

# Wargrave Surgery

## PPG Newsletter Jan 2018

Thank you for participating in the Wargrave Surgery Patient Panel (along with more than 1500 other residents) and in our occasional questionnaires. This newsletter is to keep you informed about some of the key issues affecting your surgery.

Ipsos Mori national surveys have shown Wargrave surgery in the top 200 practices nationwide for patient satisfaction, and we know how fortunate we are to have a surgery that functions so well e.g. comparing our appointments system with most other practices in Berkshire. However, General Practice in the UK is under great pressure for all the well-publicised reasons, and we cannot be immune from this. This newsletter touches on some of the areas where our surgery is seeking to achieve greater efficiencies in order to maintain the high standard we've become accustomed to.

### Dr Aimee Stocks



Dr Aimee Stocks has accepted an invitation to become a partner in the practice with effect from January 2018.

## Key Issues in this Newsletter

**Dr Aimee Stocks - is now a partner at the practice**  
**Training Status - doctor in training to join the practice soon**  
**District Nurses - concern that the service is over-stretched**  
**Paramedic home visiting service - successful pilot**  
**Integrated Emergency Care Service - new 111 service**  
**Community Navigator Service - rearrangement**

### Training Status

Wargrave surgery has been awarded Training Status. This means that it will soon have an additional doctor in training.

### District Nurses

The PPG shares with the practice a concern that the District Nurse (DN) service, managed by Berkshire Healthcare is over-stretched. This can result in less frequent visits; less continuity of care for patients who have been used to seeing the same DN. We have written to Berkshire Healthcare to ask them to come and discuss what can be done to improve the service.

### Paramedic home visiting service

The Northern cluster of practices - Wargrave, Twyford, Loddon Vale, Woodley and Parkside – have recruited two paramedics for a 6 month pilot of this service funded by the CCG via the new Wokingham GP Alliance. These paramedics are not expected to deal with palliative care or more complex mental health issues. They are nevertheless able to do home visits on four days in each week starting at 9 a.m. in the morning. This means that home visits can be spread over a much longer period and substantially reduces the workload of the GPs. These paramedics can respond faster than GPs. They can help to avoid unnecessary hospital admissions and they take some of the workload off the GPs

### Integrated Emergency Care Service

The new Thames Valley integrated emergency care service went live in September.

As well as an improved 111 service, there are some changes in the way that you will be dealt with if you attend the A&E department at the Royal Berkshire Hospital in Reading and some changes in the way that ambulances will be prioritised. Please click [here](#) for more details

### Community Navigator (CN) Service

This valuable service was set up to support and empower people to engage in self care, independence and well-being across Wokingham borough. Although our regular advisor has resigned, the practice can still put you in contact with a CN via a central booking office.

## CCG Mergers

The merger of the four Berkshire West Clinical Commissioning Groups (CCGs) has been formally approved. It is now called Berkshire West CCG. For more information click [here](#)

## GP Alliance

Because of the pressures on general practice, the increasingly complex workload and the difficulties of recruitment and retention of GPs, practice nurses, practice managers and other staff, GP practices will increasingly have to work together and in different ways if they are to provide an acceptable service in the short to medium term.

In our area a number of practices come together to share clinical staff and back-office functions. A GP Provider Alliance has been set up by the 13 practices in Wokingham Borough. It is a legal entity, a limited company and the shareholders are the 13 practices

Dr James Kennedy of Wargrave Surgery has been elected by the other local practices to represent the Wokingham GP alliance. Click [here](#) for more details

## Practice website

If you haven't looked at the practice website for some time we invite you to review the latest updates by clicking [here](#)

If you should have any comments on the website content or suggestions for improvement then please forward them to

[wargravesurgerynet@rgten.co.uk](mailto:wargravesurgerynet@rgten.co.uk)

## The PPG

The current membership of the Wargrave Surgery PPG is:

|                 |                |
|-----------------|----------------|
| Tom Berman      | 0118 940 33319 |
| Sue Griffiths   | 0118 940 3102  |
| Judith S Hodges | 0118 940 1219  |
| Tony Lloyd      | 0118 940 2226  |
| Jane Love       | 0118 934 3384  |
| Tony May        | 0149 411569    |
| Celia Reinbolt  | 0118 934 2433  |
| Lisa Sayers     | 077 2555 2760  |
| Kate Wilson     | 0118 934 4073  |
| Jude Davis      | Piggott School |
| Harman Sondh    | Piggott School |

If you should have any surgery related issue that you are unwilling to take up directly with the practice manager but would like to feed back to the PPG then please contact any PPG member and we will help if we can.

## Prescription restrictions

Following a public consultation, the Berkshire West Clinical Commissioning groups have elected to impose the following restrictions on availability.

- From Feb 1st 2018, gluten free food prescriptions. See [www.wokinghamccg.nhs.uk/component/edocman/gluten-free-food-leaflet-november-2017/download](http://www.wokinghamccg.nhs.uk/component/edocman/gluten-free-food-leaflet-november-2017/download) to obtain a leaflet providing more details.
- With immediate effect, most prescriptions for medicines otherwise freely available over the counter.

## OTHER ISSUES

### Pharmacists

Due to the changes in the way that pharmacy services are likely to be delivered in future, it is believed that a number of community pharmacists will no longer be needed. There is therefore a three-year partially funded plan to integrate a number of these pharmacists into GP practices at the rate of approximately 1 for every 30,000 patients. This works out at about 5 ½ (whole time equivalent) pharmacists for Wokingham Borough. These pharmacists will be trained up so that they have additional qualifications and will therefore be able to issue prescriptions and take on the role of medicines management within general practice. What this means for patients is that when they phone the surgery in the future they may be encouraged to talk to someone other than a GP and specifically, if it is a query about a prescription, they may well be better off speaking to the practice pharmacist. Wargrave surgery currently shares a practice pharmacist with Woodley Centre surgery.

### Flu jabs

Although the two designated Saturdays for Flu jabs have passed, supplies of the 2017 vaccination are still available. The recent Australian experience of a very similar strain of flu was a 250% increase in cases year on year with over 400 people dying from complications.

Please ring the surgery to arrange for a jab if you are eligible.

### Defibrillator Update

We have held four training sessions on the use of defibrillators and the application of CPR. If there is sufficient interest we will run a fifth training session. Please respond [here](#) to register your interest. It is still intended to locate a third defibrillator in the High St.

### Electronic Prescriptions

An electronic prescription service (EPS) is being implemented nationally. It has not yet been implemented at the Wargrave Surgery. You may have received leaflets from companies like Pharmacy2U offering a delivery service to your home. Such services can only be accessed after EPS has gone live at your surgery.

For more detailed information, download the [EPS patient information leaflet \(PDF, 52.8kb\)](#) or watch [What is EPS?](#) on YouTube.

### NHS Health Checks

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. If you're in the 40-74 age group without a pre-existing condition, you can expect to receive a letter from your GP or local authority inviting you for a free NHS Health Check every five years.

In the meantime, there are other ways of getting your health checked, and you may want to try this online [Heart Age test](#).