



APRIL MAY - 2007

DNA Appointments (DID NOT ATTEND)

Due to an increase in the number of wasted appointments through patient's failing to attend without informing the surgery, it has become necessary to implement the following policy: If you repeatedly fail to attend appointments you may be removed from this practice list and will have to find an alternative doctor. If you cannot attend your appointments for any reason please let us know as soon as possible, we can then offer the appointment to someone else. Thank you for your cooperation

Confidentiality

On occasions patients have voiced their concerns about confidentiality at reception. Our staff take patient confidentiality very seriously. Telephone calls are mostly answered in the back office, but to compensate for busy times they also have to be taken at the front desk, to counteract this we now provide background music which many patients find a help, as it diverts attention away from reception. There is a room allocated to the side of reception for confidential conversations if a patient or reception staff feel it is required.

Vandalism

Vandalism, or criminal damage, has become an increasing problem at the Medical Centre. Being a doctor's surgery we are aware of the problems some young people have. Many young offenders experience problems at school and/or at home, have low self-esteem, and are unaware of the opportunities that exist to channel their energies in a positive manner. However, the Medical Centre took a long time to come about and a lot of hard work went into achieving what we think is an essential service for the

community. Because of this and for the safety of our patients and the perpetrators we have had CCTV installed.

Training practice visit

In December 2006 the practice was visited by a team of trainers and managers from the Oxford Deanery. These visits occur on a regular basis. They came to assess whether the practice continues to be suitable for GP training, to re-approve Dr Howcutt as a GP trainer and to consider whether Dr Hutcheson should be approved as a new GP trainer.

The visit was hard work for the whole team. The practice was assessed on whether we provided good care to patients and whether we were an organisation that demonstrated and promoted learning. Dr Howcutt and Dr Hutcheson were assessed to ensure they provided good care to patients, they kept up to date and that they had the necessary skills to help younger doctors learn. The visit went well and we are delighted to report that the practice has now been re-approved for training.

The practice will be closed for training on the following dates from 12.30pm for the afternoon. Although it may seem inconvenient to close the surgery for 1/2 a day, it is necessary as it allows essential training for both clinical and non clinical staff.

WEDNESDAY 16th MAY
THURSDAY 14th JUNE
WEDNESDAY 18th JULY
TUESDAY 11th SEPTEMBER
WEDNESDAY 17th OCTOBER
THURSDAY 15th NOVEMBER

Dr Farah Hussain

February 2007 - Dr Hussain has completed her training in general practice after successfully passing all the assessments. She left us at the beginning of February after eighteen months with us. We all wish her well in her future career. She will be working as a salaried GP in Oxford.

Haddenham

50/50 Club Draw

- MARCH - AUGUST 2007
- 1st Prize £40.00
 - John Fountain Ticket no: 50
 - 2nd prize £30.00
 - Tom Woodward Ticket no: 34
 - 3rd prize £20.00
 - Diane page Ticket no: 37
- WINNERS FOR APRIL 2007
- 1st Prize £40.00
 - Pat Wilson Ticket no: 13
 - 2nd prize £30.00
 - Jean Matthews Ticket no: 6
 - 3rd prize £20.00
 - Maureen Huntley Ticket no: 47

Used Stamps

A reminder that we are still collecting used postage stamps which are used to raise money for Florence Nightingale Hospice. Please carefully cut off all the used stamps from your letters, leaving about 1/4 inch border. Just drop them into the special box marked "Used Stamps" inside the Medical Centre door and we will do the rest.

Did you know Haddenham Medical Centre has its own web page. This holds information about the the doctors, nurses, staff, appointments, prescriptions, training, news, Haddenham Health Supporters Group, private services, local pharmacists and useful links. Take a look on www.haddenham.org

Haddenham Health News

CORRECTING SOME MISINFORMATION ABOUT GENERAL PRACTICE

Following the recent media coverage which many of you will have seen, we think our patients might find it useful to be aware of the following facts:

