

# News from our team of Clinicians

**Dr Aya Kuwabara** trained at the University of Cambridge and Imperial College and qualified in 2010. Since then she has mainly been working in London, where she undertook her GP training. Alongside this, she has completed the Diploma of Child health, and the Diploma of the Faculty of Sexual Reproductive Healthcare. Currently, Aya is undertaking a Masters at the University of Oxford, to better understand medical research, and in particular as a basis for her interest in the inappropriate and harmful overuse of medicine. In her free time she likes to swim and cook, and would like to restart learning British Sign Language very soon. *Aya is looking forward to being part of the Victoria Road team.*

**Dr Natalie Novak** is back from maternity leave and she is pictured above with her daughters, Elodie and Juno. She will be taking surgeries both in the town centre & Durrington.

**Agi Dixon** was awarded a master's degree in Pharmacy at Warsaw Medical University (Poland) in 2004. In 2005 she was offered a position as a pharmacist manager in England. Between 2006-2011 she ran a pharmacy in East Preston. Agi qualified as an Independent Prescriber at Portsmouth University in 2015. She specialises in management of hypertension and respiratory medicine. She still works as a community pharmacist with special interest in travel health, NHS health checks and contraception. Agi can answer all medicines related enquires and also provide self-care advice. She is a member of Royal Pharmaceutical Society of Great Britain.

**Dr Birgit Woolley** attended the World Organisation of National Colleges, Academies & Academic Associations of General Practitioners >

# VR

Winter 2017 edition 13

Victoria Road Surgery  
Patient Participation Group

News for our patients in  
Worthing & Durrington



Aya Kuwabara



Natalie Novak



Agi Dixon



Birgit Woolley

Conference in Prague earlier this year. Founded in 1972 and representing some 600,000 family doctors in over 150 countries around the globe its goal is to encourage GPs to follow the latest primary care strategies and the organisation has been responsible for initiating groundbreaking studies and research. Birgit found the experience worthwhile meeting up with doctors from around the globe.



Inez with Nurse Claire

engine development for the American aircraft that were being flown by the RAF on a lease/lend basis. She has many happy memories of her time in the WAAFs.

## Propelling us to Victory!

To mark a century since women first took on roles alongside men in our armed forces **VR** looks at the role played by one of our own patients, 98 year old former WAAF, **Inez Powell**. Born just ten months after the end of World War I she was stationed at Burtonwood, a large unit comprising thousands of Americans outside Warrington, having been moved on from Bushey Park by Eisenhower. She worked on



## Farewell from Dr Rachel Butler

‘ I will be leaving the team at Victoria Road at the end of December. I have had the privilege of working at the practice for nearly 6 years and know that it goes from strength to strength despite the considerable challenges that the NHS currently faces. I plan to develop my interest in psychological health and will continue to work for the Sussex Eating Disorder service. I hope that I may continue to help the team at VR from time to time and see some of you again in that capacity. In the meantime I would like to say goodbye to those of you that I have got to know in the last few years and thank you for the many kind words you have offered to me along the way’

Rachel and Georgie >



**13,774** our largest patient list *EVER*, and an increase of more than ...

**111** ...new patients in 3 months

**616** ...total of appointments our patients didn't turn up for (Aug - Nov '16)



## Jane de Jong Practice Manager

**Christmas is fast approaching and there have been a few changes at Victoria Road Surgery during these last six months.** We are lucky to have **Agi Dixon** who is a Prescribing Pharmacist and **Dr Aya Kuwabara** GP join the team, but very sadly **Dr Rachel Butler** has resigned and will leave us on 31st December 2017 (see details front page).

General Practice is struggling in the face of an ever increasing population, including new housing developments in and around Worthing together with an increasing ageing population. Our work on a daily basis has probably doubled over the last year and we have needed to employ many more in our admin teams to manage this increase and are still looking to recruit another GP or GP Partner. Our resources are squeezed continually and we do want to help our patients where we can. However, you can help us too by using other options available to you in relation to your healthcare; using the literature available in the foyer and waiting room at Victoria Road for self-help in relation to minor illness and minor ailments or speaking to your local pharmacist - NOT by going to Accident and Emergency if you believe you cannot get a doctor's appointment. Just explain in detail to our receptionists and they will do their very best to help you.

