



Mann Cottage Matters

Dr Hywel Furn Davies

In 2004 there was a huge change in General Practice. The then new contract that came into force at that point saw the end of out of hours and weekend cover being routinely provided by GPs. At the time there was a number of rural GPs who worried about the effect of this on our spread out population; I certainly shared their concerns.

However since 2004 the Doctors in Moreton have continued to work collectively 7 days a week to cover our inpatients at the North Cotswold Hospital. Over the years this has led to a strong sense of loyalty and protection towards this wonderful facility.

You can imagine our unease at the 'temporary' significant reduction in x-ray services at our Hospital. We are now nearly 5 months down the line and not a lot has happened. I would like to reassure you that as GPs we are fighting our corner over this. Patients in our locality have already lobbied health chiefs and Councils in an effort to reverse these negative changes. Seeing the Minor Injuries Unit being under used due to the absence of a robust x-ray service, or frail inpatients having to be transferred to Cheltenham or Cirencester for x-rays, is not ideal. There is a locally organised petition—please support it.

The NHS is full of change, and quite rightly so, the public's taxes need spending wisely. We are hoping to see significant new funding coming into General Practice from July this year. As local Practices we work together in commissioning local services. Working as primary care networks over the next few years we will see many new roles from visiting paramedics, to clinical pharmacists within Practices to Social Prescribers—to name but a few. We hope this will improve patients' health experiences and increase support to remain well in the North Cotswolds.

Whilst this new GP contract may not have the fanfare of 2004, it is still as significant and wide reaching. If you want to help, support and mould these services patient participation is vital. Please talk to Jill our Practice Manager about how you can get involved in our Patient Participation Group.

Talking about change....sadly Sasha is leaving us; technically to retire but NOT to put her feet up. We will miss her. She has been a wonderful experienced Practice Nurse who has added much to our nursing team. However we welcome Jenny, who will be with us from April. I am sure she will be made welcome. She will be joining our wonderful team of Michelle, Vicky and Beverley.

If all these changes are exhausting then I could suggest you join our local Parkrun every Saturday at 9:00am which we support at the Fire Service College, to clear your heads.

Finally, talking of clear heads, I am only just recovering from such a dramatic Six Nations.....but I won't mention it any more. Promise!

A note from Sasha—Practice Nurse

I want to let you all know that I will be retiring at the end of March. It's been a wonderful experience working at Mann Cottage Surgery with such a dedicated and professional team and I will miss them, and all of you.

But it's time to move on and I'm excited about new opportunities and more time to ski, travel and spend time with my ever expanding family.

My very best wishes to you all for the future, Sasha xx



All the team at Mann Cottage Surgery will miss Sasha a great deal; she has been a vital member of our Nursing team for the past three and a half years and we wish her all the very best for her much-deserved retirement!

PARKRUN

We are proud to announce that we are now registered as a Parkrun Practice—supporting the Parkrun organisation to encourage our staff and patients to take part in a free, weekly 5k event held locally at the Fire Service College on London Road, Moreton in Marsh. Take a look at the Parkrun website to get yourself registered and join us every Saturday morning at 9:00am.

All ages and abilities are welcome—there is no requirement to run, just come along for a walk and to meet like-minded people who want to become more active. See you there!



WE NOW HAVE A FACEBOOK PAGE! TAKE A LOOK AND LET US KNOW WHAT YOU THINK

We are using this to keep you updated on NHS advice, updates from the Surgery, any information we need to get out to you quickly regarding such things as adverse weather, Surgery 'closed for training' dates and other useful information. Please take a look and let us know what you think!

FRIENDS OF MANN COTTAGE SURGERY

2018 CHRISTMAS RAFFLE RESULTS!!

The Friends are delighted to announce that the amount collected during this year's Christmas Raffle was a tremendous **£331.00!!**

We are extremely grateful to all who supported this year's raffle. Your generosity at a busy time of year never fails to amaze us, and the funds raised will be used wisely to assist Mann Cottage patients.

We would also like to extend our thanks to a large number of local businesses who provided raffle prizes in support. As a result, we were able to provide 23 prizes for 23 lucky winners!

Our programme of events for this year is currently being organised. Watch out for posters in the surgery and items in future Newsletters!!

DON'T FORGET....

We would welcome your feedback/suggestions for inclusion in your Newsletter.

If there is a specific subject you would like us to report on, please do not hesitate to contact us.

Many thanks.

A NEW MEMBER OF OUR NURSING TEAM!

We are delighted to announce that Nurse Jenny Wallbank will be joining us on 1st April.

We are very much looking forward to welcoming Jenny to the team!



The NHS Friends and Family Test

Thank you for your Friends and Family feedback received in our suggestion box and online.

Below are a few examples of what you said about your experience with us for the period January 2018 – December 2018 and our response.

