

Patients in Partnership

enhancing the patient experience



Issue 4
Autumn 2011

In this Newsletter: News from PiP Chair and the Practice. Dr Paul: Decisions, decisions. Breast Cancer Screening, age extension. Online appointments. NAPP Conference. Monthly Draw. NHS reforms. Open Meeting 11 October.

News from the Chair - Chris Storey

Welcome to our **Autumn Newsletter**. We have been busy busy as usual.

For our **Open Meeting in June**, Stella McNeill, Home Manager, welcomed us to Westgate House in Wallingford where, following our PiP AGM, she was joined by Admiral Nurse Angie Williams of the Orders of St John Care Trust and Dr Jacque Cornell from the medical practice. Together, they gave a very informative presentation on **Dementia**.

Activities Supervisor, Wendy Bowd, then entertained us with a description of her work with the patients, followed by a lively Questions and Answers session. It was nice to see such a good turnout.



A very blustery **Carnival Day**, also in June, saw PiP's stall swaying in the wind next to Wallingford Town Hall. This occasion gave us the chance to talk to people, hear what they had to say and increase our membership, which currently stands at 85.

In this issue, Dr Paul addresses the sensitive area of '**End of Life Care**' – a topic so important to us all and yet all too often avoided! Do have a read. We are intending touching on this topic from time to time.

Those of us who have registered our e-mails with the practice have been invited to sign up to use the practice's recently installed, and long-awaited, **On-Line Booking** facility. If you want to know more, then log on to www.wallingfordmedicalpractice.co.uk click on Practice News and follow the instructions or, alternatively, see page 4 of this newsletter.

On the last page you will see an advert for our next **Open Meeting on Tuesday 11 October at 7.30pm in the Wallingford Medical Practice** when **Ronan O'Connor**, one of the NHS Buckinghamshire and Oxfordshire Cluster's directors, with responsibility for Communications and Patient Information, will be coming to speak to us - so do please come along, listen and join in.



Lastly I have some sad news to report. Our hardworking colleague **Charles Harrison**, one of the PiP Core Group, died suddenly a few weeks ago. We were all shocked, and extremely sad, to hear of his unexpected death. Charles was always so full of enthusiasm and verve – never frightened of raising and addressing issues close to his heart; qualities which suited his fundraising role to a T. He will be sorely missed. Our thoughts go out to his wife Therese, and to Hannah their daughter.

GIVE THE SURGERY YOUR EMAIL ADDRESS TO RECEIVE FUTURE NEWSLETTERS

**Become a member of PiP to share your ideas and concerns
and to receive notice of consultative meetings**

SEE CONTACT LIST [Back page](#)



New doctors at Wallingford Medical Practice.

We are very pleased to welcome **Dr Simon Morris** as our new full-time GP. Dr Morris joined the practice on 3rd August 2011. He previously completed his GP training at the Woodcote Medical Practice.

Dr Morris has an extremely interesting background, having originally graduated from Oxford with an MA Honours degree in experimental psychology. He joined an investment bank in London and then a ship-broking firm. After four years in the commercial world, he returned to his first love, medicine, gained his MBBS at Guy's, Kings & St Thomas's Medical School in London, and then qualified for his MRCP in August 2011.

Dr Morris has taken over Dr Miller's list of patients and all patients previously registered with Dr Miller are now registered with Dr Morris.

Dr Victoria Hance sadly left us at the end of June, relocating to Yorkshire with her Consultant husband who has taken up a prestigious post in Leeds.

Dr Sally Lewis will be joining us on 13th September to take over Dr Hance's list of patients. Some of you may have met Dr Lewis when she did some locum work for us in 2010/early 2011. She has recently been on maternity leave having given birth to her second little boy. Dr Lewis has worked extensively in paediatric medicine and is a valuable addition to our team. Dr Lewis will be part-time, working on Tuesday, Thursday and Friday.

We also welcome our two new Registrars (trainee GPs) for this year. **Dr Amit Gupta** and **Dr Caroline Yates** will both be with us for one year from 3rd August 2011 to 2nd August 2012 to complete their General Practice training.

Wallingford Practice Manager elected to

Oxfordshire Clinical Commissioning Group

Dr Stephen Richards, chair of the *Oxfordshire Clinical Commissioning Group (OCCG)*, offered Practice Managers the opportunity to elect a non-voting representative to sit on the OCCG, recognising the valuable input Practice Managers give.

I was duly elected by the Oxfordshire Practice Managers Committee and this was ratified by a unanimous vote of Practice Managers at the Practice Managers Conference on 9th June 2011.

You will note that the Consortium - first known as Oxfordshire GP Consortium - has now changed its name to *Oxfordshire Clinical Commissioning Group*. This was one of the recommendations that came out of the "listening exercise" undertaken by the Government in early summer.

OCCG meets fortnightly at the moment and covers a large agenda. OCCG has had some areas of responsibility devolved to it by the Buckinghamshire and Oxfordshire Cluster Primary Care Trust. Clinical Commissioning Groups will not be authorised as statutory bodies until October 2012 at the earliest. All of the clinical leads on the OCCG are practising GPs from each locality in Oxfordshire and the areas they are looking at are Urgent Care, Planned Care, Complex Care and Self Care. There are six locality consortia which meet regularly and Wallingford is part of the South East Locality Group.

Janet Newman, Practice Manager,
Wallingford Medical Practice.



