



# Crown Street Surgery

Newsletter

Winter 2013



WINTER MAGIC

## Welcome to the first CSS Newsletter!

This is the first of quarterly newsletters aimed at improving communication between the practice and our patients. We intend to publish issues in Spring Summer Autumn and Winter. The next issue is planned for Spring 2013.

The newsletter will contain regular contact information with the practice and will feature seasonal issues and news of events concerning NHS and all the local hospitals and the associated services.

In this issue you will find information on handling winter health problems associated with colds and flu and generally keeping fit during the coming bad weather.

### Home Visits

If you need a doctor to visit, please try to ring before 10.30 am. Home visits are for people who are unable to travel to the surgery. Lack of transport is not an acceptable reason for requesting a home visit. In most cases the doctor will ring first to check on the nature and the urgency of the visit.

### CROWN STREET SURGERY

17 Crown Street  
Swinton  
Mexborough  
S64 8NB

Tel; 01709 584885  
Fax; 01709 570041

### SURGERY OPENING TIMES

Mon-Fri 8.00am—6.30pm

Surgery by appointment only during the following hours;

Mon Tues Wed & Fri  
7.00-10.50 & 2.00-5.50

Thurs  
7.00-10.50 & 12.00-5.50  
Closed Sat & Sun

Not all the doctors are available during each session, please check with reception.

### TELEPHONE TRIAGE

Each day the surgery offers a telephone triage service. If you have a health concern that you feel needs addressing on the same day, your details will be placed on the Duty Doctor's list and either a doctor or a nurse will contact you and assess the situation. The GP/nurse will either give you some advice or allocate you with an appropriate appointment. This appointment may be at a different time to the above times.

## Issue 1/13

### Stop Press !!

In the last year there have been a number of changes within the surgery.

#### Dr. S. Turner

Welcome back to Dr. Sarah Turner, who will be returning from maternity leave on 4th February 2013.

#### Dr. Ravi

Has announced he will be leaving the practice on 25th January 2013. We are sure you will agree that he will be greatly missed by patients and staff alike and trust that you will join us in sending him our very best wishes for the future.

#### Dr Jones

Congratulations on the announcement of her pregnancy, she will take maternity leave from April 2013.

### THE DOCTORS

Dr. Malcolm Venables MB, ChB, MRCP, FP Cert.

Dr. Ian Turner MB, ChB, MRCP,

Dr. Nalligounder R Ravi MBBS, FRCS, (Ed), FRCS (Glasgow), MRCP, DFFP

Dr Sarah Turner BSC (Hons), MB, ChB,

Dr Fleur Jones MBLCB (Sheffield) MRCP, DFRH.

### THE STAFF

Practice Mgr: Mrs L Takacs.

Astt Practice Mgr: Mrs. A Chapman.

Finance Mgr: Mrs J France.

### Reception/Secretarial Staff

Mrs S Skidmore  
Mrs K Hobson  
Mrs J Turner  
Miss L Spurr  
Mrs L Howard  
Miss R Cousins  
Miss K Cartwright

Mrs J Sinclair  
Mrs S Caddick  
Mrs E Law  
Mrs M Wagstaff

### Practice Nurses

Sister A Crossland RGN  
Sister L Brailsford RGN  
Sister C Billups RGN

Treatment room nurse  
Mrs P Kaighin RGN

Healthcare Assistant  
Mrs A Sanderson

Phlebotomist  
Mrs A Law.

In each issue of this newsletter we will take a more in-depth look at the various people involved in the running of the practice from the doctors, nurses, administration and ancillary staff to the numerous volunteers who give freely of their time to assist and advise on methods and liaison with the patients (customers). This time we feature one of our doctors, Dr. Venables, and a member of our Patient Participation Group Paul Adey.

## Personal Profiles

Dr Malcolm Venables MB.ChB (Sheffield 1982) DRCOG MRCCGP



I was born in Mexborough 1951 and lived there until I was married in 1971. After St John's Junior School, I attended Mexborough Grammar School on College Road, which later moved to Maple Road.

I left school aged 16 to work as a Laboratory Technician at Rotherham District Hospital. I then moved to the Northern General Hospital in Sheffield, and eventually went to Sheffield University Medical School in 1976. I qualified in 1982 and after four years post graduate training in Hospital and General Practice, I moved to Chamwood Street Surgery to start in general practice.

I have practiced in Swinton for 26 years. I chose general practice because although as in any job, there is a degree of routine, there is also an element of unpredictability, which makes it really interesting. It is nice to look after families, but when you look after the children of parents who you looked after when they were children, it does make you feel old!

I am married with two children and two grandchildren. I enjoy most sports but particularly football and cricket. I only watch now, age has caught up with me so my playing days are over.

Paul Adey FIMI, MIM, MIRTE



Aged 72, a Welshman, retired, married with 3 children and 9 grandchildren.

