

FRIENDS OF STOW SURGERY

Registered Charity No. 1086648

FOSS Newsletter No.78 Winter 2023

FRIENDS' NEWS

We continue to be extremely grateful to all our donors enabling us to continue our support to the surgery in both equipment and services.

So, thank you to our regular donors and to our donors who prefer to remain anonymous.

Also, from Mr & Mrs Sellars, Mr & Mrs Evans & Mr L. Teague. Donations in memory of both Mrs Patricia White and Mrs Patricia Allen. A substantial donation from funds raised by the Odditeas at Chastleton House.

SURGERY NEWS

Appointment System Review

In the last newsletter we mentioned some changes which were being trialled. Following review some of the changes have now become permanent.

- All routine GP appointments are now being offered in person / face to face. If you would prefer to consult with the clinician over the telephone that is fine; just let us know.
- Clinicians working as part of the duty team are restricted to 30 contacts per day. If the demand for urgent appointments exceeds capacity, then patients will be counselled / navigated to an appropriate service. This might be to a local community pharmacy, a minor injury / illness unit or to NHS111.
- Alan Collett, the Advanced Clinical Practitioner has minor illness appointments available each day which can be booked without triage. These appointments are suitable for things such as tonsillitis, chest, sinus & ear infections, coughs and colds (after appropriate self-care) etc.
- More planned / routine appointments are being made available to support those patients who have concerns / problems but where it is not urgent to be dealt with the same day.
- Our care navigation / signposting training for our Clinical Administrators is continuing. This enables them to signpost patients to the most appropriate service / clinician the first time they call.

Cloud Based Telephony

There has been widespread coverage in the media recently about cloud-based telephone systems for GPs surgeries and their ability to reduce the 8am rush.

We don't currently have a cloud-based system at Stow Surgery and are pleased to confirm that this will be installed early in the New Year.

We don't expect there to be much disruption but any downtime will be announced on our website and Facebook page.

Seasonal Flu Vaccinations

At the time of writing, we still have some flu vaccinations in the surgery. If you are an eligible adult and would like a vaccination please get in touch.

Dates For the Diary 2023

The surgery will be closed / run on a skeleton staff, for staff training from 12.30pm on some Tuesday afternoons during 2024. These will often be on the 3rd Tuesday afternoon each month. Please see the most up to date information on the surgery website.

In addition, there will be some group learning afternoons on the following dates: -

20th March 2024

9th July 2024

11th September 2024

14th November 2024

If you require the services of a doctor during the times that the surgery is closed, please call the usual surgery number (01451 830625) and the duty doctor will arrange to speak to you / make you an appointment to be seen.

Technology and Digital Inclusion Social Prescribing Link Worker.

The North Cotswolds Primary Care Network (group of 5 GP practices in the North Cotswolds) have funded a Technology and Digital Inclusion Social Prescribing Link Worker with an aim to reduce the digital divide in the North Cotswolds. She will be supporting patients with digital tools and skills such as accessing the NHS App and online services. Lauren, who previously worked for the Independence Trust, where she was an Autism Peer Support Worker. In that role she developed the skill set to engage effectively with local communities and maintain peer support groups. Lauren now works closely with GP surgeries, charities, and community groups in the North Cotswolds.

Lauren can be contacted on laurenw@grcc.org.uk

Christmas and New Year Opening Times

The doctors and staff would like to wish all the patients a happy Christmas and a prosperous and healthy New Year.