- ∨ There are approximately 36,000 GPs in the UK.
- ∨ It takes 6 years to train as a doctor and then a further 3 years to train to become a GP.
- ∨ Each patient on average sees their GP 4 times per year - this means, there are over 250,000,000 GP/patient consultations per year, 15% of the entire population see a GP in a two week period.
- ∨ The average practice in the UK has about 6,000 registered patients and 3-4 GPs. The average full time GP looks after 1,700 - 1,800 patients.
- ∨ The average face to face contact with a GP costs £20, compared to £24 in a Walk in Centre, £27 for a telephone contact with NHS Direct, £75 for an attendance at A&E and between £100-£300 for each attendance at a hospital Out Patient Department.
- ∨ GPs are paid LESS than 20 pence per patient per day to provide all the day to day care that is required. This is less than the cost of a daily newspaper.
- ∨ GPs are responsible for their patients from 8 am to 6.30pm Monday to Friday.
- ∨ Many GPs additionally provide care outside these times, via locally based out of hours services.
- ∨ GPs refer about 10% of patients seen to hospital specialities, which means that nearly 90% of all health needs of the British population are managed entirely in general practice.
- ∨ In a recent Government survey it was found that patients were more satisfied with their GPs than they were with the hospital service. General Practice in the NHS was the most popular of public services.
- ∨ In a recent Government White Paper, they stated that "by international standards general practice in England is efficient and of high quality. Indeed many countries view with envy our system of list based general practice".
- ∨ GPs are now paid differently in that nearly 50% of their income is via quality performance-related pay.
- ∨ The performance related pay is based on achievements made in the Quality and Outcome Framework (QOF). This consists of over 100 targets of which 76 cover 10 important disease areas, measuring performance against proven standards. This has contributed to the largest and most admired clinical database in the world.
- ∨ The Government has transferred all its responsibility for funding part of GP's pensions to the GPs, claiming this was a part of a pay rise.

DOCTORS IN THE PRACTICE

- Dr Jonathan Sadler
- Dr Hugh Stradling
- Dr Catherine Wade
- Dr Mark Howcutt
- Dr Nicola Hutcheson
- Dr Kaye Smith (Retainer)

MEDICAL CENTRE
 Mon-Fri 8am-6pm
 Closed 12.30 - 1.30pm

MEDICAL CENTRE
 Tel: 0844 477 8575
 Fax: 0844 477 8576

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 and hand to reception.

Sun Exposure and Skin Cancer

Many people love the warm sun. The sun's rays make us feel good, and in the short term, make us look good. Exposure to sun causes most of the wrinkles and age spots on our faces. A woman aged 40 who has protected her skin from the sun actually has the skin of a 30-year-old! We often associate a glowing complexion with good health, but skin colour obtained from being in the sun – or in a tanning booth – actually accelerates the effects of aging and increases your risk for developing skin cancer.

Sun exposure causes most of the skin changes that we think of as a normal part of aging. Over time, the sun's ultraviolet (UV) light damages the fibres in the skin called elastin. When these fibres breakdown, the skin begins to sag, stretch, and lose its ability to go back into place after stretching.

Exposure to the sun causes: Pre-cancerous (actinic keratosis) and cancerous (basal cell carcinoma, squamous cell carcinoma and melanoma) skin lesions - caused by loss of the

skin's immune function, benign tumours, fine and coarse wrinkles, freckles, discoloured areas of the skin called mottled pigmentation, sallowness - a yellow discoloration of the skin, telangiectasias - the dilation of small blood vessels under the skin, elastosis - the destruction of the elastic tissue causing lines and wrinkles.

What Causes Skin Cancer? It is the uncontrolled growth of abnormal skin cells. This rapid growth results in tumours, which are either benign (noncancerous) or malignant (cancerous).

Who Is at Risk from Skin Cancer?

Although anyone can get skin cancer, the risk is greatest for people who have fair or freckled skin that burns easily, light eyes and blond or red hair. Darker skinned individuals are also susceptible to all types of skin cancer, although their risk is substantially lower. Other risk factors include having a family history or personal history of skin cancer, having an outdoor job and living in a sunny climate. A history of severe sunburns and an abundance of large and irregularly-shaped

moles are risk factors unique to melanoma.

How Can I Help Prevent Skin Cancer?

Apply sunscreen with a sun protection factor (SPF) of 15 or greater 30 minutes before sun exposure and then every few hours thereafter.

