

April - June 2009

Leatside Surgery



General Practice

Inside this issue:

- New Registrar
- Ovarian Cancer
- Totnes Show
- Easter/May Closing Times
- Training Afternoons
- Patient Survey Feedback
- MMR Catch Up
- Blood Donor Dates

New Registrar.

Dr Anna Corbett joined the practice as our new Registrar on 4th February, she will be with us for six months.

She writes: "I was born in Sidmouth and brought up in East Devon going to school in Exeter.

I did my medical training at Guy's Kings and St Thomas' in London. Since qualifying I have worked in Jersey, Australia and Sussex, and now have moved back to Devon to complete my training as a GP in Totnes.

I enjoy spending my spare time outdoor with lots of walking on Dartmoor



and keeping my fiancé company on many unproductive fishing expeditions, however at the moment the rest of my spare time goes to planning my wedding this summer."

EASTER CLOSING TIMES.

Thursday 9th April OPEN AS USUAL
Good Friday 10th April **CLOSED**
Easter Monday 13th April **CLOSED**
Tuesday 14th April OPEN AS USUAL



MAY CLOSING TIMES.

Monday 4th May **CLOSED**
Monday 25th May **CLOSED**



Ovarian Cancer Information from the Department of Health.

Ovarian cancer is an uncommon cancer with the average GP seeing one case every five years. The risk of getting the disease increases with age, and particularly after the menopause. A cervical smear does not help to detect it.

This was once known as a 'silent' disease in that the symptoms can be vague, but evidence now shows that any of the following three symptoms, if they occur on most days, can suggest ovarian cancer, as these have been shown to be more frequent in women diagnosed with the disease.

- Persistent pelvic and abdominal pain
- Increased abdominal size/persistent bloating—not bloating that comes and goes
- Difficulty eating and feeling full up quickly

Occasionally other symptoms such as urinary symptoms, changes in bowel habit, extreme fatigue or back pain may also be experienced on their own or at the same time as those listed above. Although it is most likely that these symptoms are not caused by ovarian cancer they may be present in some women with the disease.

If you regularly experience any of these symptoms, which are not normal for you, it is important to see your GP. It is unlikely that your symptoms are caused by a serious problem, but it is important to be checked out. Also mention if there are two or more cases of ovarian or breast cancer in your close family.

If you have seen your GP and the symptoms continue or worsen, it is important to return and explain this to your doctor—you know your body better than anyone.

Totnes Show.

Last year you may have been aware that the surgery had a small tent up at the Totnes show in July. Despite the weather there was still a pretty good turnout of people during the morning and we enjoyed a steady flow of people through our tent discussing anything they wished to raise with the doctors who were there, and the nurses and healthcare assistants who were also checking people's blood pressures and sugar levels and so on.

This year we shall be at the show again, this time with a slightly larger plot and hoping for more sun. I'm not sure as yet what we shall be doing as such, but we may include mole checks on the day with some new equipment we are just purchasing. Skin moles that is, not moles that make hills...

Do stop by if you are up there in July... I hear that moves are afoot to move it to a weekend in the next year or two.

Training Afternoons:

The Surgery will be closed on the following date between 1:00pm and 3:30pm for staff training. The Chemist will remain open as usual.

- Wednesday 20th May

Patient Survey Results for Winter 2008.

Question	Our %	All practice %
Opening hours satisfaction	57	51
Ease of telephone contact	48	46
Appointment satisfaction	58	54
See Doctor/Nurse within 48 hours	53	48
Chance of seeing doctor of choice	36	41
Speaking to a doctor on the phone	56	44
Comfort of waiting room	56	52
Waiting time	47	40
<u>About the Doctor/Nurse:</u>		
Overall satisfaction	74	71
Warmth of greeting	77	73
Ability to listen	77	74
Doctor/Nurses explanations	75	72
Felt reassured by Doctor/Nurse	70	71
Confidence in Doctor/Nurse ability	75	75
Able to express concerns/fears	72	72
Respect shown by Doctor/Nurse	79	77
Amount of time for visit	64	63
Consideration of personal situation	70	69
Concern for patient as a person	73	70
Recommendation to a friend	76	73
<u>About the staff:</u>		
Treatment by reception staff	65	65
Respect for privacy/confidentiality	66	64
Information provided by practice	62	61
<u>Finally:</u>		
Compliments and complaints	54	52
Illness prevention/staying healthy	57	57
Reminder systems	58	54
2nd opinion/complementary medicine	57	54
Overall total:	64	61

Feedback on Patient Survey Results

Thank you! From time to time when you are sitting patiently to be seen we ask you to fill in questionnaires about your feelings about the service from Leatside Surgery.

We thought it might be useful to pick out some of the comments to see if this would help people be clearer about what we do:

"The primary problem is the appointment system which presumes everyone works a 9 to 5 life..." (male patient 20-59)

The surgery is open for phone calls from 8am to 6.30pm. We now do late appointments up to 7.15pm Monday to Thursday. We hope that this will better help people who want to contact a doctor or nurse before or after work.

"I had not been to the surgery for a while and the procedures had changed... a letter for changes might have been useful." (female patient 20-59)

We try to keep everyone up to date with things like this newsletter which is also published on our website at www.leatside.co.uk We do changes to our systems from time to time and give handouts about the changes as we expect about 70% of our population visit the surgery in any one year. Sending letters out to 14,000 patients has quite a cost in time and money!

"As I only come to the practice when it is really necessary, about every two to three years, I would like to be able to make an appointment the same day I phone." (female patient 20-59)

We try hard to allow good access to doctors and nurses and our most recent system tries to do this. Firstly there is a duty nurse available every morning for appointments that day. Secondly we have a newer system where if you want to see a doctor on the same day we will take your number and get the doctor to phone you back to discuss what you need. This is the triage doctor, a term coming from prioritising battlefield casualties! But don't worry you don't need a gaping wound...the triage doctor is there to help by seeing if problems can be sorted out on the phone or finding the best type of appointment for any particular problem.

We were really pleased about the very positive comments we got from a lot of people; we'll keep working at trying to get things right for as many people as possible!

Dr Frankland March 2009

MMR CATCH UP

Many of you will have seen or heard that The Department of Health have organised a MMR catch up programme. If a child has not received TWO doses of the MMR vaccine they are at risk of catching Measles, Mumps or German Measles. Unfortunately there is a recent rise in cases of Measles which can be serious leading to pneumonia and even death and it is one of the most infectious diseases known.

We are running two MMR CATCH-UP clinics in April for our patients who fall into the relevant age group – 3yrs 6 months to 18yrs. These patients will be invited by letter but if the time or date is inconvenient please ask at reception for an alternative appointment.

Our lovely Practice Nurses are always here to answer any queries you may have.



Next Blood Donor Dates at Nearest Locations to Totnes:

At Totnes Civic Hall, High Street, Totnes. Thursdays 23rd April & 14th May between 1:30pm – 3:15pm and 5pm – 7:15pm.

At Paignton, Methodist Church, Tower Road. Friday 8th May, Tuesday 2nd June and Friday 12th June. All days are between 1:00pm—3:15pm and 5pm—6:45pm.

An appointment time can be pre-booked for the above sessions by either phoning 0845 7 711 711, or using their website: www.blood.co.uk Also ring this number if you are not sure if you are eligible to give blood.



For more information about the practice please visit our website at: www.leatside.co.uk