

V FOR VICTORY at Victoria Road



It is never too late to stop smoking. If you are serious about stopping our GPs will provide help and information and ask our Smoking Cessation Advisor to see you on a one-to-one basis at the surgery. Or, you can just call in and book an appointment with her. June is there to offer advice, support and encouragement. She can also prescribe nicotine replacement therapy which increases your chances of quitting.



June Hutcheon, our smoking cessation adviser, shows patient Ben Collier her dreaded 'jar of tar'. With June's help and encouragement Ben has managed to quit smoking. Well done, Ben!



If you have an iPhone, iPad or iPod touch you can download the free NHS Stop Smoking app from the iTunes App store. The NHS Stop Smoking app makes it easier to stop because it:

- Provides daily support and instant tips
- Keeps track of how much money you're saving
- Shows how many days you've been smoke free
- Includes a direct line to the NHS Smoking helpline

For more information go to NHS Choices website

General Practice is the cornerstone of the NHS



PUT PATIENTS FIRST
BACK GENERAL PRACTICE

The Royal College of General Practitioners and the National Association of Patient Participation (of which Victoria Road Surgery is a member) have got together and produced a petition for patients to sign either in surgery or at their website rcgp.org.uk - there are also posters displayed in our surgeries that highlight the problems General Practice is currently facing concerning increasing workloads and declining resources.

With waiting times to see a GP rising, we at Victoria Road Surgery think it is even more important that as patients you get the best from our appointment system:

*Call us on 01903 230656 or 01903 843855 from 8am for either a same day appointment (subject to availability) or a pre-bookable appointment up to four weeks ahead. Approximately 50% of our appointments are pre-bookable.

*On a busy day you may not be able to have an appointment the same day but we guarantee that you can speak to a doctor on the telephone in our duty surgery.

*If a GP asks you to come back then please book this appointment before you leave if you have been asked to return within four weeks or under. It is always a good idea to bring your diary with you so that you can do this.

*On occasion you may feel you do not need to come in and see the GP or nurse as your query or problem is something that could be dealt with over the telephone. We have a number of telephone consultations each day for this purpose - although if you wish to speak to a specific GP you may have to wait until they are next in surgery.

Please be aware that all calls from us will show as unknown caller and it is important that you answer your phone as we cannot keep redialling you.



Jane de Jong
Practice Manager

Almost half way through the year! Flu vaccines given and hopefully those of you that decided to accept the offer did actually receive a vaccination. The Patient Survey is complete and the report from this is available on our website and in the waiting room for you to read. Thank you so much to those of you who participated, and don't forget if you did not get a chance you can still always feedback to the practice. Simply complete the feedback forms that are available in the waiting room area. We respond to this feedback every month and this is available to read in the blue file under the table in the waiting room at Victoria Road. This year we tried to look at our patient's use of the accident and emergency department and Worthing Hospital. Victoria Road is currently one of the highest users of this service in the whole of West Sussex!

This winter saw a new doctor join the Partnership - Dr Eugenie McCreanor. Dr McCreanor will be a Partner at Victoria Road. She qualified as a GP in 2003 and has been working in West Sussex ever since. We are delighted she is joining us.

Dr Madeleine Babicki is now on maternity leave for one year and Dr Natalie Novak will stand in for her until July 2014. We will keep you posted as to who will take over after that. Finally, Dr David Hopkins retired 1st June 2014. Therefore, we are still seeking another Partner to join the Surgery. Important information for patients is the proposed data extraction by the Health and Social Care Information Centre. This is a Government initiative. Please be sure to read the article in this newsletter.

Additionally, we in practice are working with the local commissioning group to identify patients that are at high risk of hospital admission. In order to do this we will be using a 'risk profiling tool'. This extracts data from our system and also from hospital systems and sorts it out and sends it back into practice listing those patients at a risk of hospital admission. This then allows us to offer some form of intervention if we are able to. Again, if you wish to opt out of this initiative, please notify the practice in writing or ask for a form at the reception desk.

Finally, can I make a plea to all those patients with long term conditions such as Diabetes and Asthma, that you do book your annual review when we invite you? It is terribly important that we work with you to make sure you are receiving the best possible care for your condition and make sure you have a care plan to help you along the way. Our nurses are here to help.

Have a good summer.

You Say Goodbye and I Say Hello!

David Hopkins joined Victoria Road in 1982 after studying at Manchester University and training posts in the North West and Stoke on Trent. Besides surgery work, he was employed at Worthing Hospital as a neurology clinical assistant and later served on groups representing local GPs and primary care staff. He retired from the surgery at the end of May after 32 years. He is looking forward to spending more time with his two grandsons who live locally, tending his large garden, travelling and improving his golf handicap!



Our GPs, staff, retired colleagues and David's family all gathered at The Dome in Worthing at the end of May to wish him a long and happy retirement. Dr Birgit Woolley and Jane de Jong, our Practice Manager, spoke about David's long career at the surgery and made presentations to him of gardening equipment and perhaps, most importantly, a large stock of golf balls! The evening culminated in a 'musical' tribute by our very own workplace choir (eat your heart out Gareth Malone) that comprised our entire nursing team and many of our admin staff. Annika, our manager, had remembered singing in the dim and distant past *The Physician* by Cole Porter for the Worthing Musical Festival so led by Danni Braz of our reception team we took to the stage and reprised this hit number from 1933. Thankfully, no video of the tribute exists, so the fact that all the performers donned Conchita style beards as per Eurovision may be soon forgotten. But what a send-off!



Eugenie McCreanor is our new GP. She qualified as a doctor in 1999 after training at Leicester University. Before training to be a doctor she did a degree in human biology at King's College, London. Her GP training included posts in paediatrics, obstetrics and gynaecology, dermatology, ENT and ophthalmology. Outside of work she is kept very busy with her three children aged 10, 7 & 3 years!

Victoria Road's Got Talent

Brian Castle, sculptor and wood-carver has had his work exhibited throughout the country and he and his wife, Dot, have been patients for 50 years. Incidentally, they joined the Practice when they lived in the flat at the surgery in Victoria Road and worked for Doctor Thompson-Hill. It was their job to clean, tidy and answer emergency or out of hours calls. *Contact us if we could feature you in VR.*



Care Data Programme

All households in England should have received the leaflet '*Better information means better care*' containing important information about your health records. You, and everyone who lives with you, should read the leaflet carefully. If you have mislaid it we have copies of a leaflet specially produced for our patients that explains in more detail the implications of the programme and includes a section that you can complete listing your wishes that we can then make a note of in your records. The leaflets are available at both our reception desks. NHS Choices website also answers many questions you may have. The Care Data programme is expected to be implemented this Autumn.

Representing the Surgery

by Lindsay Scott



Having been a member of the Patient Participation Group at the Victoria Road Surgery for a couple of years now, I arrived at the decision that I would like to get more involved with patient care. Now that doctors are responsible for their own budget, there are lots of decisions being made on a local basis that can have a direct impact on patient day to day care. I have recently been successful in securing a role as a Lay Member of Cissbury Commissioning Group, where day to day decisions are made for the patients of fourteen of the Worthing GP practices. I see my role as reminding everyone of the effect each of these decisions will have on us as patients and end users of the services that they offering or not offering which may be the case of course! I am married with three children, four grandchildren, and elderly parents so consider that I can represent a good cross section of society. I have also worked as a social worker for many years with a particular expertise in the fostering services; I am passionate that Looked After Children and those with special needs are equally given a good service. I am looking forward to my first meeting in May and hope to be able share some of this information with my fellow Patient Participation Group members when we meet next at Victoria Road.