

YEO VALE MEDICAL PRACTICE

Autumn 2011



RETIREMENT NEWS!!



Congratulations to Dr Wilson who after 27 years in the practice will be retiring in December. We wish her a long and happy retirement and much fun and joy with her new grandchild. We will certainly miss her!

TRAINING STATUS



FOR



YEO VALE MEDICAL PRACTICE

We are delighted to be able to announce that following an application and inspection process Yeo Vale Medical Practice has been awarded training status. This means that the Practice will be providing training places for junior doctors as part of their overall training, and will also be providing specialist training for doctors who are working to become GPs.

We received our first junior doctor, Dr Amelia Curwen, in August and our first GP registrar (specialist trainee), Dr George Vargha will start in December. These doctors will be supervised by the Practice GPs during their placement here. They will be working independently but at the start of their placements their consultations will be more closely supervised. Throughout their training there will also be booked surgeries on a weekly basis when the supervising doctor will be sharing the consultation with them so that the doctors can observe and learn from each others work.

If you are offered a joint surgery appointment you will be informed of this so you will have the opportunity to decline that slot and book an alternative with only one doctor. As part of the learning process it is helpful for some consultations to be recorded for the purpose of later case discussion and analysis. We will be setting up camcorders for this. Written consent for a consultation to be recorded will be required in advance and at the end of the session, so you can be reassured that your consultation will not be videoed, nor used for training unless you are happy for it to be.

This is a very positive development for the Practice and we are looking forward to being kept at the forefront of medicine by being challenged by sharp young minds!

MORE COMINGS AND GOINGS!



DOCTORS



Dr Reed, who has been here as a salaried doctor, has now joined the Partnership. We welcome Dr Jenny Eachus to the practice. She will work one day a week from November before taking over from Dr Wilson in January.

RECEPTIONISTS

Liz and Gina have joined the Reception Team, along with Claire who is our new Bank Receptionist. Alison and Ros have retired, and Juliana has left to spend more time with her family. We wish them all well.

COMMUNITY NURSES

We welcome Beth Coughlan and Tracey Worland to the community nursing team, along with Angie Carpenter the new healthcare assistant who replaces Sally Williams. Chantal, who used to be on the nursing team, returns as our community hospice nurse based at Weston Hospicecare.

AGE UK - SOMERSET COMMUNITY CONNECT SERVICE

Age UK Somerset's Community Connect Service in North Somerset has now been running for 17 months and is expanding due to the need to support older people in rural North Somerset. This support extends to older people who are in-patients at Weston hospital. The Community Connect Service is part of the 'Home from Hospital' scheme with a member of the team on hand to discuss any discharge concerns. This service can be accessed by contacting the discharge office in Weston Hospital.

We held computer 'taster' sessions in Yatton library in March as part of the 'My Friends Online' project to help people set up an email account to enable them to keep in touch with family and friends. We hope to do more of these in the future.

As a Community Connect Agent, and part of the team from the start, I cover in main the Yatton, Congresbury and Claverham areas. It is becoming increasingly evident that the service is working, and working well. I have visited many people in the community and residents find the information, advice and help given to be an important part of remaining independent, safe and happy in their own homes.

The free home visiting service covers a wide range of topics including,

Finance – Are you getting all you are entitled to? Do you know what you're entitled to? – This can cover such benefits as Attendance Allowance and Pension Credit. I can advise and help with making claims.

Help at Home – Can you cope with shopping/cleaning/ gardening? Can you get into the bath/shower? Can you cook your own meals? – I can advise on topics such as getting help at home, aids and adaptations, and coping at home alone.

Safety at Home – Have you got a working smoke alarm? Is your home secure? – I am able to arrange for free assessments from the Fire Service and where necessary the Police Bobby Van

Feeling Lonely and Isolated – Do you have friends/family to visit you? Would you like to get out more? Is transport a problem? – I can advise on social activities and lunch clubs in the area, also community transport. If you feel lonely but prefer contact on a one-to-one basis, I can tell you about the Together service.

Carers – Are you caring for someone? Do you need support as a carer? I can make sure you are aware of advice and assistance to help you cope with caring.

These are just some topics I can help with, but if you have other questions or queries please ring:

0845 643 4706 or email cds@ageuksomerset.org.uk

I also hold Information and Advice 'drop-ins' in Weston, Clevedon and one at Cadbury Garden Centre on the last Wednesday of every month. To find out more about the drop-ins, ring:

0845 643 4621 or email ianda@ageuksomerset.org.uk

I look forward to hearing from you.

Anne Ireland

Age UK Somerset's Community Connect Agent and Information & Advice Officer for North Somerset

HOT OFF THE PRESS!!!

Anne will hold an Information and Advice drop-in session at Yeo Vale Medical Practice, Yatton Surgery, from 10am to 12 noon on the **last** Tuesday of each month starting 27th September. She will be also available to discuss Age UK Somerset's home visiting service.

