

## Victoria Road Surgery

News for our patients

SUMMER 2012

**FLU VACCINATIONS**  
-we are now booking

# VR

## Physicians for the Future

The Victoria Road Surgery places great importance in being involved with training health professionals - if you have been seen by one of our GPs recently you may have been asked if an ambulance crew member may sit in on the consultation and this is because they are training to be paramedic practitioners and their task is to treat you in your home after you have called for an ambulance and hopefully save you being admitted to hospital if at all possible.

The surgery has also chosen to be a training practice and Dr Sandhu is our accredited training GP and leading mentor. He is responsible for the FY2 doctors you may have seen - the latest being Dr Adam Benton and most recently Dr Sumneet Uppal.

Foundation Year 2 (FY2) doctors spend four months in General Practice as part of their overall training and if you accept an appointment with one of them you will be playing an important part in advancing their career. Of course, whilst they are with us, they receive constant input and mentoring from our experienced GPs to ensure you are being treated to the best possible standard.

Our own GPs and Practice staff also receive regular training and you may have noticed we have been closed for an afternoon a month for this purpose. We give advance notice of these closures and our out-of-hours health care provider is available on 0300 130 1313 during this time.

We also believe it is essential to help those with their feet on the first rung of the medical ladder so we co-operate with local High Schools by offering work experience opportunities to students who wish to enter the medical world.



Yasmin, who attends Davison High, recently spent a week at Victoria Road behind the scenes learning about the organisation needed to keep a GP surgery running smoothly. She felt the knowledge she gained will help her to work independently, follow instructions and gain confidence. As with all our students, Yasmin finished the week with a chance to discuss her career path with one of our GPs and she left determined to follow the field of medicine. She now needs some good GCSE grades so that when she leaves Davison, Yasmin can study Human Biology, Chemistry & Maths. Who knows, one day you may see her back at the surgery as one of our FY2 doctors!



Dr Navdeep Sandhu

## NEW! Our children's Drop-In clinic for problems on the day

For children 16 years and under, we will be offering a drop-in clinic at Victoria Road 3pm to 4.30pm, Monday - Friday from 1 October. **No appointment is required.** There may be a wait, but we will do our best not to keep you sitting too long. This is a new service for health issues that happen on the day, for example: fevers, rashes and ear ache. **IMPORTANTLY** we are hoping that if you chose to attend A & E in the past, if appropriate you will come to our clinics instead.



**Safety with Straighteners** Dr Madeleine Babicki, responsible for the welfare of young people within the Practice, is concerned at

the increasing amount of burns suffered by young children registered at our surgery who have stood, sat on or picked up hot hair straighteners.

They can reach a temperature of over 220°C - that is as hot as a steam iron. Up to thirty minutes after being unplugged, they can still severely burn and permanently scar a child's delicate skin. The advice is that after use, switch off and unplug your straighteners and put them away in a safe location to cool down out of reach and sight of children.



## On Doctor's Orders

Everything you wanted to know about... *Prescriptions*

● On a typical day (6 August 2012) our GPs and reception team produced more than 360 prescriptions at our two surgeries - Victoria Road & Durrington.

● As with most surgeries, we cannot take prescription requests over the 'phone.

● Submit your request either by post, at the desk, through our letterbox or via your pharmacy (*they may have a scheme whereby they can automatically order your items when they are due*). Better still, if you have internet access, why not sign up to order your repeat prescription items online - just come to the desk at Victoria Road or Durrington with some i/d and we can sign you up for this service. *Incidentally, once you have logged on you will also be able to book GP appointments online.*

● If you sign up for a pharmacy to collect your prescriptions please be aware that EVERY prescription we produce from then on will be sent on to them automatically. *If you no longer wish to use that pharmacy you MUST come to the desk and tell a member of the reception team - please don't just write it on your request.*

● Whichever way you order your prescription remember we need forty-eight working hours to process requests.

● If you have forgotten and have run out of medication we will try to help. Come to the surgery as soon as possible and submit an URGENT request direct to one of our reception team - do NOT place the request in the prescription box on the counter. We can then ask the doctor if they are happy to sign it - *you will be expected to return to surgery at the end of the day to collect it (even if your prescriptions are usually sent to the pharmacy).*

● If you take warfarin please supply your latest INR figure and the date it was taken each time you request more tablets.

● If your medication runs out of sync we may be able to help - come and ask and we will see if we can re-align it.

