



Newbury Street Patient Group

**NEWBURY STREET PRACTICE
Patient Group
NEWSLETTER
Autumn 2011**



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**STOP PRESS:
Open Meeting – Talk by Dr Dick Squires
Thursday 10th November at 7pm
Wantage Methodist Church Hall**



Bus Stop

Drop off point at the Mably Way Health Centre

Could all car users please note that the road outside the main entrance is NOT a parking area and should only be used to drop off passengers. It is for use by ambulances and buses.

Vehicles parked in the drop off zone make it difficult or impossible for a bus or ambulance to get near the kerb. When the bus cannot get to the bus stop to drop off passengers, many of whom use walking frames and other mobility aids, the bus driver has to stop in the middle of the road, put down a ramp and help his elderly and disabled passengers off the bus.

Please, if you have to wait for a patient, do not wait in the drop off zone. Please park near the side entrances to the building (follow the road to the left or right of the main entrance). Both these side entrances have disabled access (ramps and wide doors) and disabled parking bays.

Please leave the drop off zone clear for buses and ambulances.

Thank you for your cooperation.

Open Meeting & AGM - Thursday 10 November 2011

You are invited to an Open Meeting on Thursday 10 November at 6.45pm for 7 pm at the Wantage Methodist Church Hall, with a talk by Dick Squires about his reminiscences of his life as a Doctor. This will be followed by the Newbury Street Practice Patient Group (LINK) AGM. Refreshments will be available. There is limited parking by the Hall for the less mobile, alternatively please park in the Civic Hall Car Park.

Missed Appointments

If you cannot attend an appointment on the allotted day, the Practice would be grateful if you would contact the surgery beforehand to cancel it. The cancelled appointment can then be reallocated.

Please be thoughtful. Someone who urgently needs an appointment could have been allocated that time slot.



Profile of Carrie Ladd

I recently finished my GP training in July 2011, after graduating from Southampton University in 2003 - a couple of years after Dr Andrew Partner left the same fine establishment.

My career in general practice began as a medical student down in the New Forest and has taken me to the heart of rural New Zealand, and back again, twice! As well as time spent working in Winchester and Portsmouth, I worked for a couple of years in the Great Western Hospital before joining the GP training scheme which was based in Swindon as well. I have recently spent a very enjoyable 2 years working in nearby Lambourn.

I am currently in the final stages of completing my Diploma of Sexual and Reproductive Health and look forward to developing this special interest in the future.

My husband, James, and I moved to Wantage almost three years ago and have a two year old daughter, Millie. She keeps us busy both at home and when we are out and about, usually making the most of the lovely countryside (walks and pubs included!) that are nearby.

I am covering for Dr Alison Law whilst she is on maternity leave and I would like to thank everyone involved at the surgery, both patients and staff, for making me feel so welcome.

Nurses' Roles

We have one Nurse Practitioner (Catherine Bulpitt) and three Practice Nurses (Sue Beach, Caroline Doyle (nee Lazarus) and Caroline Hadley) all of whom carry out:

- Blood tests, urine tests, ECG's, smear tests, ear syringing, injections, new patient checks, dressings, weight management, hypertension/hyperlipidemia (blood pressure & cholesterol) checks
- Contraceptive advice including: follow up contraception – pill checks and injections
- Travel advice and smoking advice/cessation.



Catherine in addition to the above is a Nurse Practitioner and a Non-Medical Prescriber enabling her to deal with Minor Illnesses and Minor Injuries for people age 12 years and over such as:

- Acne, D & V, minor respiratory illness, sore throats, ear pain, conjunctivitis, eczema, bites/stings, hay fever, urine infections, 'women's' complaints and various other complaints.

Catherine also operates a telephone triage system most mornings, whereby she assesses and prioritises the list of patients requiring appointments. She is the COPD & Asthma Nurse and carries out Spirometry when appropriate at her reviews.

Sue is the Diabetic Nurse who carries out the regular reviews. She also gives the baby and pre-school immunisations.

Caroline H also gives the baby and pre-school immunisations and is currently training to do Diabetic Reviews.

Caroline D can carry out Doppler scans and assess the suitability of compression bandaging for Leg Ulcers.