**I thought it might be helpful to you to understand what we do 'behind the scenes' so to speak in General Practice, so I am going to provide a very brief summary of some of our roles:**

We have an ADMIN DEPARTMENT that receive the new registration requests from patients. They have to enter all the information on to the electronic system and this in turn requests the patients' medical records electronically. They then have to request the paper records of the patient. Each day hundreds of letters come into the practice from the hospital and third parties in relation to patients' healthcare. These have to be scanned through to a different department for managing. Every day patients' records are also requested by other surgeries where a patient has moved. These records have to be collected and summaries printed off and sent to the NHS organisation that arranges the transfers. In addition each day, insurance

companies, solicitors, multiple letters of help from other agencies come in asking for information from patient's medical records for applications being made by patients. Within the admin team is a team member who manages all of the appointment system for the practice which is extremely complex and another team member who is dedicated to patient care and communication.

In READ CODE/SUMMARISING, they receive the letters that come in from third parties. They have to code any significant findings so that these are highlighted on your medical record. Any actions that are required from the third party are also highlighted or managed. This team also receive all the paper records that come into practice and they have to go through each record and ensure that all important information is recorded on the electronic record that is in the paper records.

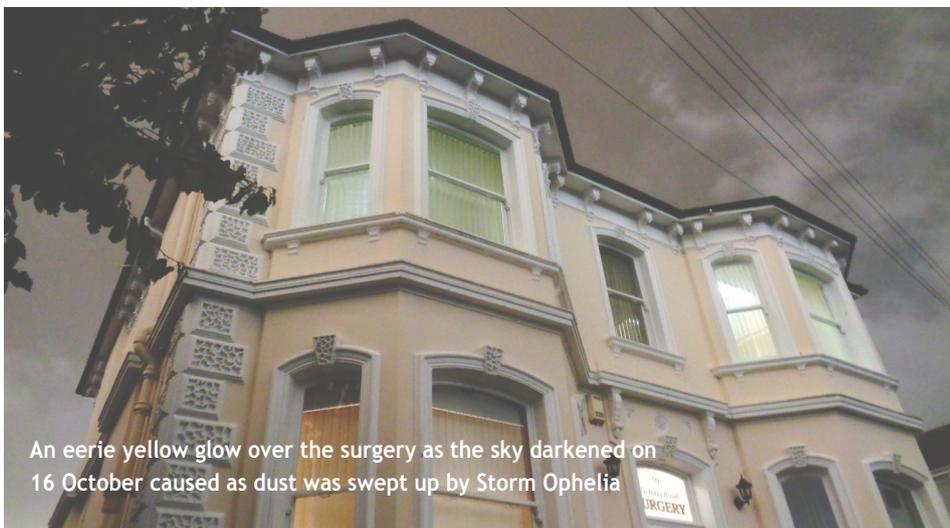
In the SECRETARIAL DEPARTMENT all of the referral letters that doctors are dictating every day get typed up and sent on. The secretaries also respond to solicitors and insurance companies that are continually requesting information that patients have given their consent to release.

passed to them regarding results or changes to their medications. Each day they are taking messages from patients to pass to doctors, in communication with the hospitals and third parties asking for information or assistance.

In addition to these teams is the role of the Practice Manager and the Business Manager - they manage the General Medical Services Contract that Primary Care are contracted to provide. The Nursing Team and the GP Team are hugely busy seeing in excess of 1300 patients per week.

For every new member of team we recruit there is no new money in the contracted fees we are paid. Many team members work over their hours for nothing just to try and meet the demands of the role. The people that work in Health Care generally care about patients and want to provide a safe and helpful service. However, this is becoming more and more difficult due to the increase in demand and a budget that is not increasing.

Recently in order for us to contain our patient numbers we have had to reduce our practice boundary. Other surgeries cover the area we have reduced.



An eerie yellow glow over the surgery as the sky darkened on 16 October caused as dust was swept up by Storm Ophelia

THE MEDICAL RECEPTION TEAM are obviously communicating with patients on a daily basis, answering phones and greeting patients at the reception. They are also managing hundreds and hundreds of requests for prescriptions that are coming into the practice each day, either in paper form or electronically online. They prepare the prescriptions and they are then sent on to the GPs for their approval and signatures. In addition the receptionist received multiples of electronic messages each day asking that patients be contacted to come back in for follow up appointments or information to be

Victoria Road checked with the other surgeries first to see if they objected and also to enquire if their list sizes were increasing as much as that of Victoria Road Surgery. They all confirmed they were happy and also that very few surgeries lists were growing as fast as Victoria Road. This made the decision for us to reduce the boundary that we cover. ***I hope this gives you some insight as to what we are currently doing to maintain patient services safely and effectively, but it is difficult because we simply do not have the resources financially or premises wise.***