● Our GPs closely monitor all prescription requests to ensure the safety of our patients and our reception staff are only allowed to print off repeat items for signing by the doctors. *If you are re-ordering an item that you had in the past and it is not on your repeat list we have to ask the GP if it is OK to have the item again. They may ask you to make an appointment to discuss.*



**Jane de Jong**  
Practice Manager

**W**ell, what a 'summer' this has been! First we were deluged by rain and then just when we all thought it was never going to happen, the sun made its appearance and we are basking in our Olympic success. Everyone's morale is raised and incredibly when this happens we are quieter in Surgery. I believe it's that 'feel good factor' that occurs when the sun shines.

### Looking ahead to Autumn

As summer comes to an end the 'Flu vaccination programme draws closer. Every year I put messages out via the newsletter, posters and practice web site and reminders on prescriptions in the hope you will accept the invitation, if you are eligible. Please consider having the vaccination and make an appointment now for our 'Flu clinics which begin in September. Once

again we will be offering Saturday and evening appointments.

Additionally, please don't forget that for those patients aged between 40 and 74 and not diagnosed with a chronic disease we are offering 'Health Checks'. Your appointment will be with our health care assistant, who runs a blood test to learn the value of your cholesterol (the results are immediate) and your blood pressure and weight are also taken whilst running through a lifestyle questionnaire. You can then be signposted to other organisations as appropriate to enable you to proactively manage your own health.

This year we will once again be running the patient survey. When we begin this it will be completed by patients who are attending the surgery, so that we can be guaranteed to capture the thoughts of the patients who are actually using the services. You may be handed the survey by your doctor or your nurse after your consultation. Please afford us the time to complete this survey, it really will help us to make any improvements that you highlight are necessary. We want to offer our patients the best possible service and

we need to find out from you if we are getting it right or unfortunately wrong!

Recently, we asked you to complete a feedback form in the waiting room that asked 'How we are doing?'. We established that the aspect of visiting the surgery that most irritates you is the time you have to wait whilst here to see the clinician and we have fed this back to the clinical team. They agree that it must be frustrating having a long wait and they too really do not want to overrun as this puts them behind for the rest of the day. However, they want to give patients the time that they need - and you can help in this respect. If you believe that your appointment may need to be longer than the standard ten minutes, please ask the receptionist to book you a double appointment. This way you will get the time you need and other patients should not be waiting too long to be seen.

*I am here to help and if you need to speak with me or want to offer suggestions or ask questions about our services, just ask a member of our team to ask me to contact you.*

## Marj branches out!

Many of our longstanding patients will remember Marj Saunders from her days on the reception desk first at Victoria Road and then at Durrington. After that she moved back down to the main surgery in the town and has been responsible for the important task of summarising patient notes and Readcoding - this ensures that every communication we receive about you is properly logged in your records and can be retrieved quickly if needed. A reliable and hardworking team member, she will be missed by her colleagues.

She plans to spend her retirement time playing bowls, taking photographs (probably many of her grandson), undertaking other numerous Granny type duties and researching her family history. With this in mind, at a recent



lunchtime gathering, Marj received a gift of a Genealogy Club membership from the surgery and Zara, our talented receptionist, produced a brilliant cake decorated with a family tree that included all the names of Marj's family.

## Privacy is our priority

As a result of recent surveys and feedback from our Patient Participation Group we have now installed partitioning in the waiting room at Victoria Road in an attempt to reduce the sound from the reception office and to afford our patients a bit more privacy when they are standing at the desk. If people talk loudly they will still be heard but it does form a psychological barrier from everyone else waiting. We have also noticed that those queuing for assistance now stand away from the desk until it is their turn, which is an improvement. One of our patient group likened it to the curtain around a hospital bed, which wasn't a bad description. Don't forget though if you would still like to discuss something confidentially with a member of the team we can always find a room where we can talk - this applies at Durrington too which unfortunately has a very open reception area. Just ask - *we will do our best to help you.*

## Making sandwiches & filling a need in Worthing

Based, as the surgery is, in the town centre and being acutely aware of the homeless in Worthing more than a 'Baker's Dozen' of us (including one of our GPs) decided to do our own small bit to alleviate the problem by producing loaves of sandwiches to feed those on our streets. After breakfast has been served at the Worthing Churches Homeless Projects Day Centre the sandwiches, along with a piece of fruit, are divided into packed lunches and handed out to the street homeless or vulnerably housed (which means sofa surfing or staying on a different floor every night) and it is often the only other meal they receive in the day. If you would like to learn more about Homeless Projects or offer help go to: [wchp.org.uk](http://wchp.org.uk)