



# Friends of Park Surgery

(Patients Participation Group)

Newsletter No 77

Autumn/Winter 2018

Charity No 1011608



## Staff News

*We are wishing good luck to Dr. Jaspal Rattan who has gone on maternity leave. We look forward to seeing her back with us next year. During her absence her work will be covered by Dr. Ugo Okonkwo and Dr. Waseem Rawdah who will be job sharing on a one year contract.*

*And we are saying goodbye to Peter Robinson who has headed the practice IT team but is moving on to a new job. We wish him every success in the future.*

*Peter has been replaced by Adam Hamdy as the new head of the IT team. Adam has been working at Park Surgery for two years but is now moving into a new role. We look forward to getting to know him better. He does a really important back room job and we are grateful to him and his team for all they do.*



**Friday 30th November 2018** will be Carers Rights Day. Every day 6000 people become carers but have often not planned for this. Carers Rights Day is to help carers to be aware of their rights; to let them know where to get help and support and to raise awareness of the needs of carers.

Having the right information at the right time can make all the difference when you are looking after someone. Regular coffee mornings for carers are held at Park Surgery. In 2019 the coffee mornings will be on:

**12th January; 13th April; 11th July and 12th October**  
**From 10 am to 12 noon**

If you are a carer come and meet us. Those who come can enjoy refreshments (including cake!), meet the practice Care Co-ordinators and representatives

**This newsletter is for all patients. If you have found this copy in the surgery please feel free to take it away for future reference**  
**The contact email address for FOPS is: [friends.ofparksurgery@nhs.net](mailto:friends.ofparksurgery@nhs.net)**

## **The cold wind doth blow and we may be tempted not to go out for exercise .....**



*The days are getting shorter and it is getting colder but it's still important to stay active and not hibernate in front of the television. If we stay active during the winter it will help to beat seasonal blues and keep us feeling on top of the world.*

*Regular exercise helps us to feel more energetic and some research suggests that moderate exercise can strengthen our immune system, reducing the risk of coughs and colds.*

*Wrap up warmly and don't forget your hat - a lot of heat escapes through our head.*

*If going out is too much to think about don't forget there are exercise routines you can do at home. Start gently and work up. Keep moving and stay well!!*

## **Prescribing of over-the-counter medicine is changing**

***Your GP, nurse or pharmacist will not generally give you a prescription for over-the-counter medicines for a range of minor health concerns. Instead, over-the-counter medicines are available to buy in a pharmacy or supermarket locally.***

***You now need to buy your own supplies of medicine for the following minor ailments:***

***Probiotics; vitamins and minerals; acute sore throat; infrequent cold sores of the lip; conjunctivitis; coughs and colds and nasal congestion; cradle cap; haemorrhoids; infant colic, mild cystitis; mild dermatitis; dandruff; diarrhoea (adults); dry/sore/tired eyes; earwax; excessive sweating; headlice, indigestion and heartburn; infrequent constipation; infrequent migraine; insect bites and stings; mild acne; mild dry skin, sunburn; sun protection; mild to moderate hay fever; minor burns and scalds; minor pain, discomfort and fever; mouth ulcers; nappy rash, oral thrush, prevention of dental caries; ringworm/athletes foot; teething/mild toothache; threadworms; travel sickness; warts and verrucae***



***Friends of Park Surgery 100 Club Draw  
The latest draw for the 100 Club has been carried out  
and the winner of £250 is Mr. A.P. Divitto***

## **IMPROVED ACCESS SERVICE**

**The HUB in Horsham is run out of the following surgeries on the following days:**

Monday	Park Surgery	4pm - 8 pm
Tuesday	The Village Southwater	4pm - 8pm
Wednesday	The Village Southwater	4pm - 8pm
Thursday	Courtyard	4pm - 8pm
Friday	Courtyard	4pm - 8pm
Saturday	Urgent Treatment Centre Crawley	8am - 8pm
Sunday	Urgent Treatment Centre Crawley	8am - 12.30pm

**Appointments are booked through your normal GP surgery and are available if you fit the following criteria:**

New problems - present for six weeks or less  
Not having seen a GP about the problem before  
Single issues only