Friday 22 nd December	Surgery open as normal.
Saturday 23 rd December	Closed
Sunday 24 th December	Closed
Monday & Tuesday 25 th & 26 th December	Closed
Wednesday 27 th December	Surgery open as normal
Thursday 28 th December	Surgery open as normal
Friday 29 th December	Surgery open as normal.
Saturday & Sunday 30 th & 31 st December	Closed
Monday 1 st January	Closed
Tuesday 2 nd January	Surgery open as normal

When the surgery is closed: -

- Please dial 999, in the event of a life-threatening emergency.
- If you require the services of a doctor or are unsure as to the severity of a problem, please dial 111 or access 111 online (111.nhs.uk) for further information / advice.
- The Minor Injuries Unit at North Cotswolds Hospital in Moreton in Marsh is open from 8am - 8pm every day. If you are suffering from a sprain, cut / wound, skin problem such as a rash, bite, sting or infection, minor eye injury, minor fracture or minor head injury then this is the place to go. The telephone number is: 0300 421 7777
- Live waiting times for the Accident & Emergency Departments in Gloucestershire are available here <https://www.gloshospitals.nhs.uk/our-services/services-we-offer/emergency-medicine/>

- If you require the services of a District Nurse, they can be contacted on 0300 421 8942 (please leave a message if necessary and someone will get back to you).
- The local pharmacy opening hours are available here <https://www.nhsglos.nhs.uk/your-health-services/urgent-advice-and-care/#link-community-pharmacy>

Treating Staff with Respect

We are here to help you; thank you for treating our staff with respect

GP surgeries across Gloucestershire are asking patients to be kind and understanding to our staff as our practice teams do their best to meet exceptional levels of need.

Many of our staff have been on the receiving end of verbal, and sometimes physical aggression, from a small number of patients.

A recent survey of local GP surgeries showed that staff in all 43 practices that responded had experienced verbal abuse, with 17 of these practices estimating that they had experienced more than 51 instances in the last 12 months.

Online abuse via email and social media also is also a regular occurrence, and sadly receptionists are often on the receiving end of both verbal and occasionally physical abuse.

We understand that patients want to be seen as quickly as possible when they are feeling unwell, and we also understand the frustration and worry of having to wait for an appointment.

We would like to thank the vast majority of our patients for their patience when phone lines are busy, or they have to wait to speak to a member of the practice team.

We are all working hard and doing our absolute best for patients, our families and communities, and we deserve to work without fear.

Even a small number of abusive episodes can have a significant impact on morale within our teams, causing anxiety, worries and distress.

It's also one of the reasons why some staff in GP practices in the county have resigned and it makes recruiting new members of staff more difficult.

This in turn makes it more challenging for our teams to provide the service we would like to.

We strive to always treat patients with kindness and respect, and all we ask for is the same consideration in return.

We and our families are patients too; small acts of kindness, such as a simple 'thank you' can have a positive impact and help staff to feel valued.

Thank you for your support.

Patient Feedback

We are always keen to receive constructive feedback about the service we offer. Sometimes we are unaware about the adverse effect systems / processes have on patients unless you tell us.

Feedback can be provided via our website

<https://www.stowsurgery.co.uk/navigator/nhs-friends-and-family-test/>

Or by responding to the text message sent after each appointment.

Newsletters subscribe / unsubscribe

To effect changes, write to us (printed copies) or email us (emailed copies) and as appropriate we will add you to, or delete you from, our lists.

Your present FOSS committee

Officers

Chair Tim Churchward
Secretary Patrick Mattock
Treasurer Paula Evison

Committee Members

Noel Sidgwick

Our email address: foss2000@gmail.com

Our postal address: c/o The Surgery, Mangersbury Road, Stow on the Wold. GL54 1AX

Surgery Opening Times

The surgery building is open from 8am to 6.30pm, Monday to Friday (excluding Bank Holidays).

Dispensary

Dispenser available: 9am – 4pm

(Prescriptions can be collected at any time during the building opening hours)

Telephoning the Surgery

Appointment requests, general enquiries and results of blood tests etc - 8am - 6.30pm

Prescription requests (choose option 2, followed by option 1) – 8am - 6.30pm

Telephone numbers:

All daytime enquiries – 01451 830625

Dispensary – 01451 833482

Out of Hours – 111

Website: www.stowsurgery.co.uk



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