



Health Centre Updates

End of Training

I have greatly enjoyed my time as a GP trainee at Haddenham Medical Centre.

In that time I have got to know many of the people of Haddenham and the surrounding villages. It has been an honour and a privilege to be part of the health care team.

Of course, as we all know, the most important members of the team are the patients themselves and they are what make all the work worthwhile.

Dr A Silverman

Counselling at Haddenham Medical Centre - Melissa Price

Melissa works under the Humanistic Model of Counselling, as a Person Centred Counsellor.

Haddenham Medical Centre provides a safe and confidential environment, separate from your daily life, where you can explore issues or feelings which are causing you difficulty.

Melissa's aim is to relate to you in a supportive and purposeful manner and assist you in the task of finding your own way forward.

Melissa works with various issues including:

- Depression
- Anxiety
- Stress
- Loss/Bereavement
- Family issues
- Relationship issues
- Childhood issues
- Bullying
- OCD
- PTSD

Hourly consultations offered, on a long or short term basis. For more information, please call Melissa on 078 122 51024

Appointments

We are constantly striving to improve our appointment system to enable our patients the best opportunity of seeing a doctor or nurse as quickly as possible.

For urgent appointments you can access a doctor on the day, this might not be a surgery appointment but the doctor will telephone you to determine the best course of action.

We are also offering "pre-bookable" appointments for non urgent consultations, these can be booked up to 6 weeks in advance.

Please ask the receptionist for details.

Requesting Repeat Prescriptions

When requesting a repeat prescription, please use the repeat prescription form provided with your last prescription.

Please clearly indicate those items that you need.

Either hand in the form to reception or post the form to us. Alternatively, you could fax the request to us or request a prescription using the on line service on our website www.haddenham.org. For reasons of safety and confidentiality, we will not accept telephone requests for repeat prescriptions.

Over the past few weeks we have had problems with our on-line repeat prescription system. After many weeks of effort, we believe that the website form is now working again. We are told that the fault has been found and corrected. We have checked the system ourselves and it seems to work.

Please inform Lynda Burrell or Stephen Long if you encounter any problems with the system.

WHAT IS SWINE FLU?

A new strain of Influenza A (H1N1), also known as swine flu, was confirmed in the UK in April and has spread to more than 100 countries around the world. Although symptoms have generally proved mild, a small number of patients will develop more serious illness. Many of these people have other underlying health conditions, such as heart or lung disease, that put them at increased risk.

Symptoms:

- fever
- cough
- headache
- weakness and fatigue
- aching muscles and joints
- sore throat
- runny nose

As with any sort of influenza, how bad and how long the symptoms last will depend on the patient's individual circumstances. Most cases reported in the UK have been relatively mild, with those affected starting to recover within a week.

Who is at risk?

Some groups of people are more at risk of serious illness if they catch swine flu. It is vital that people in these higher risk groups get anti-viral drugs and start taking them as soon as possible – within 48 hours of the onset of symptoms.

Health authorities are still learning about the swine flu virus, but the following people are known to be at higher risk:

- pregnant women
- people aged 65 years and older
- young children under 5 years old

People suffering from the following illnesses are also at increased risk:

- chronic lung disease
- chronic heart disease
- chronic kidney disease
- chronic liver disease

- chronic neurological disease
- immunosuppression (whether caused by disease or treatment)
- Diabetes mellitus
- patients who have had drug treatment for asthma within the past three years

If you think you may have swine flu, call your local GP - **do not go to the GPs surgery or hospital in person.** If you are still concerned, you can call NHS Direct on 0845 4647

Prevention

There's a simple way to remember this: CATCH IT. BIN IT. KILL IT.

To reduce the risk of catching or spreading the virus you should:

- cover your mouth and nose when coughing & sneezing, using a tissue
- throw the tissue away quickly and carefully
- wash your hands regularly with soap and water
- clean hard surfaces (like door handles and remote controls) frequently with a normal cleaning product

Good Hygiene at the Medical Centre

To minimise the risk of cross contamination we have made the decision to temporarily remove the magazines and toys from the waiting room. Please feel free to provide your own reading matter and something to entertain your children when visiting the surgery. We try our best to see you on time so hopefully just a little light reading will suffice.

For those patients using the Touch Screen to confirm their appointment we have provided a sanitising hand rub. Please remember to use this once you have confirmed your appointment.

DOCTORS IN THE PRACTICE

Dr Jonathan Sadler
Dr Mark Howcutt
Dr Nicola Hutcheson
Dr Karen West
Dr Kaye Smith

MEDICAL CENTRE

Mon- Friday 8am-6pm
Closed 12.30 - 1.30pm

MEDICAL CENTRE

Tel: 0844 477 8575
Fax: 0844 477 8576
From abroad -
08701111372

HARMONI

0845 450 2530

HEALTH NEWS

Is a means of communication between the Medical Centre staff and patients. If you have an article to contribute please send to:

HEALTH NEWS

c/o The Medical Centre,
Stanbridge Road,
Haddenham,
Bucks HP17 8JX

Or hand it in at reception marked "Health News"

Your used stamps can help to fund Florence Nightingale Hospice, please bring them in

We are a Training Practice

We are proud to be a long-established training practice.

The practice started training doctors to become GPs in 1977. Dr Philip Handfield-Jones, the first Haddenham GP, was one of the earliest GP trainers in the world and a founding member of the Royal College of General Practitioners. Prior to this time, any doctor could become a GP without necessarily having any special training. Dr Handfield-Jones and others were instrumental in developing extra training for doctors who wanted to work in general practice. They recognised that the skills and knowledge needed for general practice are very different from working in a hospital.

