

Spital Surgery Spring Newsletter 2019

Produced by the Patient Participation Group



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Urgent queries when closed: 111



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Welcome to our surgery newsletter. We hope you find the information here useful. If you'd like to get involved in the Patient Participation Group, then we'd love to have you join us. Details of our next meeting can be found on the back of this newsletter.

Many thanks, Steve Evans (Chair of the PPG)

Staff News



Dr Jane Hortop has now retired from the practice. We'll really miss her and are so grateful for her contribution over the years. You can read an interview with Dr Hortop later in this newsletter.

In December Dr Johnny Minns joined the team. He is consulting Tuesday to Friday. We also now have a Clinical Pharmacist, Adam Francis, here at the surgery. He can help with medication queries and medication reviews. We give them both a very warm welcome to Team Spital!

E-Consult Service



E-Consult is now live! E-Consult allows you to consult with one of our GPs online. Just go to the link on the Home page of our website and fill in some details and we will be in touch by the end of the next working day. It

is particularly useful if you have an administrative need like a sick note, fit note or letter from your GP. Please note: for any urgent medical queries, please phone reception or 111 when we are closed.

Contact Details



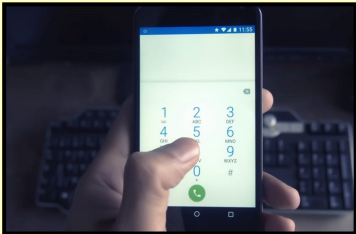
Do we have your up-to-date contact details? Please check with reception that we have all your latest contact details including your mobile number and email address. It is really important that we can get hold of you when needed.

Phlebotomy



We are aware there have been difficulties with the phlebotomy (blood testing) service. A new service will be delivered by the Healthier South Wirral Practices, that we are part of, beginning in July. Please bear with us while this service is changing over.

If you can't make an appointment, make it a priority to tell us!



During March, patients missed 26 Nurse and 32 GP appointments. This adds up to 15 hours of missed clinical time. **The missed GP appointments cost the surgery an estimated £960 last month and nearly £2500 since the start of the year.** If you can't make your

appointment, please let us know as soon as possible so we can offer it to someone else. If you let us know your mobile number, we will send you a text reminder and you will have the option to cancel by text.

Easter Bank Holidays



We'd love to take this chance to wish all our patients a Happy Easter! Please be aware that we won't be open on the bank holidays coming up over the Easter period. Please make sure you order your prescriptions early if you are likely to run out of medication when we are closed.

Changes to Organ Donation



From spring 2020, all adults in England will be considered potential organ donors, unless they choose to opt out.

If there is no recorded decision for you on the NHS Organ Donor Register, it will be assumed that you want to be an organ donor when you die.

Adults covered by the change will still have a choice about whether they want to be an organ donor and their families will still be approached to discuss the option of organ donation.

Every day, three people die in need of an organ, because not enough organs are available for transplant. The law is being changed to help save and improve more lives.

What do I have to do?

- If you want to be an organ donor, the best way to record your choice is to join the **NHS Organ Donor Register**.
- If you do not want to be an organ donor, you should register a **'refuse to donate'** decision on the NHS Organ Donor Register. This is also known as opting out.
- If you are already registered on the NHS Organ Donor Register, and your decision remains the same, you should tell your family your wishes.
- If you want to change your decision, which is already registered on the NHS Organ Donor Register, you should **amend your registration**.
- If you do not state your preference, it will be assumed that you want to be an organ donor when you die.
- All these choices can be expressed by going to the NHS Organ Donation website at www.organdonation.nhs.uk or by ringing 0300 123 2323.

Prescription Charges



From 1st April the prescription charge will be increasing to £9 per item. If you need help with prescription charges or to see if you are exempt, visit www.nhs.uk/using-the-nhs/help-with-health-costs/get-help-with-prescription-costs

B12 Clinic



We have now set up a clinic dedicated to patients who require B12 injections. If you are one of those patients needing the injections, the clinic will be open at the surgery on Friday mornings. If you are able to attend the clinic, it would help us to free up nursing time during the week for more complex nursing duties.

