

April 2012



Beech Tree Surgery

Newsletter

GP COMMISSIONING

Although there have been numerous concerns/delays/amendments the Health & Social Care Bill has finally been passed by parliament and is now the Health & Social Care Act 2012.



Despite these delays our local commissioning group (Vale of York Commissioning Consortia or VOYCC) are actively working towards being in the first wave of commissioning groups due to 'go live' in October 2012. By this time VOYCC will be accountable to the PCT's Chief Executive for £340 million of services. The constitution for VOYCC is currently being written. Amongst other things this will include how decisions are reached, what can happen to practices who fail adhere to these decisions & what could happen to practices who overspend their budgets.

2012 - 2015 will not be easy for anyone, the governments proposals involve radical change for everyone in the NHS. Massive financial savings (£20 billion) need to be made in the next few years & this will place a burden & responsibility on everyone within the NHS.



On a local level, all practices in this area are now obliged to monitor what drugs they prescribe, whether referrals are necessary, whether A&E attendances are appropriate as well as adhering to countless national/local guidelines such as the use of antibiotics. All these are designed to ensure we make best use of ever decreasing resources and avoid the need for further cuts in services in the future.

What can you do to help?.....here a couple of examples

1) Medication - Our drugs budget for this year is just over £2.3 million. This must pay for all medication, vaccinations, dressing etc we prescribe for you. You can help us by **NOT** over ordering & **ONLY** ordering medicines you need. Our IT systems tell us when your medicines are due. If it appears that you are over ordering/ordering too early, your request may be post dated or rejected until the due date.

2) Use of services - Please choose the type of care you require carefully, there are more options than you may think.....

- **Self care:** Minor symptoms (headache, sore throats etc) can be treated with off the shelf remedies
- **NHS Direct:** Advice on symptoms. treatment and local services. Call free on 0845 4647, www.nhsdirect.nhs.uk
- **Pharmacy:** Expert advice and treatment for minor symptoms
- **GP Practice:** For significant illnesses and long term medical conditions
- **Minor Injury Unit @ Selby War Memorial Hospital:** Open 7 days a week, 7.30 am to 10.00 pm. Nurse led service treating minor injuries like cuts, burns etc
- **A&E or 999:** For serious illness/injury & emergencies only

CHANGES IN DOCTOR'S

We are pleased to announce that from 1 May 2012 Dr Anouche Fatheazam will join the practice as a Partner. Some patients will be aware of her as she previously worked within the practice as a locum. Dr Fatheazam will work 8 sessions per week over 5 days.

From 1 May Dr Hepworth will reduce his clinical input with the practice by reducing from 8 to 6 sessions per week. From this date he will work 3 days per week and will no longer work Wednesdays or Fridays.

TEXT MESSAGES

The demand for appointments is always high, we have limited resources and we must make best use of the funding we receive. We currently waste an average of 118 appointments per month, these appointments have been booked but for some reason patients did not attend (DNA). This is a common problem for many practices as well as for hospitals. In our case this equates to approximately 29 hours of valuable doctor or nurse time that is wasted each month.

In an effort to reduce the number of DNA's we are shortly to start sending text messages reminding patients that they have an appointment. In addition, we will write to patients who DNA 3 times in any 12 month period advising that should there be further DNA's they may be deducted from our list.

We also intend using this text messaging facility to advise patients of other matters, e.g that they are due a review of their long term condition, they are due a medication review etc. It is hoped that we will also be able to advertise health promotion clinics such as the annual flu campaign via this method. This option will also prove useful when we find ourselves having to contact patients at short notice, e.g. to cancel a pre-booked appointment

We see this as a more cost effective and timely method of communicating with patients.



What can you do to help?

- Ensure we have an up to date mobile number for you
- Tell us if you do **NOT** want to be communicated with in this way

PATIENT SURVEY



Our annual patients survey has now been completed, the full results and final report can be found on our website; www.beechtreesurgery.co.uk.

We are grateful to all those who completed the survey & in particular to the members of our Patient Reference Group who assisted us in its design & format.

OTHER SERVICES

Remember we have a range of private health related providers who work from our main site in Selby. These include:

Private Physiotherapy:	Indergaard Physiotherapy	Tel 01757 - 705511
Private Chiropody/Podiatry:	Selby Podiatry Centre	Tel 01757 - 704747
NHS & Private Opticians:	Beech Tree Eyecare	Tel 01757 - 704300