EXPERIENCES OF CHEMOTHERAPY TREATMENT AT WESTON GENERAL HOSPITAL

If you were offered chemotherapy would you be anxious? You may have already been shocked by an unwelcome diagnosis and other treatment. I certainly was worried about having chemotherapy. In my case, and everyone is treated individually, chemo was the final treatment. It was a difficult choice to make as previous treatments statistically made far more difference to my cancer not returning. However, after much agonising and questioning I decided I should give myself the best possible chance. I was very, very anxious, however. All possible side effects were listed and I was told that I was unlikely to get them all! Not knowing which I would get did nothing to allay my fears.

However, my first experience at the Oncology and Haematology Unit at Weston General Hospital removed many of my concerns. The unit is light and airy and the décor and furnishings are restful and comfortable. In the patients' comments book the staff are described as "Oncology Angels" and that is as good a description as I can think of. They make a wonderful team led by Corrine, who has managed the Unit since it opened ten years ago. No matter how senior the staff are, they all make tea and clean as well as doing the more skilled duties. They work as a team and put the patient at the centre of everything they do. They could not do more to make me comfortable, constantly providing warmth to the site of infusion and words to boost my confidence. Although a nurse is assigned to you for the day all the staff will help and they support each other so well. It is the best team I have ever encountered in any discipline. Medicine appears "magically" and blood test results are available quickly. There are also systems in place if you need advice when you go home. If the unit is closed there are other numbers to phone and if you need "Accident and Emergency" there is another system in place so that your medical notes flag up the urgency and you do not have to wait in a long queue. They have thought of everything! There are many strategies including medication to cope with the side effects too. A fellow patient reassuringly said to me "if you have to have this treatment this is the best place to be".

There is also a Macmillan Nurse, situated in the Unit who is available to help with any queries, and although I did not use this service it was good to know she was there. In addition I have been assigned a specialist nurse who I can contact about anything. She has given me a lot of advice and pointed me in the right direction with a variety of issues such as coping with hair loss and making appointments. This service continues to be available until my eventual discharge.

Dedicated volunteers, who are equally kind, provide refreshments and generally enhance the ambience by such activities as decorating the Unit at Christmas. Accompanying relatives or friends are made welcome too. My treatment was a long one and having someone as company for the day was really appreciated.

Finally, but a very important point, which is so often the butt of criticism in the NHS, the cleanliness is first rate. The staff are fastidious in washing hands and using gel and all receptacles are designed to prevent cross contamination. When you vacate your seat it is cleaned before the next patient.



Thank you so much to the staff in the Chemotherapy Unit, who made my ordeal so much more bearable.

★
★
YATTON RAMBLERS

★ Yatton Ramblers was started over 30 years ago to encourage people to use public rights-of-way as a means both of obtaining exercise and enjoyment, and of increasing their knowledge of the countryside.



★ They meet on the 2nd and 4th Sundays in the month, starting at Yatton Post Office at various times depending on the length of walks and time of year, and also on the occasional Wednesdays starting at Church Road car park, these are normally day walks of about 7/10miles.
★ They use the surrounding area and often go further afield. They also have two group holidays a year, in April and October.

★ If you require further details about joining the club and walks on offer please contact the Secretary Mrs Barbara Riddick on 01934 834131

DOGS

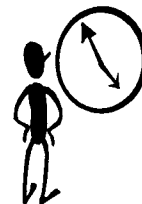


With the exception of guide dogs and hearing dogs for the deaf, please kindly leave your dog tethered outside the surgery. Some of our patients are afraid of dogs and find it difficult to enter the surgery if your dog is left in the lobby area.

Thank you for your co-operation

APPOINTMENT TIMES

Please help us to keep to time! Surgery consultations are for 10 minutes. We are able to offer some longer appointments for complex multiple problems but generally please help your doctor keep to time by prioritising what you are discussing in your consultation. Please remember that included in the consultation time are the entries the doctor or nurse has to make on your computer notes.



For simple problems please consider whether ringing NHS Direct on 08 45 46 47, or speaking to your local Pharmacist might be a more appropriate source of advice. An increasing number of medications are now available from your Pharmacist without a prescription.

Our Patient Participation Group will be working with us to improve our waiting times through the autumn.



AMBULANCE TRANSPORT - IMPORTANT INFORMATION



Some people will be aware that we can arrange NHS transport for patients who are unable to get to their hospital appointment because they have special transport requirements. Recently we have been reminded that patients who need to travel by NHS transport are not necessarily entitled to be accompanied. In general the rule is that non-medical escorts are to be the exception.

EXCEPTIONS

We can arrange for an escort to accompany the patient where the safety of the patient or the ambulance crew or car driver, or other patients on the vehicle could be at risk.

