



Cookham Medical Centre News

Summer 2014

Published for CMC by the Patient Participation Group (PPG)

Continuing to care for you at Cookham Practice

We are very sad to announce that Dr Susanna Hayter will be retiring from the medical centre at the end of July 2014, after nearly nine years at the surgery. Dr Hayter came to the surgery in 2003 as our GP Registrar and after a short period working elsewhere returned to take up her partnership in 2005. She will be leaving to spend more time with her young family.

We are also sad to announce that Dr Peter Roberts will be retiring from the medical centre at the end of August 2014, after twelve years at the surgery. Dr Roberts came to the surgery also as our GP Registrar in 2002 and took up his full time position as partner in 2003. Dr Roberts and his family will be moving away from Berkshire at the end of August. In the mean time Drs Hayter and Roberts will continue to work in their normal capacity.

Both Dr Hayter and Dr Roberts will be very sad to say goodbye to all of their patients and colleagues after many happy years at Cookham Medical Centre. Many of us have benefitted from either working with them or receiving their care and guidance, and as with Dr Cathie Scothorne, (who left in March), they will be missed enormously.

We are delighted to announce that Dr Anu Swamy will be joining Dr Azmy Birdi and Dr Michael Sealy in Partnership from the end of July 2014. She is well known to all of the patients at Cookham Medical Centre and we are delighted that she will be joining the senior team at the surgery.

We are also delighted to announce that Dr Lucy Follis will be joining our team of doctors permanently from the end of July 2014. Many of you will know Lucy as she is currently our excellent GP Registrar and is very pleased to be taking up her new position as Salaried Doctor with Drs Birdi, Sealy and Swamy.

How will this affect patients?

Patients are registered with Cookham Medical Centre and are free to see any GP of your choice. However, it does help us administratively to allocate patients to a "usual" GP therefore, if you usually see Dr Hayter you will be nominally reallocated to Dr Swamy or Dr Follis from 1st August 2014.

We are currently recruiting a replacement partner for Dr Roberts and will inform you when we have more news as soon as possible.

We recognise changes to the GP team can be unsettling for patients but we are very pleased that our current team is evolving and that Drs Birdi, Sealy, Swamy and Follis are able provide our patients with the highest standard of care and continuity of our comprehensive service during this time of change. The amount of GP appointments and access to your GPs will not be reduced.

We would also like to announce that Mrs Sarah Denton will be starting as our full-time Practice Manager in early June 2014. Mr Bill Jenssen will be staying to help Sarah settle into her new position on a part-time basis.

Nurse Jane Chappell will be retiring at the end of May 2014 to spend more time with her family.

We are currently recruiting a replacement RGN and will inform you when we have more news.

Our Health Care Assistants Margaret Witherspoon and Claire Williams left the nursing team in April 2014 and we are delighted that Christine Penny has taken over care of their patients and we are very pleased to announce that Mrs Sam Robinson will be joining as our new Health Care Assistant in mid June 2014.

We would like to take this opportunity to thank you for your cooperation in this transitional period.

Is Cookham so very different?

The Cookham practice is part of Windsor and Maidenhead (WAM) Clinical Commissioning Group. When the EAST Berkshire Primary Care Trust was dissolved in April of last year, it was replaced by 3 CCGs in Slough, WAM and Bracknell Forest. The areas were dictated by the local authority structure.

As these are small areas, some services are commissioned by the East Berkshire consortium. Other specialist services are commissioned over an even larger area. As the leaders of the CCG include general practitioners, GP services are currently commissioned centrally for the NHS.

The central money available to a practice like Cookham is determined by a national formula, which prioritises funding to the area according to perceived need. Because this is a relatively affluent area, our funding is among the lowest per head in the country. This is an understandable approach, although one could argue about whether the formula is right.

The pressure on local services is increased as action is taken to move some activities from secondary care (hospital) to primary care (GP practices and local clinics). The politicians' plan to introduce seven-day working and increase hours to 8 a.m. to 8 p.m. Even if pro-rata funding were to be made available for these extra services (very unlikely) there is a national shortage of GPs, which can not be corrected in the short term.

Analysis of appointments in general practice shows that there are MORE appointments provided year on year. In spite of this it is more difficult to get an appointment. This is true, not only in Cookham, but nationally. Your PPG is part of a local network of patient groups in Windsor and Maidenhead. The other practices are reporting similar concerns from patients.

The CCGs of East Berkshire are working closely together to address the challenges that face the NHS. Although each CCG will have its own strategy, there will be much in common.

As you are aware, the NHS has serious financial pressures. These have resulted in some truly dreadful instances of poor service, including national scandals. The challenge is to improve services and

save money. It is therefore inevitable that the way services are delivered will come under scrutiny. This will mean that some things may have to change.

Change can mean improvement!

You will see from Dr Robert's article on Page 1, that a number of changes are already taking place. Some of these are clearly as a result of individuals leaving and others joining. The overall effect of the changes means that there is NO reduction in the number of appointments offered, nor is there a plan to merge with any other practice.

The introduction of seven-day working will place considerable pressure on small practices. Various ways are being considered to meet the new challenges. These include:

- Collaboration between neighbouring practices to provide extended hours cover.
- Increased use of St Marks hospital for primary care clinics
- Increased use of Urgent Care Centres (including St Mark's) to reduce pressure on A&E at Wexham.

Of course the management changes at Heatherwood and Wexham may mean other changes as well.

Your PPG is monitoring the situation and will keep you informed as ideas are turned into plans. We have confidence that the Practice team in Cookham are as well equipped to cope with the changes as any practice.

