

Highfield Surgery

Newsletter

NOVEMBER 2017

The practice in numbers:

6381 Patients

Appointments missed in September 2017:

63

Missed appointments mean that opportunities for other patients to see our medical staff are wasted.

The Practice Team

GP Partners: Dr Jill Deacon and Dr Martin Davis supported by our employed GPs, Dr Sarah Jane Rapsey and Dr Lena Poulton. Dr Rapsey is currently on maternity leave so we have Dr Lally and Dr Herbert with us on locum cover.

Practice nurses: Cathy Taylor – Diabetic Nurse Specialist - and Cate Norridge – Respiratory Nurse Specialist.

Healthcare Assistants and Phlebotomists: Elayne Saunders, Ruth Murden and Sue Goodliffe.

The Administration Team is headed up by Practice Manager, Peter Darling, supported by our administrative team of Judy MacFarlane (Secretary), Elayne Saunders (Prescription Clerk), Lisa Wooster (Scanning Clerk), and the Reception Team of Jo Blackwell, Karen Hardy, Claire Smith and Gill Took

At present we have about a **12** day wait for a routine appointment.

During September we had **63** appointments that patients had booked and then subsequently didn't turn up for.

That's **63** appointments that potentially could have been made available to other patients.

That's around **2** whole days of appointments.

That would bring the wait time for a routine appointment down to **10** days.

In 2015 the Health Secretary delivered a speech where it was estimated that missed GP and hospital appointments cost the health service in England nearly **£1bn** a year.

There is a general belief that the NHS is free.

Worth considering.

Unwanted appointments can be cancelled by ringing reception on (01494) 813396

NEW PATIENT REGISTRATIONS

Please note that we require the following for all new patient registrations before we are able to start the process of registration. Missing or incomplete documents will result in delays in the registration.

- PHOTO ID (Passport/Driving Licence)
- PROOF OF ADDRESS (Utility bill or bank statement dated within the last 3 months)
- FULLY COMPLETED REGISTRATION FORM, NEW PATIENT QUESTIONNAIRE & FAST ALCOHOL SCREENING FORM – all forms available from our website or reception desk

<http://www.highfieldsurgeryhazlemere.co.uk/>

Patient Participation Group ("PPG")

The PPG meet every three months at the surgery to discuss matters from the patient viewpoint and to find ways of helping the practice move forward.

The PPG has been responsible for the setting up and running of some recent events addressing the concerns that patients may have around memory loss – either for themselves or for people close to them – we have had representatives from the Alzheimer's Society and Carers Bucks who have addressed attendees either as a group or on an individual basis and hopefully people have gone home more informed of the support that there is available to families who find themselves in this situation.

If you did not manage to attend these sessions and require some information please call the Memory Service on 01296 331749 or get in touch with the surgery.

Over the coming months the PPG will look at running similar events covering topics such as Diabetes, Stopping Smoking and Weight Control.

If any patient is interested in knowing more about the PPG please get in touch with the surgery.

MINDFULNESS

It can be easy to rush through life without stopping to notice much.

Paying more attention to the present moment – to your own thoughts and feelings, and to the world around you – can improve your mental wellbeing.

Some people call this awareness "mindfulness". Mindfulness can help us enjoy life more and understand ourselves better. You can take steps to develop it in your own life.

Professor Mark Williams, former director of the Oxford Mindfulness Centre, says that mindfulness means knowing directly what is going on inside and outside ourselves, moment by moment.

"It's easy to stop noticing the world around us. It's also easy to lose touch with the way our bodies are feeling and to end up living 'in our heads' – caught up in our thoughts without stopping to notice how those thoughts are driving our emotions and behaviour," he says.

"An important part of mindfulness is reconnecting with our bodies and the sensations they experience. This means waking up to the sights, sounds, smells and tastes of the present moment. That might be something as simple as the feel of a banister as we walk upstairs.

"Another important part of mindfulness is an awareness of our thoughts and feelings as they happen moment to moment.

"It's about allowing ourselves to see the present moment clearly. When we do that, it can positively change the way we see ourselves and our lives."

For more information please visit: <https://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/mindfulness.aspx>



Congratulations!

We are delighted to report that Dr Rapsey gave birth to Frederick ("Freddie") James on Tuesday 10th October at 7:03am.

Mother and son are reported to be doing well. Huge congratulations to Sarah Jane and her husband Joe and all our best wishes moving forward.

Christmas and New Year hours: Closed Monday 25th and Tuesday 26th December 2017 and Monday 1st January 2018. Please call 111 for medical advice or 999 in an emergency.