

The Oliver Street Surgery

Newsletter Winter 2017

Welcoming all new patients.

Introducing our team.

GP's

Dr S Haque

Dr R Donaldson

Dr U Naheed

Dr R Rahman

Nurse's

Mrs E Muncaster

Mrs J Williamson

Mrs K Gibling

Phlebotomist's

Mrs M Piper

Mrs S Cheadle (Wilstead)

Administration Staff

Mrs T Ling

Mrs L Smith

Mrs S Farr

Mrs S Cheadle

Mrs M McLaren

Miss G Vyse

Practice Manager

Caroline Cook

Some of you may be aware that Dr Naheed was our Locum cover whilst Dr Donaldson was on maternity leave, we are welcome her back and welcome Dr Naheed as she joins our team for 3 sessions a week.

Dr Rahman is our newest member, working on a Wednesday.

We also have our prescribing nurse Mrs E Muncaster who will help with minor illnesses. See the list below for further information.

Minor Illness Specialist Nurse joining our Clinical Team.

The following conditions are looked after by Mrs E Muncaster:

**Abdominal Pain Dizziness Back Pain Earache
Boils Emergency Contraception Bruised Ribs
Eye Infections/Injuries Burns Hayfever
Chest Infections Headaches Colds and Flu
Head Injuries Cold sores Neck pain
Constipation Insect Bites and Stings Cystitis
Infected Wounds Diarrhoea Nose bleeds
Rashes Sore Throat Sinusitis Tummy ache
Thread Worm Urine Infections Vaginal Discharge
Vomiting.**

Please be advised that if you are suffering with diarrhoea and vomiting and would like further advice that this must be done via a telephone consultation and not necessary for you to attend the surgery.

Minor Eye Problems?

If you have a recent problem with your eyes such as sore eyes, red eyes or visual disturbance you can be assessed and treated by the local Minor Eye Conditions Service.

The service will see conditions such as: red eyes, dry eyes, irritation, sticky eyes, foreign bodies in the eye, sudden loss of vision as well as ingrowing lashes.

Please contact your local specsavers opticians for further advice.

(Bedford 01234 353454)

Opening Hours:

Monday 8am – 8.30pm

Tuesday – Friday 8am – 6.30pm

Wilstead Clinic: (Dr and phlebotomist only)

Tuesday 9am – 12pm (Dr) For Wilstead Patients only

Tuesday 9am – 11am (Phebotomist)

Do we have up-to-date contact details?

We regularly need to contact our patients and sometimes need to do so urgently. To do this we need to have up-to-date contact details. If we cannot contact you by telephone it may be necessary to contact you in writing. Please let the receptionist know if your telephone number or address has changed so we can add this information to your records or update it if necessary.

Non-attendance:

We understand that on occasions there may be genuine reasons why you are not able to attend an appointment. A letter will be sent out as a reminder to the missed appointment. If missed appointments become frequent then we will consider further action. We have approximately 100 unattended appointments per month. We deal with non-attendance and lateness pro-actively so that our services are not strained. Please ensure you call to cancel appointments that you cannot attend where necessary.

Flu vaccinations:

A reminder that we are still able to vaccinate patients who are eligible:

- Over 65
- Pregnant
- Or suffer with the following: Asthma, Chronic Obstructive Pulmonary Disease (COPD), Chronic Heart Disease (CHD), Chronic Kidney Disease (CKD), Chronic Neurological Disease such as Parkinson's or Motor Neurone Disease, Diabetes, Weakened Immune System due to disease or treatment.

Please contact the surgery on 01525 631395 to book an appointment with one of our nurses.

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NHS Health Checks:

Are you eligible for an NHS Health Check?

This check is part of a national scheme to help prevent the onset of long term health conditions. If you are aged between 40-74 who has not been diagnosed with a history of heart disease, stroke, type 2 diabetes or kidney disease then please make an appointment so that we can offer advice to improve your health.

Prevention is better than cure.