Ordering Medication



In order to help us avoid wasted resources, please consider carefully what you require when you are ordering medication and only order the medication that you need.

Copies of our Booklet Still Available



As part of the NHS 70th Birthday celebrations, we produced a booklet for patients called '70 Steps to Improve Your Health' full of simple tips for you to try to improve your general well-being. Lots of patients have already taken copies and there are more available at our Reception desk if you would like to collect one yourself.



Carers' Event Report



We have joined together with Orchard Surgery, Eastham Group Practice and Allport Surgery to form a local Primary Care Network called 'Healthier South Wirral'. Our own Patients Group headed up organising our first ever joint event.

On Sunday 10th March we held a Carers' Event at Holy Trinity Church in Spital. The day was a great success with 19 services holding stalls and lots of people coming along to see us, getting advice and information and connecting with local support services.



We would like to say a BIG thank you to everyone who helped with organising, advertising and those who helped on the day. A special thanks goes to Holy Trinity for hosting the event and all the hard work from their wonderful church family.

If you are a patient who cares for someone else in any capacity, please let us know at Spital Surgery as we can link you up with support services that are relevant to your circumstances.





Photo taken at Dr Hortop's farewell dinner

Staff in the Spotlight Dr Jane Hortop



We thought it would be great to catch up with Dr Hortop as she begins her retirement so we booked one final appointment with her to ask some questions.

Q: Why did you first choose to become a GP?

When I was a medical student, I wanted to be a hospital doctor because as a child I didn't like my GP at all. He wore blue-lensed glasses and had nicotine stained fingers and a nicotine stained moustache, and I found him quite scary! When I was at medical school, we had a bit called the 'elective' where you had to go and do something medical, but it didn't have to be in the UK, and I went to Newfoundland because I knew of a GP through a family connection. He was an amazing doctor and I came back having changed my mind completely and decided that if I could be half the doctor he was, I would be doing an excellent job.

Q: How long have you been at Spital Surgery?

I've been here 21 years. I came in May 1997 – it was Dr Francis who got me here. When I started my career as a GP, I was a partner in Claughton Surgery in the north end of Birkenhead and then my husband's company moved him abroad to Vienna for three years. I did think about continuing out there, but I would have had to have taken the equivalent of finals again in German. I spent a year doing German classes, which I enjoyed, and then a friend told me that there were too many doctors in Austria so that was the end of that! I had just had a baby before we went out and had another one there in Austria. So, I came back as a mum with two small children and decided that I would try to go to some of the

lunchtime GP meetings that I used to go to, to meet people so I could decide how to get back into it. One of the people I met was Gill Francis, who suggested as a start doing the BUPA wellness sessions at Murrayfield. I did that for a while and Dr McCrone was the physician in charge as well as being the senior partner at Spital, and he said one day that they were looking for a retainer doctor (a doctor who is allowed to work limited hours because of their family commitments). When Jim McCrone then retired, Gill Francis asked whether I'd like to go from being a retainer doctor on two sessions a week to a full-time partner – and I said yes without really thinking about it too much!

Q: What changes have you seen during your time here?

Tremendous changes. The premises have almost doubled in size, the staff has increased and we have some salaried doctors as well as the three partners. We have taken on a lot more things. When I started, my job as a GP was to see and treat ill people and I had six-minute appointments for the standard surgeries and the emergency surgery was a two-minute appointment. We now have fifteen-minute appointments and we now do a lot more preventative work than we did before. When we went to fifteen-minute appointments, we were apprehensive because we thought that we would then have fewer appointments and we thought that we would end up with a backlog. But in fact, what it did was the opposite. The quarter of an hour gives leeway to deal with all the issues a patient is facing – but I'm sorry to say I still struggle to run to time!

Q: What has been the biggest change you've seen in the NHS?

The fragmentation of the NHS and bringing in the private sector. The increasing necessity to look at the money side. When I started out as a GP, I had no idea how much the drugs cost as I wrote out the prescriptions. And no-one was looking over my shoulder and telling me to be aware. Now that has very much changed. But this is public money and we have a duty to use it wisely.