A background in Mechanical Engineering, Company Directorship and currently a Management Training Consultant and Volunteer Mentor for Youth Enterprise In Yorkshire.

Now living in Mexborough after 7 years in France where I built my own house.

Being Welsh there would be no surprise to know that I am mad on rugby. I played it when I was a schoolboy and later for a short time I played it in the RAF. Now I enjoy just watching and look forward to the Six Nations Championship every year. I also enjoy watching Formula 1 motor racing.

Proud to be a member of the Crown Street Surgery, Patient Participation Group and serve the community in some small way.

### PATIENT PARTICIPATION GROUP

Crown Street Surgery now has a Patient Participation Group, made up of willing volunteer users of the surgery, members of office staff and one of our GPs. The aim of the group is for the surgery to obtain information from users of the surgery and it gives patients an opportunity to voice opinions from their perspective. Crucially it opens up a dialogue between the two parties.

*We are actively looking for additional members of the Patient Participation Group, especially from the under 25 age group who are currently under represented. If you are interested in getting involved, please make enquiries at reception.*



### Text message reminders

The surgery is in the process of gathering information to set up a SMS text messaging service. This is an automated system that will send patients a text reminder of the date and time of their next appointment and health promotion updates.

If you would like to receive this service please give us your written or verbal consent and we will amend your records accordingly.

### Patient contact details

We wish to remind all patients that it is extremely important that we have your correct information on our computer system.

If you move house or change your telephone number please contact us to update your details.

### Test results

Test results cannot be obtained by telephoning the surgery.

Should you require results from a recent test, please make an appointment with your doctor.

### Surgery closure dates

#### **Staff training**

Will be held on the afternoons of ;  
7th February 2013  
7th March 2013  
18th April 2013

#### **Bank holidays**

29th March 2013  
1st April 2013

As part of efforts to save money within the NHS, can we encourage you to buy treatments for minor ailments rather than have them prescribed? The following can be bought at a reasonable cost over the counter at retail pharmacies.

Antihistamines  
Nasal Sprays  
Head Lice Preparations  
Athletes Foot Preparations  
Threadworm (Family Treatments)  
Olive oil Ear Drops  
Paracetamol Tablets ( 1 x 32 ) plus Suspension e.g. Calpol  
Ibuprofen tablets and suspension  
Wart Preparations

In addition retail pharmacies can provide small packs of the following subject to licensing restrictions, and the discretion of the pharmacist, for a cost lower than the prescription fees.

They can advise on a variety of health matters, so it's worth using this facility at weekends or out of hours.

Aciclovir Cream  
Aqueous Cream  
Diprobase 50g  
Chloramphenicol Eye Drops  
Dioralyte Sachets  
Double Base Shower Gel  
Oilatum  
Aveeno  
Mebeverine  
Hypromellose  
Some Thrush Preparations

Fybogel Type Products  
Colpermin  
Co-codamol  
Lacri-lube  
Sodium Chloride Nasal Drops  
Opticrom  
Medigel  
Hydrocortisone  
Anusol Cream and Suppositories  
Loperamide  
Panoxyl

### Missed appointments in the last 3 months

#### **Doctors**

250 missed appointments  
This equates to 41 hours 40 minutes lost surgery time

#### **Nurses and health care assistants**

281 missed appointments  
This equates to 68hours 20 minutes lost surgery time

This is a frustrating problem for GPs staff and patients alike.  
Please if you are unable to keep your appointment, cancel it as soon as possible, even if you think it is too late, someone else may be able to use it!



## Beating the Winter Blues

### **Top tips for feeling brighter when you feel down**

Depression can be caused by stressful life events.  
Counselling may help you to deal with these issues.  
Depression can also be improved by getting plenty of daylight and taking daily exercise.

Keep alcohol to a minimum-many people drink more alcohol when they feel low, but alcohol is a very bad depressant so will cause your mood to be worse in the long run.

Seek help.

Many people think no-one will understand, or no-one can help, but nothing could be further from the truth.  
Make an appointment to see your doctor to discuss how you are feeling

## **Touch Screen System**

**We have had this system in place for some time now and it does help when the receptionist is busy dealing with general enquiries.**

**The touch screen is designed to be as easy as possible so everybody can use it.**

**We have noticed recently that people are just waiting to book in with the receptionist (who is at times trying to deal with more complex enquiries)**

**Please can we ask that you use the touch screen to book in for your appointment.**

## Special Services

### Respiratory Clinic

The respiratory clinics are held for patients who suffer with asthma and/or chronic obstructive airways disease (COPD). These are held by the practice nurses who are all trained specialists in asthma and COPD and see both adults and children.

### Seasonal Flu

We still have a number of seasonal vaccines at the surgery, if you are eligible and you would like to have one, please make an appointment with the practice nurse ASAP

### Pneumonia Vaccinations

These are available all year round and are for all patients over 65 and any patient with a chronic disease, ie Asthma, COPD, Diabetes and Heart Disease



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