

POUND HOUSE NEWS

Autumn 2016

The practice and the PPG have been busy over the past few months. The Falls Event held at the library in July was a resounding success. It was very well attended and supported by a number of support services including The Falls Prevention Team, Bucks Fire & Rescue, Bucks CC Telecare, Wye Valley Volunteers and the Lions Club plus others. It is hoped that further events of this kind will take place in the future.

Two issues that are a problem not only for our practice but for GP surgeries nationwide are Appointments and Prescriptions and the practice has asked the PPG to look into these areas to see if there are any suggestions for improvement that can be made.

The PPG has opted to tackle the issue of Prescriptions first and to this end we need your help

The PPG has opted to tackle the issue of Prescriptions first and to this end we are asking for your help. When we need a prescription we assume that a doctor writes the script someone takes it over to the chemist and hey presto we pick it up. The process is not quite that simple as can be seen from the article overleaf

The practice issues on average 300 Prescriptions each week and most are turned around in 48 hrs so it is not surprising therefore that occasionally something will go astray. We know this can be frustrating and annoying if it is your prescription that is unavailable or incomplete. To this end we would like to ask you complete the Questionnaire on the back of this Newsletter. We can then assess if there is a common denominator showing where the process has failings Alternatively using the Questionnaire as a template email your comments to poundhouseppg@gmail.com

We really do need your help on this as without it we cannot determine what or where the process may need to be changed. ***Please help us to help you.***

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PPG NEWS

The PPG now has its own independent email address.

poundhouseppg@gmail.com

Please feel free to use it to contact the PPG on any matters of concern, interest or any suggestions for improvement.

All correspondence is totally confidential. Any issues relating to your medical care should be directed to the Practice Manager.

The PPG is still looking for a secretary to take and produce minutes and to generally assist the Chairman

The PPG would also like to hear from anyone with some IT skills to help us be more efficient with our communications.

If you can help with either of these roles please contact Trevor on 07708707265 or by email.

A Day in the Life of a Prescription

PROCESSING PRESCRIPTION REQUESTS

The different ways to request prescriptions:

Put in red prescription box, Post through letter box, Fax
Online, Arrangement with pharmacy. Hand to receptionist

Turnaround for prescriptions

48 hours (2 clear working days) for straight forward repeat requests
Up to 5 days for new medication (request received from hospital)

What happens next

The reception team put through the request to the GP via our clinical system. If the request has been put in too soon the receptionist will contact the patient to inform them of this.

The request drops into the GP's inbox who will look at the request and sign off if there are no queries. If a GP is on annual leave the request goes to their 'buddy' who will look at the request and sign off if there are no queries. If there are queries, either the GP or the receptionist will contact the patient.

If the patient is signed up for EPS (Electronic Prescription Service) the request will go directly to their nominated pharmacy.

If the patient is not signed up for the EPS service they either collect from the Surgery or we have an arrangements with some of the pharmacies to collect prescription from the Surgery daily (normally after 2pm)

NB: Please note after the prescription has left us and is with the pharmacy it is then up to them to dispense the medication. We do not know the pharmacies timeframe for this,

What are the challenges for the Surgery

We regularly get patients putting in their requests last minute, in other words they've completely run out of their medication and need the prescription on the day. Although this does create a lot of extra work, our reception team and GP's are excellent at meeting this type of request so that patients can get their medication. Please try to remember to request your repeat in good time.

DNA 's

In the 3 month period 1st June 2016 to 31st August 2016 the following appointments were not attended

Doctors 127 appointments

Nurses 116 appointments

Based on an average of 10 minute appointments (some appointments are 20 mins) that equates to a **whopping**

40.5 WASTED HOURS

Please remember to notify the surgery if you no longer need an appointment

FRIENDS & FAMILY

Sadly our Friends and Family feedback cards are seldom used . They only take a few seconds to complete and the feedback can be used in a variety of ways.



WHAT is DIABETES?

We have all heard of Diabetes and there is a growing number around 3.5 million people in the UK who suffer from this disease, But what is it.?

When we eat food, it is broken down in glucose or sugar. Even though many health experts harp on about not having too much sugar in the diet, you do need some glucose to help regulate your metabolism and give you energy. During digestion, glucose moves through the body, through the bloodstream to feed your cells. To be able to transfer the Blood sugar into the cells, your body needs insulin, which is made by the Pancreas and released into the blood-stream.

The problem happens when you have too much blood sugar in your body compared to the amount of insulin your pancreas is providing. There are two types of Diabetes Type 1 and the more common Type 2

If your body is not making enough insulin to keep up with the amount of sugar in your bloodstream, or if your body is having trouble making insulin, the glucose in the blood remains there and causes your blood sugar levels to elevate. If it continues, even after monitoring your diet, you will develop diabetes.

With Type 2 diabetes, the illness and symptoms tend to develop gradually often over months. This is because in type 2 diabetes you still make insulin. However you develop diabetes because you either do not make enough insulin for your body's needs, or the cells in your body do not use the insulin properly (called insulin resistance) which results in your body needing more insulin than normal to keep the blood sugar levels down.

In Type 1 diabetes the pancreas stops making insulin. The illness and symptoms develop quickly (over days or weeks) because the level of insulin in the bloodstream becomes very low. It usually first develops in children or in young adults and is often treated with injections.

Pre DIABETES

Pre diabetes is characterised by the presence of blood sugar levels that are higher than normal but not high enough to be diagnosed as diabetes. Around 7 million people in the UK are estimated to have pre diabetes are at a high risk of developing Type 2 Diabetes. Sadly many people with pre diabetes will be totally unaware as the condition develops gradually and without any warning signs. Therefore being aware of the risk factors is essential which include:

- Being overweight or obese
- Having a close family member who has or had diabetes
- Have High Blood pressure
- Aged over 40
- Gave birth to a baby over 9lbs in weight .

Information Awareness

The PPG will be present at the Flu Clinic on 1st October with more information on Diabetes. Please feel free to pop in and pick up some information or find out more about Diabetes even if you are not having a Flu Jab.

FLU Clinic Dates

The Flu Jab Clinics are to be held on

- 1st October 8-11a.m. Wooburn Green
- 25th October 8 -10.30a.m Bourne End
- 10th November 8 -10.30a.m Bourne End

Training Days

The surgery will be closed on the following days from 1p.m. for training

- 12th October 2016
- 17th November 2016
- 19th January 2017

PRESCRIPTION QUESTIONNAIRE

The questionnaire is completely anonymous. Please complete and pop in the box in reception
Alternatively contact the PPG to ask for an electronic copy. www.poundhouseppg@gmail.com

1. Was your prescription a repeat Yes No

2. If it was a repeat how was it ordered at : W Green B. End

Put in red prescription box Posted through letter box

Fax Online

Arrangement with pharmacy Handed to receptionist

Asked the receptionist

3, How many items were on the prescription

4 Do you use EPS (electronic prescription service) Yes No

5. When you collected your prescription what was the problem

No prescription at chemist

Prescription at pharmacy but not all items
required were on prescription

Pharmacy was out of stock of some items

Other Please explain

6. In the past year how many times have you had a prescription

7. How many times has there been a problem

8, Which pharmacy do you usually use to collect your medication _____

9, If you have any other comments please detail here.