It's money we have all contributed to and we should try to spend it as fairly and sensibly as possible. I still think it's a great system!

Q: If you could give one piece of advice to patients, what would it be?

I think in general moderation in all things. Nothing to excess – excess is never good for you. I think life should be enjoyable so, moderation in all, but try to enjoy it as well!

Q: What has prompted your decision to retire?

I am 65 very shortly! My younger daughter is getting married this summer and the wedding is going to be in my garden, so there's a lot to be done before then. I've also got a grandchild so it will be nice to have time with her as well.

Q: What are you planning to do in your retirement?

I do really enjoy gardening – and I also enjoy travelling. My husband and I haven't done much in the last few years because of work pressures. We're also both involved in some community groups that we could now give a bit more time to and it will be a chance to try some different things which I'm quite looking forward to.

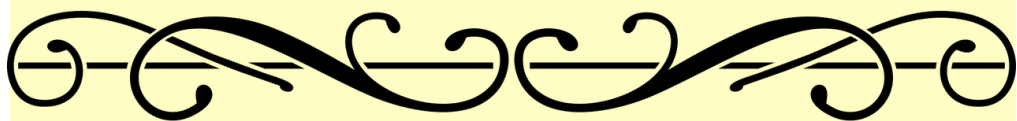
Q: What will you miss the most?

Oh, definitely the people – staff and patients. When you've been here as long as I have, you get to know some people well and I'll miss that contact really.

Q: Any final thoughts?

We've always hoped that as we are not a big surgery, we could be more personal with our patients. I hope that we can always have a 'human face' here. It's been very touching to see the enthusiasm of the patients' group getting involved. I will look back on my time here with great affection.

*The Patient Participation Group and all the staff
would love to express their thanks to Dr Hortop and
wish her a happy and enjoyable retirement.*



**Think
Pharmacist**

NHS



- Ask your pharmacist first for advice about treating minor conditions
- Pharmacists are qualified health professionals
- You can get helpful advice or buy a treatment for your condition, saving you time and helping you start to feel better quicker.
- Pharmacies are accessible and convenient and many are open late nights and weekends
- No need for an appointment; just pop in any time and they will be happy to help you.
- If you can't get to your local pharmacy yourself, 'phone or ask someone to go for you.

Find your local pharmacy and opening times at www.nhs.uk/chemist

Your Data Matters to the NHS



Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning. To find out more visit: nhs.uk/your-nhs-data-matters



For more information about your data rights please visit the Your Data Matters campaign at ico.org.uk



Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with us today.**



URGENT dental service in Cheshire and Merseyside: How it Works

Urgent dental care for patients in Cheshire and Merseyside is accessed via our Dental Helpline on 0161 476 9651 from 9am to 9.30pm every day, including weekends and Bank Holidays.

The service is provided according to strict clinical criteria, and when you call you'll be assessed by a member of our clinical team to make sure your problem comes under either:

- Trauma - this is usually caused by a blow to the face, a lost filling is not classed as trauma
- Swelling of the face
- Bleeding - uncontrolled, such as after an extraction
- Pain that can't be controlled by pain relief medicines

If you're given an appointment and your problem doesn't fit any of the above, you'll still have to pay the NHS fee but may receive advice and not treatment.

Clinic times vary, and at busy times or when your local clinic's not available you may be offered an appointment at an alternative location.

Dental Telephone:

0161 476 9651 (LOCAL RATE) 

Patient Participation Group

Our next PPG meeting will be on Thursday 6th June, 6:30pm at Charlotte House, Church Road, Bebington. All Spital Surgery patients welcome. For full details of meeting times and what we do, please visit the PPG section on the Spital Surgery website.



Help us safeguard the best kept secret on the Wirral

The Neonatal Unit at Arrowe Park Hospital

This grade 3 unit cares for over 400 sick and premature babies a year, but hasn't expanded since the 1980s when it was helping 180 babies a year.

To find out more about IncuBabies or to make a donation, visit www.incubabies.co.uk or search for us on Facebook

