



# Mann Cottage Matters

## Dr Hywel Furn Davies



I wondered what happened to the humble apple that kept Doctors away. This innocent fruit has now been taken over by a whole variety of different drugs in the last 20 years, from statins to ACEs to ACE2s (now known as ARBs), NOACs (formally known as DOACs), Aspirins (in and out of fashion more than my flowery shirts), anti-platelets, anti-allergic ..... a whole plethora of medication has come our way in the last 20 years. The good news is the vast majority of this medication is doing the population a great deal of good and we are already seeing improvements and outcomes in heart disease and strokes, however we are also aware that there may, at times, be over zealousness on part of the medical profession to over-treat and medicalise previously well people.

As part of the review in to this, healthcare professionals are looking very much at de-prescribing medication and not over treating, for example, blood pressure the elderly. But the by-product of all these medications is patients needing access to their Doctor on a more regular basis than previously and this has added to the pressure put on Practices, in particular making sure patients are seen by the right person at the right time rather than going on a convoluted journey, which is not good for patients nor the practice staff. As part of this we have introduced something called Care Navigation. So two things may happen now when you ring to make an appointment. You might be offered a telephone call rather than a face to face, you might be directed straight to the person you need to see, for instance a Physiotherapist or a Pharmacist (if it is about medication), or you might be referred to the correct Doctor who has an interest in that particular area. Indeed when you ring up for an urgent appointment you may be asked more questions than you want to answer, but this really will help the Reception team navigate you to the right care quickly and efficiently. However, there is no obligation to do so if you do not feel comfortable.

So please don't think that our Reception team are being noseey or intrusive; they are on your side and they are really trying their best to ensure you don't wait too long to see the right person.

As part of the changes that are occurring nationally in the NHS is the new GP Contract whereby, in the future, Practices in the locality, for instance the North Cotswolds, will work closely together and treat patients at scale to ensure the right services are provided. Within that group of GPs there is a requirement for one GP to act as Clinical Director—which has fallen in to my lap. This means that I will be reducing a little bit of my face to face clinical time within the Surgery. This will have an effect by extending waiting times to see me on occasion, however at Mann Cottage, in my humble opinion, we are blessed with fantastic Doctors who are fully prepared to work with each other to see each other's patients as and when the need arises. My reduction in hours probably equates to no more than half a day a week but I want to try and avoid any further waiting times.

It leaves me to wish you all a happy and enjoyable summer holiday and I hope you all eat plenty of apples in the lovely summer weather.

## GENTLE WALKS AROUND MORETON IN MARSH!

We started our guided walks on Tuesday 9th July; a lovely sunny morning was enjoyed by those taking part and they finished off with a cup of tea and a biscuit back at the Surgery—sitting outside in the sunshine! These Walks are being held every 2nd and 4th Tuesday of the month starting at 10:00am from the Surgery and will last for around 1 hour. All ages and abilities are welcome. For more information, please either check our website, our Facebook page, give us a call or pop into the Surgery and complete a short registration form. You can also call Cotswold Friends on 01608 697007.

We very much look forward to seeing more of you!

Many thanks to Cotswold Friends for all their hard work in setting this up for us! If you can offer some time to help as a volunteer for this, please do give Cotswold Friends a call—they would love to hear from you.



Our plant pots and gardens are looking particularly lovely at the moment! Thank you to Stephen and Jeremy who are looking after them so beautifully and to the Surgery staff for keeping them watered!

## We need your help!!

We are very fortunate to have the support of the Friends of Mann Cottage, a charity set up to fund-raise to purchase essential equipment for the Surgery not provided by the NHS. They are doing amazing work and are looking for additional committee members to support them. If you are able to spare a little time and would like to know more, please do contact the Surgery.

Alongside this, we are looking to increase our Patient Participation Group members. PPG members work with our Practice to help ensure the best possible experience for our patients.

The role of a PPG can include:

- being a 'critical friend' to the Practice
- advising the Practice on the patient perspective and providing insight into the responsiveness and quality of services
- encouraging patients to take greater responsibility for their own and their family's health
- carrying out research into the views of those who use the practice
- organising health promotion events
- regular communication with the patients registered with our Practice

We are doing lots of work in this area and we need your help please! If you are interested in supporting us, please do pop into the Surgery and have a chat with Jill or Angela. Many thanks!!



## A WORD FROM OUR RECEPTION TEAM

At present the Reception team are unfortunately short-staffed and we sincerely apologise if you may be waiting a little longer for your telephone call to be answered. We really appreciate your patience and please be assured we are working very hard to ensure that your needs are met. We are busy trying to recruit and hope to have the situation resolved very shortly.

As you may be aware, the role of a Receptionist is very broad; we are not just there to answer the phone and book your appointment. As well as lots of back-office duties we perform, we are being given additional skills training to ensure that every patient receives the right care, at the right time, in the right place. The Doctors are fully supportive of this (please do read Dr Furn Davies' article on the front page) so if the we do ask you for some more information when you call the Surgery this is to ensure we are able to signpost you appropriately. However, please do feel free to decline to give us any information.