I am sure you are aware of the importance of staying healthy. But did you know that coronary heart disease, stroke, diabetes, hypertension and kidney disease currently affect the lives of over 4 million people in England? Here at The Oliver Street Surgery, we believe that we should do all we can to look after the health and wellbeing of our patients. This means helping people to stay healthy as well as treating them when they are poorly. In support of this approach we are able to offer a free NHS Health Check so that we can identify the risks of developing heart disease, stroke, diabetes and kidney disease. By having a free health check you will be better prepared for the future and able to take steps to maintain or improve your health. If you would like to take advantage of this service, please contact the surgery to make an appointment. Why not invest half an hour of your life in having a health check? It could be one of the best investments you will ever make!

MSK Clinics

We can offer our MSK clinic that runs on a Wednesday afternoon between the hours of 1 and 3 pm for joint and muscle pain. For further information please speak with one of our reception staff. If you have any joint pain you can phone and book straight into one of these clinics.

Prescriptions:

Please be advised that we are a surgery that can offer 28 day prescribing only. We can no longer issue repeat dispensing prescriptions. Please seek advice as to how you can request your prescription each month from us.

Please allow 2 working days for a prescription turn around. We will not take requests via the telephone unless patient is housebound.

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Website:

If you haven't already, please take a look at our website. There are plenty of options to help with self-care. You can request medications, ask questions, request sick notes etc. Please visit www.oliverstreetsurgery.co.uk

Patient satisfaction surveys:

The following shows how patients rate their current care experiences.

92% find it easy to get through to this surgery by phone.

94% find the receptionists at this surgery helpful.

92% were able to get an appointment to see or speak to someone the last time they tried.

83% say the last appointment they got was convenient.

87% describe their experience of making an appointment as good.

86% say the last GP they saw or spoke to was good at giving them enough time.

86% say the last GP they saw or spoke to was listening to them.

81% say the last GP they saw or spoke to was good at explaining tests and treatments.

84% say the last GP they saw or spoke to was good at involving them in decisions about their care.

88% say the last GP they saw or spoke to was good at treating them with care and concern.

98% had confidence and trust in the last GP they saw or spoke to.

95% say the last nurse they saw or spoke to was good at giving them enough time.

98% say the last nurse they saw or spoke to was good at listening to them.

97% say the last nurse they saw or spoke to was good at explaining tests and treatments.

89% say the last nurse they saw or spoke to was good at involving them in decisions about their care.

92% say the nurse they saw or spoke to was good at treating them with care and concern.

100% had confidence and trust in the last nurse they saw or spoke to.

89% are satisfied with the surgery's opening hours.

96% describe their overall experience of this surgery as good.

93% would recommend this surgery to someone new to the area.

Thank you

Thank you to all the patients who have been willing to have a medical student observe their consultation. The Students and Doctors are grateful for your co-operation. This teaching would not be possible without our patients' co-operation. Thank you also to those patients who come to the Surgery from time to time to allow the medical students from Cambridge University to look at specific illnesses. We are about to have another intake of medical students and your co-operation is greatly appreciated.

What's going on locally?

Coffee Shop is held on Thursdays in the hall at the Methodist Church, Cotton End Road, Wilstead. 10.30-12.00.

Wilstead Sunshine Club for Mature Citizens is every fortnight on Friday afternoons 2.30-4pm in Wilstead Village Hall. Please contact Jan Brown on 01234 740563.

Westoning Village Hall: WestCafe – Open (free) Coffee Morning Tuesday 10-12pm.

Carpet Bowls (weekly) Thursday 2-4pm.

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Big Screen Films (Last Friday of "Dark month evenings" Sept-Apr) 7-10pm.

Westoning Church groups: Friday Fellowship – 2-4pm Fridays at Westoning Village Hall.

Men's Breakfast – Am 1st Saturday alternate month.

Clophill Community Care, Duty Contact Phone Number 07791 770735.

Volunteers will transport the elderly to the doctors, hospital or for shopping locally for a small mileage charge.
Ring the duty contact when you require help.

Tea and chat Wednesday Mornings 10.30-12pm at the Clophill Methodist Church.