



## The Friends of Avisford Medical Group

Charity No: 1074882

### News and Notes

Our Annual Grand Draw, which took place on Friday 11<sup>th</sup> December 2015 was a huge success – raising £1,025! Many thanks to everyone who bought tickets and donated prizes. We are particularly grateful to Baliffscourt Hotel, Littlehampton Tesco, Yapton Co-op, Avisford Hilton Hotel, Daisies Florist at Middleton, Silhouette Salon at Yapton, Ye Olde Tudor Butchery & Ye Olde Fish & Chip Shoppe at Middleton, Earleys Butchers at Barnham, Middleton One Stop, Middleton PO Stores, Threshers Wine Store at Middleton, Bilsham Stores, The Elmer Public House, Elmer Beach Stores & PO, Peter’s Newsagent at Middleton, A & M Barley & Yapton Pharmacy. Thank you all!



#### Talks

Everyone is very welcome to attend our free health talks – look out for details. Preceding this issue, we held a talk in March on Cholesterol & Heart Disease given by Consultant Chemical Pathologist, Dr Jeremy Quiney from St Richard’s. There was an excellent turn-out for what proved to be an interesting talk.

Following our 10-minute AGM on Wednesday 22<sup>nd</sup> June 2016 at 7pm, Nurse Tori Cooper will give a talk and demonstration on CPR and how to access and use a public defibrillator (like those at Middleton’s Jubilee Hall & Yapton’s Family Centre). Who wouldn’t want to know how to save the life of their nearest and dearest? Tori will show you what to do in an easy-to-understand way.

There will be another talk in September – date, venue and topic to be advised.

#### Membership/Communication

Regular readers may recall that Spring is when we usually ask for annual subscriptions but your committee has decided to make Friends membership FREE! The most important thing is for us to receive your valuable feedback about the service you receive from the Practice and to be able to inform you of events that may be of interest. Please make sure your surgery has your correct email address to receive this information. For those who prefer a paper copy, please complete the form below. Copies of our Newsletters are also available in the surgeries as well as via the Practice’s web-site. You can also contact the Friends at any time by sending an email to [friends@avisford.co.uk](mailto:friends@avisford.co.uk) – or on paper via one of our honesty boxes in each surgery.

Although membership is now free, donations would be very welcome (see below). Recent Friends purchases by the Friends have included a new phlebotomy chair for Yapton Surgery and a digital dictation system to facilitate more timely referrals to secondary care.



I would like to receive a copy of the Practice Newsletter and notifications by email.

Name..... Email address.....

I would prefer to receive a copy of the Newsletter by post.

Address.....

I would like to make a donation of £..... to the Friends of Avisford Medical Group

I am a UK tax-payer and would like the Friends to claim Gift Aid on my donation.

Signature..... (please also complete your address and postcode above)

Please return completed forms addressed to Friends of Avisford Medical Group to either surgery Reception.

## Staff News

We have quite a few changes to tell you about in this issue – a mixture of arrivals, departures and other changes.

First and foremost, we are delighted to announce that **Dr Mark Sidney** became a Partner on 1<sup>st</sup> April 2016.

**Dr Andrew Foulkes** will be retiring as a Partner at the end of June 2016. See article titled “Dr Foulkes ‘retires’”.

Other GP changes include **Dr Patricia Milligan** who has retired and **Dr Al Sheikh Ali** who moved to a new practice in Chichester in January.

**Lyndsay Thompson** has left Yapton Reception and her place has been taken by **Pam Smith** who has only recently moved into the area. **Annette Smith** is leaving Middleton Reception at the end of April and the vacancy has been advertised.

We are also very lucky to have secured the services of **Carole Phillips** who has a wealth of experience, mainly working as a member of the HM Forces. Carole is a Nurse Prescriber. Whether or not GP appointments are short, please don't hesitate to book an appointment with her.