Finally, we have been receiving some lovely feedback, cards and emails from our patients recently, for which we are extremely grateful, so thank you so much!

We hope you have a great summer!



## INTRODUCING.....

Many of you will have met Jenny who joined us in April and is already a valued member of the Mann Cottage Team.

Jenny says.... "I feel privileged to join a fantastic team at Mann Cottage Surgery and I am looking forward to meeting all our patients, if we have not met already. This is my first general practice post, previously having worked at Warwick Hospital on a Haematology and general medical ward.



However, general practice has been my ideal job from the beginning. Helping people on a one-to-one basis and getting to know my patients is important to me"

## THANK YOU!!

We were delighted to receive a very generous donation of £700 from the bingo organisers at the Royal British Legion. This has now been disbanded and all monies raised have been distributed to local charities and to the GP surgeries. We would like to thank Mrs Cath Hemming, Mrs Marge Arthurs and Mr Bob Noctor for collecting and distributing these funds.

### Left to right -

Barrie Hemming  
Sheryl Murray  
Trevor Mitchell  
Rachel Davies  
Marge Arthurs  
Cath Hemming  
Bob Noctor  
Dr Furn Davies  
Jayne Ledbetter



We have recently signed up to the "Daffodil Standards of Care". These standards have been produced by Marie Curie Cancer Care along with The Royal College of General Practitioners to help us improve the quality of care we deliver to our patients and their loved ones as they approach the end of their lives.

In order to achieve this, we are currently reviewing what we do now, looking at ideas on how to improve and would like to increase the use of Advanced Care Planning so that our patients have a say in what is important to them.

You may see more information relating to this appearing at the surgery over the next few months, so please do not be afraid to ask any member of our team for more information. We are keen to receive constructive feedback to help us improve our level of care, so if you have experience of what could have been done better, please do share it with us.

**THE MANN COTTAGE  
SURGERY TEAM IS DOING  
THE HALF MARATHON  
WALK IN LONDON ON  
28TH SEPTEMBER TO  
RAISE FUNDS FOR DOGS  
FOR GOOD**

Please support us as much as possible in raising funds for this worthwhile charity.

Our donation page is:

[http://  
www.justgiving.com/  
MannCottageSurgery](http://www.justgiving.com/MannCottageSurgery)

Sponsor forms are available at Reception and Dispensary

Information on the work done by Dogs for Good can be found on their website :

[www.dogsforgood.org](http://www.dogsforgood.org).

THANK YOU!

**DON'T FORGET TO JOIN US AT PARKRUN!!**

**EVERY SATURDAY MORNING**

**9:00AM**

**FIRE SERVICE COLLEGE**

**LONDON ROAD.**

[www.parkrun.org.uk](http://www.parkrun.org.uk)



## HELP US TO HELP YOU

We know how frustrating it is to be kept waiting when the GPs/Nurses are running late due to dealing with other patients, but it would help us a great deal if you are able to arrive promptly for your appointment and also please ensure that you have checked in either on the booking-in screen or at Reception. Hopefully this will help reduce waiting times.

If you are not able to keep your appointment with your Nurse (or GP), please can we ask you to contact the Surgery so we can offer it to another patient in need. Many thanks.

## NHS APP / ONLINE SERVICES

The NHS App is being rolled out over the next couple of months and provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. With the NHS App you can:

- check your symptoms – find reliable NHS information on hundreds of [conditions and treatments](#) and get immediate advice
- book appointments – search for, book and cancel appointments
- order repeat prescriptions—see your available medications and request a new repeat prescription.
- view your medical record
- register to be an organ donor
- choose how the NHS uses your data—register your decision on whether it can be used for research and planning

If you are already registered for Online services you can access the NHS App using your existing log-in details.

For more detailed information, go to...:

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help-and-support/>



### Mann Cottage Surgery

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Fax: 01608 650996

Call the surgery on:  
**01608 650764**

Out of Hours: 111

***CQC Registered***

*Guide Dog Friendly*

## FOCUS ON..... SOCIAL PRESCRIBING

Hello, my name is Karen Price and I work for The Gloucestershire Community Wellbeing Service as a Social Prescriber.

My role is to offer support and guidance when life has thrown you challenges that affect your health and wellbeing, when your need does not require a medical professional. I can help in times of change, for emotional hardship following loss or bereavement or with financial issues including debt. I can help find support to get you out and about in the local community, locating groups and activities tailored to your specific interests. I can also help find assistance coping with short or long-term health issues or maybe you want to support the community as a volunteer.

I offer GP surgery based appointments on a Friday morning at Mann Cottage where we can have a chat and come up with a plan to suit your needs.

***If you feel this service would be of value to you, please speak to any of the staff at the Surgery.***