What does it mean to be a training practice?

As a training practice, our main role is to train doctors to become GPs. The doctors now join us for eighteen months for this training in addition to working in useful hospital jobs. This is often in one long block but sometimes part of this time is spent with us between hospital jobs. Dr Mark Howcutt and Dr Nicola Hutcheson are the current GP trainers in the practice. Dr Jonathan Sadler and Dr Kaye Smith used to be GP trainers.

What other teaching do you we do?

We regularly teach medical students from Oxford on basic communication and examination skills. They will sit in on surgeries, accompany doctors and nurses on visits and may see some patients on their own briefly before being joined by the supervisor. You will be informed if a medical student is present and be given the opportunity to say if you do not wish them to be there when you see the doctor or nurse. Dr. Karen West is currently responsible for medical student training in the practice.

We sometimes have Foundation doctors attached to the practice. These are junior doctors who are fully qualified but still developing their basic skills. It is now recognised that general practice can provide useful training for all young doctors. These doctors will usually have completed at least one year of hospital training before coming to us. They are not training to be GPs but attached to learn general skills and to gain a greater understanding of the practice of medicine in different settings. It is encouraging that after spending time with us many do chose to train to become GPs.

In the past, we have also hosted nursing students, district nursing trainees and health visitor trainees.

What are the benefits of being a training practice?

We believe there are lots of benefits to the patients, practice and doctors.

Trainees come to the practice full of enthusiasm and are keen to learn. They will often challenge us about why we are providing care in the way we do – which can make us think again. They can sometimes look at patient or practice problems in new ways which can lead to improvements in the services for patients. They will also have up-to-date knowledge on how things are done in hospital which might enable us to use services we didn't previously know existed!

The trainees start seeing patients with longer appointments and many patients appreciate this extra time. The trainees also have time set aside to read about problems, discuss cases with other doctors at the practice or in hospital and to explore different avenues of help for a patient's problems.

To learn how to be GPs, the trainees obviously need to do the job – with support and supervision. We consider them supernumerary (above and beyond what is required to provide care) but they do see a lot of patients which is also helpful!

To continue to be a training practice, we have to be able to prove that we can teach. In addition, we have to show that we are committed to our own ongoing learning and that we provide good quality care to our patients. Consequently, we are inspected every two to three years to check the teaching and the care we provide. These visits are helpful in finding new ways for us to improve as a practice in both our teaching and our care to patients.

It is worth remembering that we are also providing an important service to future patients by training doctors to become GPs. The first trainee to come to Haddenham was a young Dr Hugh Stradling who trained to be a GP after working in hospital medicine. As most of you know, he later joined the practice as a partner, devoted many years of service to the patients of the practice, became a GP trainer and only retired last year. Other trainees of the practice have included Dr Robin Wilson, Dr Alison Vickers and Dr Mark Howcutt – all of whom have worked or still work at the practice. In fact, successful trainees from Haddenham have settled locally in practices in Aylesbury, Princes Risborough, Aston Clinton and Winslow and others work across the country looking after patients. This wouldn't be possible without your help as patients.

What are the downsides of being a training practice?

Being a training practice is rewarding but very hard work! There are huge demands on the trainers to teach and assess the training doctors. Therefore, it is necessary for Dr Mark Howcutt and Dr Nicola Hutcheson to take some time out of the week to do this. It is also a requirement that they take a few days each year to have training themselves – to keep the teaching and assessing skills up to date. We appreciate this can be frustrating for patients sometimes when they want to see a particular doctor but we really believe the advantages to the practice outweigh this – or we wouldn't keep doing it!

How are you as patients involved?

As patients, we ask you to be involved in several ways. First, you will see the training doctors from time to time. When we have asked, the overwhelming majority of you tell us this is a positive experience. Secondly, you will sometimes see the trainees in a "joint surgery" where the trainee and trainer see patients together, sometimes to get second opinions but always to look at how both doctors can improve. If you would prefer not to have two doctors there, please let us know and we'll return to usual practice – although two brains are sometimes better than one! Thirdly, doctors will occasionally video their consultations to assess and improve their skills. If you object to your consultation being recorded please let us know.

As you would expect, the normal strict rules of confidentiality apply to these processes. Finally, we sometimes ask selected patients if they would be willing to be interviewed by a student or trainee to get a patient's view of their medical condition and how they experience the care they receive. This has proved invaluable in the past to the trainees and students. We are grateful when patients choose to be involved.

Training practice assessment visit: so, how did we do?

On the 17th June 2009, we were visited by a team of three GP trainers and a manager from the Oxford Deanery School of General Practice. They checked the quality of the training we provide, challenged the trainers, interviewed staff and trainees, and reviewed the quality of our patient care. We are delighted to say that they have recommended that we are approved again as a training practice "without reservation". They described Dr Howcutt and Dr Hutcheson as "confident, capable, conscientious and compassionate trainers".

Thanks again to our patients for supporting this work.

THESE
ARE
THE
HANDS



These are the hands
That touch us first
Feel your head
Find the pulse
And make your bed.

These are the hands
That tap your back
Test the skin
Hold your arm
Wheel the bin
Change the bulb
Fix the drip
Pour the jug
Replace your hip.

These are the hands
That fill the bath
Mop the floor
Flick the switch
Soothe the sore
Burn the swabs
Give us a jab
Throw out sharps
Design the lab.

And these are the hands
That stop the leaks
Empty the pan
Wipe the pipes
Carry the can
Clamp the veins
Make the cast
Log the dose
And touch us last.