

Woodbury Surgery News

Autumn 2019



Inspected and rated

Outstanding 



GP Patient Survey 2019

We are delighted to have received our best ever results in the independent IPSOS Mori GP Patient Survey this year, with 99% of our patients describing their experience of the practice as either very good (81%) or good (18%).

NHS general practice is under huge pressure after 10 years of austerity with significant real terms reductions in funding, worsening workforce shortages, and rapidly rising patient demand as our population ages: throughout England practices are closing and satisfaction with general practice has declined to a low point- but not at Woodbury Surgery.

We are so proud of our staff whose hard work and professionalism have ensured that we continue to provide you with an outstanding level of care.

Please take a closer look at the detailed results at www.gp-patient.co.uk and search for Woodbury Surgery

Changes to Open surgery on response to Patient Voice Feedback

We have made some minor changes to Monday Open Surgery in response to feedback provided from our Virtual Patient Group- Patient Voice. Thank you to everyone who provided feedback- we are listening and welcome any new members- please go to woodburysurgery.co.uk if you'd like to join Patient Voice.

In general Monday Open Surgery is considered valuable, the less than relaxing atmosphere is accepted by most patients in exchange for a guarantee to be seen. However, we believe it could be made more effective and less hectic, and so from August we are trialling a few changes.

- Alongside 2 GPs and a nurse seeing patients we will also be running a telephone clinic with a GP happy to speak to anyone who feels their problem could be resolved by phone or isn't sure if they should come to Open surgery.
- If the GP feels you do need to be seen you may be given a timed appointment slot to reduce your waiting time.
- If you have a query which is routine or administrative in nature but feel its pressing to have a response on Monday (sometimes sick notes or advice about school or work attendance fall into this category) then you are welcome to send in an e-consultation query over the weekend via our website: you will receive a reply before start of Open Surgery.

Do you need help to stop smoking? Our nurses can provide advice and support when you are ready to quit. Please ask for an appointment, or search stoptober for online advice and support

- Finally, we have decided that Open Surgery would create fewer grumbles if all patients are put onto a single list allowing GPs to see patients strictly in order of arrival, except where a male or female GP is preferred, and of course any patient who appears very unwell and in need of immediate attention would also jump the queue.

New Staff

Since Spring we have welcomed Katie to our dispensary team, and from August we have Dr Liz Evans working with us on Mondays and Wednesdays. We are also fortunate to have Dr Jamie Overton training with us for the next 12 months- Dr Overton is an experienced doctor in the final year of his specialist GP training.

Medicines shortages

You may well have seen in the news that the UK is currently facing unprecedented medicines shortages. There are an increasing number of very important drugs becoming unavailable for unpredictable periods of time, sometimes indefinitely. The most common drugs affected at present are hormone replacement therapy, some types of contraceptive pills and injections, painkillers, even heart medications and water tablets. Our dispensary team work very hard to find alternative brands, suppliers, or like for like medications, but sometimes we will simply not be able to find a like for like alternative. If this is the case a GP will review the need for the medication and what alternatives might suit you best.

Clearly a no deal Brexit has the potential to significantly impact supply chains for medications (many of which are manufactured in Europe), and could cause further disruption and shortages. As a dispensing surgery, we order and dispense over 6000 items per month, but have been specifically instructed not to stock pile drugs, as we are reassured that planning is underway at a national level....

MMR Catch Up Campaign

Measles is a highly infectious disease which can cause severe illness, long term disability and even death. Anyone who has not received 2 doses of MMR vaccine will be susceptible to infection. In the UK there has been a marked increase in measles cases- almost 1000 in 2018 and likely to be higher this year.

It is never too late to be protected against measles, mumps and rubella- if you or your child have not had 2 doses of MMR please call us to arrange vaccination- our nurses or GPs would be happy to discuss further.

Flu Winter 2019

Monday Afternoon Clinics – every Monday from 30th September

** The first 2 clinics (September 30th and October 7th) are only for those aged 65 and over. All clinics after this date are for both over 65's and eligible patients under 65 **

Saturday Flu Clinic – 12th October.

Like last year, all our flu clinic slots will be bookable online, by phone, or in person. Remember that if you have a pre-existing appointment at the surgery during October, November or December we will endeavour to give you your flu jab at that appointment (as long as we have vaccine supplies available).

Primary Care Network

Woodbury Surgery is part of the WEB Primary Care Network (comprising GP practices in Woodbury, Exmouth and Budleigh- covering a population of approximately 50 000 patients). We will be working collaboratively to improve patient services locally, and over the next 5 years WEB PCN will receive funding to employ pharmacists, social prescribers, physiotherapists and possibly even visiting paramedics to work alongside existing primary care teams. You will be unlikely to notice any dramatic change in the next year or two, as the workforce to take up these roles doesn't exist yet, but watch this space.....