

WINTER
2015



APPOINTMENTS SPECIAL

Letter from South Staffordshire Local Medical Committee:

Thank you for taking the time to read this letter from South Staffordshire Local Medical Committee which is the body that represents GPs in your area.

Your GPs are aware that some patients are finding it increasingly difficult to get the appointments and services they need, and feel you should be made aware of the reasons.

Over the past few years, successive governments have reduced the investment in General Practice from around 10% of the NHS budget to nearer 7%.

In spite of this reduction in funding GPs still provide 90% of consultations carried out in the NHS. There is access to GP services 24 hours, seven days a week and the demand to see GPs is rising dramatically. There are currently 340 million GP consultations a year, an increase of 40 million in the last five years.

This has not been matched by an increase in GP and staff numbers or an expansion in the infrastructure. Added to this GPs are expected to take on more and more work previously carried out in hospitals, and are obliged to attend meetings with the CCGs, NHS England management and spend hours preparing for and meeting the COC. All of these mean less time to see patients.

In addition, GPs are faced with huge difficulties in recruiting new doctors and nurses to work in General Practice. Currently there is a shortfall of about 10,000 GPs across the country. It is impossible to see how this shortfall can be addressed when it takes a minimum of ten years to train a GP.

In short General Practice is in crisis.

We simply want you to know that your GPs are aware of the problems you have accessing some services and that they are working as hard as they can to provide those services. We hope you will bear with them as they strive to continue to provide quality General Practice.

Dr David Dickson

Health Visiting

The Health Visiting service is changing, as it is now commissioned (provided by) the Local Authority instead of through the NHS. As a result of this, Health Visiting teams will no longer be based within practices and our team of Linda, Christine and Diane will be moving out in February and from then be based at Cross Street. The clinics we run here will also move to Cross Street.

Patient Participation Group Quiz.

Our Patient Participation Group have been helping us by putting a quiz together. This quiz is there to make you think about what local health care service to use when you may be ill; whether that is A&E, your local GP, Pharmacist or even self-care. This is based on a recent 'Choose Well' campaign and will hopefully assist and raise awareness of what you should do. You can now find the quiz on the table in the Waiting Room.

Appointments

We are very aware of the situation with appointments and understand your frustrations when not able to get in to see the doctor. Please bear this in mind when our reception team are trying to make an appointment for you, please do not take it out on them, they are really trying to help and it is not their fault there may be no appointments left for that day.

Can we please request that when you think about booking a GP appointment you consider, do I really need to be there, or could another service such as the Pharmacist help? We are still seeing a lot of patients that in reality, could have been dealt with by the Pharmacist or even patients who just needed to give their problem a few days to settle.

Please help and try and leave the appointments for people who really need them.



Just as a reminder, a normal GP appointment is timed at 10 minutes, which on most occasions will allow you to discuss 1 issue, obviously we understand some issues can be quite complicated and may take longer. If you do find you have more than 1 issue to discuss please try and book a double appointment (20 minutes) which may allow the doctor time to deal with them.

Before you arrive please make sure you prioritise what is most important in case you run out of time. The urgent 'on the day' appointments are timed at 5 minutes and should be used just for something that is urgent and will not realistically wait.



Starters and Leavers

Goodbye We said goodbye to Dr Sri Kartha—GP Trainee who left on 2nd February.

Welcome:

to our new GP Trainee Dr. Sadaf Saeed starting with us in February 2016.

Also we welcome Anne and Leela who will be joining our busy Receptionist team. Anne will be joining us from February and Leela will join us from March.



Opening Times

Monday - Friday*
8.00am-6.00pm

*Closed Thursday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.

Speaking to a Doctor

If you wish to speak to any of the doctors then the best time to contact them is between 11.00 am and 12.00 pm each weekday.

Contact Details:

The Surgery
12 Wetmore Road
Burton-on-Trent
DE14 1SL
Tel: 01283 564848
Fax: 01283 569416

Web-address: www.wetmoreroadsurgery.co.uk