We can understand that the number of changes occurring at this time is giving some of you cause for concern. As is usually the case, we believe that the rumours greatly overstate the position. (It would seem that GPs could be more skilled at Public Relations!) Communication between the practice and the public is one of the roles of the PPG. This newsletter is one way for us to do that.

Roger Battye, PPG Treasurer and Secretary of Healthwatch WAM



YOUR COMMENTS

Can blood tests results be emailed from the surgery to Consultants?

Practice response:
Results can be sent electronically if it is for an NHS appointment. This is done using the NHS email network (with the security that this carries). It can not be done if the consultant does not have an NHS address on the network, because we do not feel it is secure enough.

PPG response
Anything which makes the sharing of test results easier has to be a good thing in our opinion.

I was invited to an “Are you a carer” day recently. I managed to find a replacement carer, so was able to attend. I arrived to find that the event had been cancelled.

Practice response:
We understand your frustration. The event was organized by the Clinical Commissioning Group (CCG) and was therefore not within our control. We have passed your comment to the CCG.

PPG response:
We sympathise. It is difficult for carers to make their views known. We hope you will not be put off in the future. We understand that the organisers did not have attendees contact details and were therefore unable to let you know. We hope that they have learned from this incident and will make sure it can not happen again.

Could we have button-operated automatic doors from waiting room to consulting rooms for the benefit of wheelchair users?

Practice response:
This comment has been passed to us, and will be discussed when our new Practice Manager has settled in.

PPG response:
We will discuss this at our next meeting.

The Comments box has moved!
It is now located on the shelves to the right of reception.
Please keep your comments coming. They will be answered!

Friends of Cookham Surgery – Stay in Touch

Our e-mail group continues to grow. Application forms are available in the waiting room - please use the tear-off strip below.

WHY NOT ACT NOW - IT COSTS NOTHING!

*Please drop the completed form in the Comments box. As well as receiving occasional information, you will be helping the practice to demonstrate that it is working actively to communicate with patients. This is a requirement for the practice to qualify for additional funding. **If you will not be visiting the surgery soon and would like to join the mailing list, please e-mail our chairman chris.oxtooby@btinternet.com***

(You can unsubscribe at any time by advising the same e-mail address.)

A lot of useful information can be found on the website at www.cookhamdoctor.co.uk



Please include me in the “Friends of Cookham Surgery”.

E-mail address _____

Please supply me with **A.** Cookham information **B.** A plus local NHS information **C.** B plus national NHS information

Please tear off this strip and place it in the Comments Box

Changes at CMC

Cookham PPG learned recently of the changes taking place at the medical centre.

While we are sad to see familiar faces go, we were reassured that the team is being rebuilt to maintain and improve the level of service provided.

We look forward to building constructive relationships with the new doctors and staff.

We would like to thank those who are leaving for the outstanding service that they have provided for the patients in Cookham. We will miss them as individuals as well as practitioners. Many of us number them among our friends.

Change is rarely welcomed and to lose someone who has provided a very human face in the otherwise impersonal world of the NHS will be particularly difficult for those who feel most vulnerable. The partners are very sensitive to the needs of vulnerable patients and are advising individuals how their care will be maintained under the new arrangements.

New technology

The annual survey of Patient comments identified telephone access as one area of continuing concern. The practice has responded by researching a replacement telephone system. The PPG interviewed the two main contenders and added their recommendations to the conclusions of the staff. We hope that a new system will be installed in the very near future. We will advise you how to make the best use of the new facilities.

On-line renewal of prescriptions will be introduced shortly, after it has been tested extensively to ensure that there are no hidden problems.

This Newsletter

Production of our regular newsletter had been suspended, while we assessed its purpose and looked at other ways of keeping you informed.

The PPG expect to discuss communications with the new Practice Manager in the near future. While we feel that the newsletter is a good vehicle for sharing information, it is not able to provide what is truly "News", as it is issued quarterly. Maybe we should call it "The Magazine". Your views on how you would like to see news items, reports and other articles would be much appreciated. Please jot them down and put them in the Comments Box

Cookham PPG Annual Meeting

Our annual General Meeting will be held soon.

**Look out for details on the website
and notice boards.**

"Friends of Cookham Surgery" will be notified by Email. Why not join? See form on Page 3

PPG committee

| | |
|--------------------|------------------------|
| Chris Oxtoby * | Chairman |
| Brian Schirn * | Vice Chairman |
| Roger Battye * | Treasurer |
| Sally Somerville * | Secretary |
| Rose Coop * | |
| Pat Cronshaw | (MS representative) |
| Mary-Lou Kellaway | (Parish Council rep.) |
| Julia Mercer | (Elizabeth House rep.) |
| Mike Clark | (CVS rep) |
| Valerie Neal | (WI rep) |
| Riya Suleiman | Co-opted member |
| | Elected member * |

Cookham Medical Centre Lower Road Cookham, Berkshire SL6 9HX

The Aims of the PPG are included in the Constitution, which is available on request.

Any matter raised with a member of the PPG is treated with complete confidentiality

Health Centre Doctors

| | |
|----------------|------------------|
| Dr Azmy Birdi | Dr Peter Roberts |
| Dr Mike Sealy | Dr Susie Hayter |
| Dr Lucy Follis | Dr Anu Swamy |

Nurses

Debbie Roberts Christine Penny
Sam Robinson
Practice Manager: Sarah Denton

| | |
|-------------------|--------------|
| Appointments | 01628 810242 |
| Visits and Advice | 01628 524646 |
| Fax number | 01628 810201 |

We welcome contributions from readers, but reserve the right to select articles for publication.

For PPG matters contact

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