Escorts are also permitted if the patient -

- is under 18
- requires a translator
- has severe communication difficulties e.g. profound sight or hearing/speech impairment and cannot travel safely without a known carer
- suffers from a physical or mental health problem e.g. Alzheimer's, Dementia, etc which prevents them from travelling unaccompanied safely without a known carer

ABORTED JOURNEYS/CANCELLATIONS

If NHS transport is arranged for you, please cancel the booking if your circumstances change and you will no longer need the transport. **You can cancel the appointment yourself by ringing - 0845 120 5582** or contact the surgery. **(Please keep a note of this number for future reference.)** If an ambulance or car travels to your home to collect you but your journey to hospital is no longer required, the NHS incurs a cost and it also delays other patients being transported.

If your transport is booked, you must be ready in good time. If the ambulance arrives and the patient is not ready the driver will only wait a maximum of 15 minutes before they have to continue their route. Delays due to patients not being ready incur costs to the NHS and this money could be better used, eg on other patient treatments. Please help us to use the NHS as effectively as possible.

ALTERNATIVE TRANSPORT ARRANGEMENTS – please keep for reference

If you need transport relatives or neighbours may be able to help. **Yatton Carers (835961)** or **Congresbury Carers (834663)** are two local voluntary organisations, supported by donations, who help people who have no other means of getting to the doctors or hospitals. (These organisations are also in need of voluntary drivers. Please contact them if you can spare a little of your time to help a very worthy cause.)



FOR FURTHER INFORMATION & ADVICE -

- **North Somerset Drug and Alcohol Service** - by referral from a GP
01934 412273
- **ARA** - Addiction Recovery Agency. WSM — offers treatment, support and recovery. Ring directly -
01934 415376
- **Alcoholics Anonymous AA** - voluntary fellowship of men and women who help each other achieve and maintain sobriety by sharing experiences and giving mutual support.
0845 769755
- **Recovery Dynamics** — a community based treatment for those wanting to live a fulfilled life, free from alcohol and drugs
0117 9277839
- **Drinkline** - national helpline offering help and advice for alcohol related issues, self-help material and can advise where to go for help. It is a confidential service and you do not have to give your name.
0800 9178282 - open 24 hours, 7 days a week.

REMEMBER DON'T DRINK AND DRIVE!!

*Part of a series of leaflets produced by Yeo Vale Medical Practice in conjunction with the Patient Participation Group.
Please keep for reference.
Please note Yeo Vale Medical Practice is not responsible for any recommendations.*

ALCOHOL AWARENESS



YEO VALE MEDICAL PRACTICE

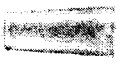
01934 839820
www.yeovale.co.uk

OUT OF HOURS call 0845 121 0235
NHS Direct 08 45 4647
www.nhs.uk

RECOMMENDED SAFE LIMITS OF ALCOHOL DRINKING

- **MEN** should drink no more than **21 units per week** and no more than **four units in any one day**.
- **WOMEN** should drink no more than **14 units of alcohol per week** and no more than **3 units in any one day**
- **PREGNANT WOMEN** The exact amount that is safe is not known. Therefore the advice from the Department of Health is that pregnant women and women trying to become pregnant should not drink at all. If you do choose to drink when you are pregnant then limit it to **one or two units, once or twice a week**. And never get drunk.

All the following are ONE unit:-



Half pint of regular beer, lager or cider



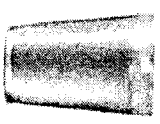
1 single measure of spirits



1 **VERY** small Glass of wine



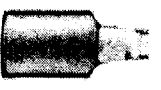
1 small glass of sherry



One pint of **regular** beer, lager or cider



One pint of **STRONG** beer, lager or cider



Alcopop or a 275ml bottle of regular lager



250ml glass of regular wine

And each of these are **MORE** than one unit —!!!!

RISK	MEN	WOMEN	CONCLUSION	COMMON EFFECTS
LOWER RISK	No more than 3-4 units per day on a regular basis	No more than 2-3 units per day on a regular basis	There are times when you will be at risk even after one or two units. E.g. if you are operating machines, driving exercising or taking certain medication . If you are trying to conceive it is recommended that you avoid drinking alcohol.	<ul style="list-style-type: none"> • Feeling relaxed • Feeling more sociable • Reduced risk of heart disease (for men over 40 and post menopausal women)
INCREASING RISK	More than 3-4 units per day	More than 2-3 units per day	Drinking at this level might increase the risk of causing damage to your health	<ul style="list-style-type: none"> • Problems sleeping • Erectile problems • Less energy • Depression/stress • High blood pressure • Relationship problems • Risk of injury • Stomach problems
HIGHER RISK	50 units or more per week	36 units or more per week	Drinking at this level puts you at an even higher risk of causing damage to your health	<ul style="list-style-type: none"> • All of the above plus • Cancer • Liver Disease • Alcohol Dependency • Family breakdown • Memory loss – can be permanent • Stroke • Potentially fatal alcohol poisoning