Ideally of school or working age - patients outside this age group may get an appointment if they fit the criteria and want an appointment outside of normal hours

Specific conditions identified as appropriate include (but are not limited to) back pain, colds and flu like symptoms, emergency contraception, ear infection, hay fever, insect bites and stings, period problems, rashes, shingles and sunburn

Patients with diarrhoea and vomiting should not attend the HUB clinic



### ***A MESSAGE FROM LIZ FISHER***

**Liz Fisher has asked us to pass on her thanks to everyone, patients and staff, who sent her good wishes, cards and gifts when she left Park Surgery. Among other things she has been teaching Parkrun volunteers in the Park! We still miss you, Liz, but hope you are enjoying your new ventures.**

**Thank you!**

**In October a total of 4,646 of our patients attended their appointment or rang us to rearrange or cancel if they couldn't make it.**

**If you need to rearrange or cancel an appointment, please ring the surgery cancellation number on 01403 214649**

# MORE TIPS I BET YOU DIDN'T KNOW ABOUT YOUR GP

by Dr. Jonathan Griffiths

A GP in Winsford and Chair of NHS Vale Royal Clinical Commissioning Group

## **Your doctor is self-employed**

GP partners own the business of the practice and are 'independent contractors' to the NHS. Many members of staff at the surgery, including some of the doctors, will be employed, but by the surgery not by "the NHS". This has a number of implications:

Firstly, your GP receives a set amount of money per patient per year to provide all of their care. It doesn't matter whether you see your GP every week all year, or don't attend for 5 years; your GP gets the same amount of money for looking after you. The amount of money your GP earns varies from practice to practice (they are all individual small businesses) but the average is around £140 per patient per year. This is **less than 40p per patient per day**, and has to provide all the services and pay all the staff including the doctors.

Secondly, this means that your doctor's surgery is contracted to provide certain things, and not others. In simple terms your GP is contracted to provide medical care, but not to do other things such as write letters for you. If ANYONE asks you to "get a note from your doctor", you should really question this before heading off to the surgery. Many of these requests are unnecessary and just seek to move a perceived risk from one person to the doctor, who may not be in a position to carry that risk. Check out this website first for more info:

The payment GPs receive is not affected directly by referrals or prescribing – the costs for this are in a separate budget. If your GP decides to prescribe an expensive medicine for you they are not paying for it themselves. People often think that GPs switch medicines to cheaper ones in order to personally benefit financially. NOT TRUE! They are doing this to help the NHS budget as a whole, which I would hope we would all be in support of.

Because they are small businesses, they bear any increasing costs themselves. They have to pay for their own insurance. A doctor working only 2 days per week can be paying £6,000 per year on indemnity insurance. This matters because if they are paying £6,000 on that they are not spending that £6,000 on another receptionist, or nurse, or another doctor.

## **Your doctor wants the best for you**

If your GP decides not to refer you on, or not to prescribe anything, or not to investigate you it is not because they are trying to be difficult or just trying to save money (don't forget, their take home pay is not affected by these things). It's usually because they don't feel you need any of the above. They also understand, probably better than you, the risks associated with over referral, over treatment and over investigation. This is not a game where you need to see how much you can get from the NHS. This is about keeping you healthy, investigating when appropriate, and treating when we need to. If you were hoping for an X-ray, mention this and have a grown up conversation with your doctor about the pros and cons of doing that.

## **Your doctor is not taking part in a medical drama**

When you watch the TV, watch out for the doctors. I bet, 9 times out of 10, that they get the diagnosis right, first time. I'm afraid this is not real life. Many conditions are not at all obvious, and time is the only sensible way to start to differentiate between them. GPs often get vilified in the press for not picking up serious illness ("I attended my GP 3 times before they referred me with my cancer..."). In reality serious illness often initially presents the same as mild, self-limiting illness. A cough, for example, can be caused by many things, from a simple viral infection to lung cancer. The patient who presents to their GP with a cough that they have had for less than a week is unlikely to get a chest X-ray on the first visit, but if it has failed to settle after 3-4 weeks, then that's a different story. Be aware of this and remember that this is complex stuff. In particular, ask about the things that you should watch for and under what circumstances you should return for review