<p style="text-align: center;">Constructive Patient Comments and our response</p>	<p style="text-align: center;">Online total responses = 4 Paper copies total responses = 96</p>																		
<p>Comment: “Delay of usually 5-15 days to see preferred doctor, once arrived waiting time at least 45 mins to be seen.”</p> <p>Our response: Increase in GP availability due to additional GPs joining the Practice should reduce waiting times. If your appointment is urgent, please do not wait to see your preferred GP</p>	<p>97% said they would be extremely likely to recommend our GP practice to family and friends.</p> <p>2% likely to recommend.</p> <p>1% extremely unlikely to recommend.</p>																		
<p>Comment: ‘online system - please use this to message us when Surgery closing for training and any other event for those who do not attend surgery regularly’</p> <p>Our response: We now have various other means of providing you with information – we now have a Facebook page and our Surgery website has been improved with more information and useful links for patients to access.</p> <p>Please let us know of any further improvements that could be made. Thank you.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>HAVE YOUR SAY TO IMPROVE YOUR CARE </p> <p><small>We welcome patient feedback to tell us what we are doing right and what we can improve. We would like you to think about your recent experience of our services. How likely are you to recommend our practice to friends and family if they needed similar care or treatment?</small></p> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Extremely Likely</td> <td style="padding: 2px;">Likely</td> <td style="padding: 2px;">Neither likely or unlikely</td> <td style="padding: 2px;">Unlikely</td> <td style="padding: 2px;">Extremely Unlikely</td> <td style="padding: 2px;">Don't Know</td> </tr> <tr> <td style="padding: 2px;"><input type="checkbox"/></td> <td style="padding: 2px;"><input type="checkbox"/></td> <td style="padding: 2px;"><input type="checkbox"/></td> <td style="padding: 2px;"><input type="checkbox"/></td> <td style="padding: 2px;"><input type="checkbox"/></td> <td style="padding: 2px;"><input type="checkbox"/></td> </tr> <tr> <td style="padding: 2px;"></td> <td colspan="3" style="padding: 2px;"></td> <td style="padding: 2px;"></td> <td style="padding: 2px;">?</td> </tr> </table> <p><small>Thinking about your response to this question, what is the main reason why you feel this way?</small></p> </div>	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						?	<p style="text-align: center;">Comments received:</p> <p>“Professionalism and friendliness of all staff is much appreciated.”</p> <p>“Confidence in the professional care”</p> <p>“Delightful attitudes all round”</p> <p>“Facilities are amazing and so are the staff”</p> <p>“Appointments easy to get and doctors very thorough”</p> <p>“Been with the surgery for 35 years”</p> <p>“Flexible, responsive and understanding”</p> <p>“From arrival, well-manicured gardens, car park and well decorated waiting room, courteous helpful staff helps to overcome the anxiety of visiting a Doctor. Clinicians fall back to the good old days of traditional values in the health service who find time and very much care for their patients. Everyone within Mann Cottage Surgery should be proud of the service they provide”</p> <p>“Extremely well run practice.”</p>
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HELLO FROM YOUR RECEPTION TEAM

If you wish to give consent for a family member to collect your prescriptions/order and cancel appointments on your behalf and to collect any paperwork from the Surgery, please collect a 3rd party consent form from Reception or Dispensary.

We are lucky to have a dedicated play area in the Waiting Room for our younger visitors. Can we ask however that children are supervised at all times and that they are not allowed to run around the waiting area, for reasons of safety to themselves and others.

Again for patient safety reasons, a gentle reminder please not to park directly in front of the building, even for a short time. We have lots of available parking, including disabled bays.

Please remember to update us on any changes to your address, name, telephone or mobile phone numbers.

And finally..... We are delighted to be welcoming Sharon to our Reception Team. She will be joining us on Monday 25th March to start her training.

FRIENDS OF MANN COTTAGE SURGERY—from Ian Gowanloch, Chairman

Who are we & what are our Aims and Objectives?

The 'Friends' were founded approximately 18 years ago as a registered Charity and seek to raise funds which go directly towards providing additional facilities and equipment to benefit patients of Mann Cottage Surgery.

In what way does this benefit patients?

Over the years the 'Friends' have raised and spent many thousands of pounds which have used to support the level of care and service which the Doctors and staff are able to provide.

Recent examples have been the purchase of equipment that enables and provides immediate blood tests results, Heart Rate Monitors, Pulse Oximeters, Mini Pulse Rechargeables, (mostly for children), and diagnostic equipment for ear and eye examination.

Did you know?

Because the NHS is under constant pressure, it can only provide a very **basic** level of equipment. Items such as these therefore deliver real and immediate benefits to the patients, **over and above** what the NHS can and is able to provide.

If you are interested in joining the Committee please speak to one of our Reception Team.

Mann Cottage Surgery

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Stow Road
Moreton-in-Marsh
Gloucestershire GL16 0JH
Phone: 01608 650764

Call the surgery on:
01608 650764

Out of Hours: 111

CQC Registered



IF YOU CAN'T ATTEND—PLEASE LET US KNOW

During the month of January 2019 **65** patients did not attend their appointment. This is **838** mins of wasted GP and Nurse time.

Whilst we understand there may be occasions when you cannot make your appointment, there are various ways to cancel it so it can be used for another patient in need:

- * Give us a call—our phone lines are open from 8:00am.
- * Send us an email—moreton.doctors@nhs.net
- * If you are registered for online services—use this to cancel your appointment

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!