**COME TO OUR OPEN MEETING ON 11 OCTOBER
TO HEAR MORE ABOUT THE NEW NHS
DEVELOPMENTS AND HOW THEY WILL
AFFECT OUR PRACTICE. SEE PAGE 8**

DNA (DID NOT ATTEND) FIGURES IMPROVE, BUT STILL WAY TOO HIGH!!

Between 1 April and 30 June 2011, there were

- **523** missed appointments, a **pleasing reduction of 98** on last quarter's figures.
- **222** with Doctors (207 last quarter)
- **209** with Practice Nurses (255 last quarter)
- **92** with Health Care Assistants (159 last quarter)

Please remember to ring the **cancellation line 01491 821780** if you cannot attend an appointment.

Every missed appointment prevents another patient seeing a member of the practice at the time you have booked. This is costly, frustrating, and a waste of everyone's time.

Let's hope the **DNA** figures keep going down, helped by the new **ONLINE BOOKING SYSTEM**.

Remember: DNA, NO WAY!!

The original NHS reform recommendations and how the Future Forum experts suggested they should be changed

- 1. In the original Bill, there was no requirement for any of the new NHS organisations to focus on the values of the health service and patients' rights as set out in the NHS Constitution.** *The Future Forum report says GP-led commissioning consortia and the central NHS Commissioning Board should "actively promote" the NHS Constitution.*
- 2. One of the most contentious sections of the Bill abolished the duty of the Secretary of State to provide a comprehensive health service in England.** *The report says the Health Secretary must remain "ultimately accountable" for the NHS, although freed from political interference at a local level.*
- 3. Andrew Lansley said patients should be empowered so there will be "no decision about me without me".** *The Future Forum says patients should be seen as "equal partners" with health professionals.*
- 4. There are no requirements for new groups led by GPs to hold open meetings.** *It is recommended that commissioning Consortia and providers of NHS services should publish papers and meet in public.*
- 5. Family doctors were seen as the basis of the new system and there was little reference to the knowledge and experience of hospital consultants or nurses.** *The experts say Clinical Senates should be set up, made up of a variety of health professionals to advise GPs.*
- 6. Documents suggested £1 billion would have to be spent on redundancy packages for managers leaving defunct NHS bodies.** *The new report says experienced managers must be retained to ensure a "smooth transition" to the new regime.*
- 7. A deadline of April 2013 was set for GP-led commissioning consortia to take over from the Primary Care Trusts.** *It is recommended that this target is relaxed and the central commissioning Board should commission treatment until the new bodies are ready.*
- 8. It was expected that competition would operate throughout the NHS, helping patients choose services.** *Under the recommendations, citizens would be given the right to challenge poor service and lack of choice, while the scope of the competition in the health service would be set out by the Commissioning Board.*
- 9. The Bill set up a regulator, Monitor, whose primary duty would be to "promote competition", and which would have power to fine NHS bodies acting unfairly.** *The experts say Monitor must support collaboration and integration instead, with its role "significantly diluted".*
- 10. Under the original plans, there was nothing to stop independent providers only carrying out profitable operations.** *It is suggested that private health companies must not be allowed to "cherry pick" easy services or patients with straightforward problems, leaving the costly and difficult areas to the NHS.*
- 11. NHS bodies were told to reduce health inequalities.** *The Future Forum says this must be turned into "practical action" and the most vulnerable in society must be helped.*
- 12. The Bill set up local Health and Wellbeing Boards that would involve councillors as well as patients.** *It is suggested that they must be given "stronger powers" to hold service providers to account.*
- 13. No guidance was given about the geographical boundaries of GP-led commissioning consortia in the original legislation.** *The experts say that their areas of operation should not cross the boundaries of local authorities.*
- 14. Deaneries, responsible for postgraduate medical training became homeless under the Bill as the Strategic Health Authorities that oversaw them were abolished.** *The Future Forum says they must be found a home within the NHS "urgently".*
- 15. The Bill set up the body Public Health England within the Department of Health.** *Under the revised plan it would be set up as an arm's length organisation to ensure its independence is not compromised.*
- 16. The central NHS Commissioning Board was due to start operation in April 2012.** *The Future Forum says it should be set up as soon as possible to ensure "focused leadership" during the transition.*

This summary by Martin Beckford in The Daily Telegraph in June 2011 is reproduced with the consent of the paper.



PiP welcomes **EVERYONE** to our
OPEN MEETING

on
TUESDAY

11 OCTOBER 2011 at 7.30 pm
IN THE WALLINGFORD MEDICAL PRACTICE

“PATIENTS MATTER”
an update on changes to the NHS
and how they will affect you

PRESENTED BY

Ronan O’Connor

Director for Communications and Patient Information,
NHS Buckinghamshire and Oxfordshire Cluster



REFRESHMENTS ON ARRIVAL

HOW TO CONTACT

- **PiP (Patients in Partnership) :** Email: pipwallingford@hotmail.co.uk Chair: Chris Storey 01491 838942
- **Wallingford Medical Practice :** Website: www.wallingfordmedicalpractice.co.uk
- Email: wallingford.practice@gp-k84037.nhs.uk Tel: 01491 835577
- (Appointment cancellation line: 01491 821780)
- **GP Out-of-hours service:** 0845 345 8995
- **Health Visitors:** 01491 833191
- **First Aid Unit:** 01491 208513 No appointment necessary 8.30 - 18.30 Mon - Fri ex. Bank Hols
- **Wallingford Volunteer Centre:** 01491 836345 Weekdays 9.30 - 11.30
- **Cholsey Community Car Scheme:** 01491 651768 Mon, Wed & Fri 4.00 - 6.00