We have two Phlebotomists (Rose-Marie and Holly) who:

- carry out blood tests, hearing tests, urine tests, ECG's, blood pressure measurements and referral to nurse or GP
- assist with minor surgery and coil fitting.
- Rose-Marie our Health Care Assistant/Phlebotomist can also remove sutures and attend to basic dressing requirements.

Extended Surgery Hours

The surgery has been operating extended hours for over one year now and we are over the moon that the feedback from patients has been so positive. The surgery is normally open each weekday between 8.30 am and 6.30 pm. For one evening a week and one Saturday morning a month, there is an extended surgery offering routine appointments with doctors. We hope that this will improve access to the surgery for many people who work during the day and find it difficult to come to surgery during usual hours.



The idea started with a Government initiative to encourage surgeries to extend opening hours but their support for the service has dwindled after the first year meaning that many surgeries have dropped their commitment. We are proud to continue to offer the most extensive extended hours service in the Wantage area.

The extra surgeries are in addition to those previously available which means that the total number of available appointments has increased. We hope that this will lead to more patients getting the appointments they want at a time that suits them.

Unfortunately we are not able to see 'walk-in' emergency patients as we operate with only small numbers of staff outside regular hours. Abingdon Out of Hours service still operates for any emergencies that arise (Tel: 085 345 8995).

Appointments are bookable in advance over the web (please contact reception for details on how to register to take advantage of this facility), over the telephone or at reception.

We will continue to offer emergency appointments for acute medical problems on the day but routine appointments are still available to book days and weeks in advance. Always try to book ahead to ensure you see the doctor of your choice at a time which is convenient to you if the appointment is to address a routine or longstanding problem.

NHS Direct can be accessed at any time, Tel: 0845 46 47.

Emergency Numbers

- **In an emergency call 999, or 112 from a mobile** – the call will be free and 112 calls can be made even when your mobile keypad is locked.
- **You will be asked if you want Police, Fire or Ambulance**
- **Give as much information as you can, including:**
 - ❖ Nature and location of Incident
 - ❖ Type and seriousness of injuries, if any
 - ❖ Keep calm and do not hang up until you are told to by the operator.



Personal Safety

- Do you know where you are going and how to get there?
- Does anyone know where you are?
- Are you meeting someone alone? Have you thought through the risk?
- If you are returning home after dark, have you considered possible risks (eg, where you parked the car, availability of public transport etc?)
- If you think someone is following you, quickly move to the nearest place with people and call the police
- If someone grabs your bag or wallet, let it go
- Do you have a mobile phone – is it charged and topped up?

DOCTOR! DOCTOR!

We have put some questions that have been raised by patients to the Doctors – and the response to one is shown below.

Applying Creams

Question: When applying steroid creams, ointments, etc you sometimes get instructions “apply sparingly”. Is there an easy way of deciding how much to use which works for everyone?

Answer: The usual method of estimating volumes of cream to be applied is with finger tip units (FTUs). This is defined as the amount of cream expressed from a tube with a 5mm diameter nozzle. Applying 1 finger joint length of cream will treat an area of skin twice the size of the flat of an adult’s hand.

Clear instructions can be found on the manufacturer’s insert which comes inside the packet of all steroid creams.

If there are any similar issues that you feel it would be helpful to cover in later newsletters, please fill in the ‘further comments’ box in a LINK leaflet in the surgery or email them to LINK@wantage.com



LINK – Patient Liaison Group

We still need new members to join the committee, so if you are interested please contact the Secretary Sandra Helm on 07798 555513, or on Link@Wantage.com for information about future LINK Patient Group meetings.

LINK Committee members are:

Leicester Gill (Chairman)
Sandra Helm (Secretary)
Jean Nunn-Price (Treasurer)
Dave Fox
Rosemary Gashe
Rosemary Jackson
Janet Parker
Lesley Weston





Newbury Street Patient Group

***You are invited to join us for a Talk
by Dr Dick Squires on
Life & Times of a Doctor***

**on
Thursday 10th November 2011, at 7pm**

**at
Wantage Methodist Church Hall
Church Street, Wantage
(Please park in the Civic Hall Car Park)**

***Followed by the
LINK AGM***

Refreshments will be provided

For more information contact Sandra Helm, 07798 555513