## Wasted Appointments

Because of the current drastic shortage of GP appointments, the Practice can ill-afford to waste appointments through patients failing to turn up. During the month of March 2016, our two surgeries noted the following numbers of non-attendance:-

Yapton – 20 GP appts & 54 Nurse appts  
Middleton - 26 GP appts & 39 Nurse appts

This equates to 7.5 hours of GP time and 15.5 hours of Nurse time – a lot of sick patients could otherwise have been seen.

## Training Status



When Dr Louise Taylor left us in 2014, we also lost our status as a training practice – but now Dr Tej Bansil has ensured that we will regain our ‘GP Trainer’ status and has been allocated his first trainee. Her name is Rosalind (Rosie) Briggs and she is a Foundation Year 2 student. This means that she still has a way to go in her GP training – but more advanced GP trainees will follow in due course.

## Dr Foulkes ‘retires’

As mentioned under ‘Staff News’, Dr Andrew Foulkes is stepping down as a Partner at the end of June. Dr Foulkes first joined the Practice in 1987 and became Senior Partner in 2008. For the past few years, Dr Foulkes has not only worked for the Practice but has also held senior positions within the now-defunct Primary Care Trust and then NHS England.

Dr Foulkes will not be hanging up his stethoscope for good. After a short well-deserved rest, Dr Foulkes will resume a clinical role within the Practice on a locum basis.

## CQC Inspection



On Wednesday 30<sup>th</sup> March 2016, the Practice had its first Care Quality Commission (CQC) inspection. We were given just under two weeks’ notice and had to submit lots of ‘evidence’ prior to the visit. On the day, a GP, Nurse and Practice Manager inspection team arrived at 8.30am. After we had introduced ourselves and the Practice as a whole they spoke to a number of staff members as well as some patients. The inspectors spent most of their time at Yapton but also visited Middleton during the afternoon.

By the time, the CQC team left at around 5.30pm, we felt that we had been well & truly grilled! The CQC’s main focus is on safety. They want to establish if we are caring, responsive, effective and, ultimately, whether we treat our patients safely.

It will be some weeks until we know the CQC’s verdict about us – but, whether good or bad, we will let our staff and patients know.

## Out of Area Patients

Please accept our apologies if we mis-led readers of our Autumn 2015 newsletter. It would appear that patients who move outside our catchment area cannot remain registered with us – except under exceptional circumstances and at the absolute discretion of the Partners. We apologise for our mistake.

## GP Shortage

No-one can have failed to see media stories during the past few months regarding the national shortage of GPs.

Avisford Medical Group has been badly affected by this shortage. We have advertised for GPs via two leading healthcare recruitment publications – but to no avail.

We have been lucky enough to call on the services of a small number of locum GPs to help us but there simply isn't enough availability to enable us to provide the numbers of GPs and, consequently, the numbers of appointments that we would like to offer.

Our paramedic practitioner, Ronnie, has proved to be invaluable when it comes to those patients requiring home visits and our most recently-recruited clinician, Carole Phillips – working in tandem with Nurse Tricia Breach - is working wonders in treating many patients with minor ailments who may in the past have seen a GP.

Our patient list size is increasing and we are facing unprecedented demand for appointments so please bear with us while we try to recruit some more assistance.

## Electronic Prescriptions



From November 2015, we started to generate electronic prescriptions using a new NHS initiative known as EPS.

Patients should not notice any significant difference – except to benefit from an improved service.

Repeat medication should be ordered in the same way (i.e. on-line or via a repeat slip – NOT by telephone) but the prescription that is generated by the doctor will then be sent to the patient’s nominated pharmacy electronically. This should eliminate the likelihood of lost prescriptions or those that get buried under piles of paperwork at the pharmacy. Staff in the Practice can track the progress of individual prescriptions on-line.

At present, EPS cannot be used for controlled drugs but it is hoped that, in the not-too-distant future, all prescriptions will be generated electronically.