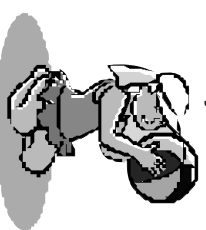
Select cosmetic products and contact lenses that offer UV protection

Wear sunglasses with total UV protection.

Avoid direct sun exposure as much as possible during peak UV radiation hours between 10:00 a.m. and 3:00 p.m.

Perform skin self-exams regularly to become familiar with existing growths and to notice any changes or new growths.

Eighty percent of a person's lifetime sun exposure is acquired before age 18. As a parent, be a good role model and foster skin cancer prevention habits in your child.



For more information on this topic...

The New Haddenham Health Supporters Group has organised an Educational Talk by Dr Ravi Ratnavel, Consultant Dermatologist - on Tues 1st May - at the Medical Centre from 7.30pm - Tea/Coffee will be available.

Our local chemist will also be attending on the evening to give information about the services he now provides.

If you would like to attend this evening please complete the reply slip below and return to Dawn Anstead at the Medical Centre by Friday 27th April 2007. Yogish Patel from Vicary's chemist will also be attending on the evening to give information about the services he now provides i.e. weight control, smoking cessation. Each reply slip will be allocated a Lucky Number and will be entered into a draw to win a voucher for £25.00 to spend at Vicary's Chemist.

I would like to attend the Educational Talk on Sun Exposure by Dr Ravi Ratnavel, Consultant Dermatologist on Tuesday 1st May @ 7.30pm.

Name:..... please allocate me seat(s) LUCKY NUMBER
(this will be allocated on return of slip)

The New Haddenham Health Supporters Group

On Monday 19th March the New Haddenham Health Supporters Group met with representatives from Derby & Joan, Age Concern, Haddenham Red Cross/ Thursday Club, Fish Scheme and Village Society, also a representative from Bucks Older Peoples Forum. The representatives were able to discuss any issues, concerns or ideas they have for the people they care for. We are very grateful to them for turning out on such a cold night and look forward to meeting with them again on a regular basis.

By meeting together with various groups it will help us to work closely together to improve and develop the provision of the health service in the

As you can see from the front page we have organised the first of our Educational Talks, the

village and enable us to inform the patients of the Medical Centre of any changes that are happening within the surgery.

We would love to meet or hear from other organisations or patients to hear their views.

We now have a designated email address which is: supporters@haddenham.org and we would be very interested in your thoughts, comments or suggestions. Other than email we can also be contacted by either dropping in a letter to the Medical Centre or asking reception for a contact name and number.

As you can see from the front page we have organised the first of our Educational Talks, the

topic being Sun Damage and we are lucky enough to have Dr Ravi Ratnavel, Consultant Dermatologist presenting the talk on the evening. If you would like to attend the talk please reply as soon as possible, because of restriction on numbers, it is on a first come first served basis. Tea/Coffee will be available, as will Yogish from Vicary's Chemist to give information on the services he now provides. Each reply slip will be issued with a lucky number to be entered into a draw to win £25 worth of vouchers to spend at Vicary's Chemist.

If there is a topic you would like covered in the future please do let us know.

Signposting

We have been using our signposting system for a few months now and it appears to be working well. Patients who telephone in have been asked a few simple questions to determine the best way of helping them. At times it may be that a nurse's appointment or a telephone call with a doctor is the best way to help our patients.

We are constantly reviewing our appointment system. We know that most of our patients are happy with this system but appreciate that it can be difficult for those patients who wish to book ahead. Because of this we have now made more book ahead appointments available. Initially this was to help those who commute, work full time or rely on lifts to and from the surgery, however they are now available to use by all patients.

We will continue to use and monitor signposting and our reception team will continue to help guide our patients to the right healthcare professional to deal with their problem.

Doctors Surgery Days from May 2007

(these may change from time to time due to training, study days, annual leave etc)

	Dr Sadler	Dr Stradling	Dr Wade	Dr Howcutt	Dr Hutcheson	Dr Smith
Monday	✓			✓		✓
Tuesday	✓			✓	✓	
Wednesday		✓		✓	✓	✓
Thursday	✓		✓	✓		✓
Friday			✓	✓		✓