easy to complete questionnaire which asks you about your recent experience as St James Surgery and how likely you are to recommend our GP practice to Friends & Family. There are two ways to complete this - either by filling in the form whilst you are in the Surgery or by completing it on line - please go to the links on the home page

### CLINICAL CARE CO-ORDINATOR

We have a Clinical Care Co-Ordinator whose role within the surgery is to try to keep hospital admissions to a minimum, when there is the viable option for a Patient to remain at home, provided they have access to the right services and support.

### EMERGENCY CARE PRACTITIONER

We have an Emergency Care Practitioner whose role within the surgery is to support the doctors doing visits on their behalf to try to keep hospital admissions to a minimum. To help the patient, to remain at home, provided they have access to the right services and support.

### CARER'S AND CARER'S CLINICS

If you are registered with St James Surgery and are a Carer please let us know so that we can update your records accordingly and ensure that you are on our Carers' Register.

During late Spring/Summer of this year we aim to hold a Carers' Clinic. These clinics are for Patients registered at St James Surgery who are carers and who do not normally have to attend the Surgery on a regular basis for any existing medical conditions. Carers will be seen by appointment only. Each appointment will include a 15 minute general health check with one of our Clinicians followed by a further 15 minute session with a person from Carer Support Wiltshire.

Carers Support Wiltshire is an independent charity established to provide support to Carers living in the Wiltshire area. They can provide confidential information and advice about caring matters and one to one support.

## St. James Surgery

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[www.stjamesurgerydevizes.co.uk](http://www.stjamesurgerydevizes.co.uk)

### SURGERY INFORMATION

You may ring us on 01380 711879 every week day - our lines are open from 08.00 to 18.30. If you require Test Results please ring between 14.30 & 16.00.

If you need to cancel an appointment please ring on 01380 736586 - opening hours as above. Please note that we do have an Induction Loop system when visiting the surgery.

### HOW CAN WE CONTACT YOU?

Please keep us up to date with your mobile and landline telephone numbers and e-mail addresses. If you need to change your address we do need to be notified in writing. Please visit the Surgery and complete a short form so that we can update your records - Please check with the Receptionist when you request the forms to ensure you are still within our surgery catchment area.

## **FREE CAR PARKING**

Car parking is provided as a courtesy (we are not obliged to have a car park for Patients use). We expect Patients to park their cars responsibly using only the defined car parking spaces. Vehicles must not be left on the double yellow lines, in the entrance drive, in unmarked spaces or behind the Doctors parking - this will ensure that any doctor attending an emergency can leave the surgery without delay, similarly ambulances can attend the surgery without being obstructed - Also it is a courtesy to other Patients that they are not blocked in. We remind all patients that cars should be removed from the car park as soon as you have finished surgery business. Please do not leave cars here whilst you collect prescriptions from the Chemist or shop!

## **LOST PROPERTY**

The surgery will keep lost property for a period of 2 weeks, if it remains unclaimed after this time we will dispose of it as we feel appropriate.

## **PATIENT GROUPS**

We have two groups of patients who give up their Valuable time to help us, these are:

### **The Patient Reference Group**

This is a virtual group who participate in surveys and give feedback to us on issues that affect all patients. The comments and views of this group are vital for the long term planning of the practice and the patient experience.

### **The Patient Liaison Group (Friends of St James)**

This a group of around 9 patients (new members are always welcome) who meet at 4-6wk intervals, to give valuable feedback, and also raise funds for the surgery. The group decide what is purchased for the surgery from suggestions made by us.

This group has also arranged the occasional evening workshops on common medical conditions. A newsletter from them is on the last page of this newsletter.

## **Over the Counter Medication**

As part of efforts to save money within the NHS, can we encourage you to buy treatments for minor ailments rather than have them prescribed.

Some ailments can be dealt with, with over the counter products at a pharmacy – You will not necessarily need to be seen by the Doctor for minor ailments—you can ask the Pharmacist for advice and they will be able to recommend drugs accordingly.

The following can be bought at a reasonable cost over the counter at most retail pharmacies: Antihistamines, Chloramphenicol eye drops, Aqueous Cream, Hydrocortisone, Doublebase, Medigel, Aveeno, Acyclovir Cream & Ointment, Fybogel Type products, Colpermin, Dioralyte, Sachets Mebeverine, Loperamide, Anusol Cream and suppositories, some thrush preparations. Co-codamol, Paracetamol e.g. Calpol, Ibuprofen tablets/ suspension and gel.

## FRIENDS OF ST JAMES SURGERY— NEWSLETTER

Many changes are taking place over the coming months at our surgery. During the interim please be patient as it will take time for them all to fall into place.

Joss Green-Armitage, who has been the Practice Manager for many years is leaving soon, and Tracy Harris has already replaced her. Tracy has had 21 years experience in this field, and has come with fresh ideas. For example, she is concerned for patient safety for those who walk to the surgery, so much so that a footpath is under consideration where the bushes are situated. The car park is still a problem and a further alteration will be made, funded by the Friends.

A new GP will arrive at the surgery in October, but in the meantime three locums are being employed at different times, but this is an expensive exercise. This just reiterates the fact that the UK is short of 8000 GPs meaning that we will all have to wait longer for appointments.

Surgeries in the UK are having to open for extended hours. St James surgery is open on Monday evenings, but soon patients who have an appointment between 6.30pm and 7.45pm on that day will be asked to go to the Southbroom surgery. Our GP's will be there, and so will GP's from the other surgeries in the town and also from Market Lavington.

Some years ago a supper used to take place and we are considering having a harvest supper. Do look out for the date and come along. We wish to encourage more of you to get involved with our surgery. We need your views and input with fresh ideas. We know that it is hard to volunteer, but we are confident that, out of the 7000 plus patients in the surgery, there must be younger ladies and men who would be prepared to come along and offer help.

***Our Annual General Meeting will be held on the 5th of July at 6:45 p.m.***

**The 100 Club** was drawn in April, and you may have noticed that you haven't received a renewal reminder. You will receive this later in the year to re-commence in January 2018.

As there are now in the region of 2000 e-mail addresses on the surgery records this newsletter will be sent via e-mail and hard copies printed too. Do remember to advise if you change your e-mail address, otherwise the message will not be delivered to you. Please read the newsletter and do think about offering assistance where you can. The average age of our nine or so committee members is high. We want to reduce it and we need more! **Our next meeting date is 6th of June at St James Surgery at 2:00 p.m.**

Thank you for taking the time to read this.

### **Friends of St James**

#### **A JOKE FROM THE FRIENDS**

*A pregnant mother was out shopping with her four year old son, Sam, when a friend asked if he was excited about the baby. "Yes", said Sam. "and I know what we're going to name it, too. If it's a girl we're calling her Molly, and if it's another boy we're calling it Quits....."*