

# DANEBRIDGE GROUP PRACTICE

## Newsletter

Winter 2010

### **DR CHRIS BARRATT**

Dr Barratt will be retiring from General Practice on the 1<sup>st</sup> December 2010.

Dr Barratt has been a Partner at Danebridge for 32 years and for 12 of those years has been our Senior Partner. He will be greatly missed by all staff and colleagues alike.

For any patients wanting to leave Dr Barratt a personal message, we have cards at the

reception desks for you write a note, which will all be put together and presented to Dr Barratt upon his retirement. A little keepsake from his patients! Any patients wanting to make a contribution to Dr Barratt, he has asked that all donations are given to the Hospital that he supports in Rwanda. The hospital at Gahini is in desperate need of new equipment for their maternity unit. Most of their equipment would have been declared obsolete in the NHS a long long time ago! This hospital is part of a Christian organisation and is dependant on voluntary contributions. Please hand in your contributions at any of our 3 sites, Danebridge, Kingsmead or the Sandiway Surgery.

### **A PERSONAL NOTE FROM DR BARRATT**

'I came to Danebridge in 1978 as a new partner for Dr Simpson. Things were very different then, and being a GP involved my whole family. My children tell me that one strong memory they have from childhood is being told not to touch or play with the phone, 'Because Dad was on call!' (at that time the phone calls came through to our house at night and at weekends).

One of the privileges of being a GP is to see people over a long period of time. Some patients, who were babies when I first attended them, now have children themselves and some have grandchildren!

Initially the practice had surgeries at Sandiway and Weaverham, in addition to Danebridge. After a while the two practices in Danebridge continued to grow and develop and then we joined together and embarked on building the present surgery premises. Kingsmead then followed later.

I have always been interested in medical education and for 25 years the practice has been a recognised teaching practice. Initially, when I started training medical students, I thought that I could remember being a student myself. Those days are now gone! but I still hope to be involved in teaching when I leave Danebridge.

I have always been very fortunate in being able to work in a good team in the practice, and I am very grateful to the other doctors and staff members for providing that good working environment. I wish the practice well for its future development.

People have asked me what I am planning to do in retirement. My family has grown to include four grandchildren so I am sure that they will have some activities planned for me! And I intend to continue to be involved in the life of Hartford church. I have bought a new bike, so if you see me riding along, please wave, but don't make me wobble!

Thank you to all my patients for allowing me to be a small part in your lives and I wish you well for the future'.

### **5<sup>th</sup> YEAR MEDICAL STUDENTS**

Thank you to all patients who have been consulted by one of the 5<sup>th</sup> year Medical Students (doctors in training) who are with us from September through to

December from Manchester University. During their time with us they gain vital experience and training before their final exams. The period they spend with us is invaluable to their medical training. We relay their thanks and the Doctors thanks to all patients who have helped the next generation of Doctors.



### **SUGGESTIONS FOR FUTURE NEWSLETTERS**



What would you like to read in the next newsletter??

If any patients would like anything covered in our next newsletter, please let us have your ideas. Is there something you have always wondered, but never asked or maybe you would like information regarding a particular service?? You can write into us, email or fax your ideas, Email: [danebridge@gp-n81087.nhs.uk](mailto:danebridge@gp-n81087.nhs.uk)  
Fax: 01606 331977

## PATIENT SURVEYS

### **ACCESS & APPOINTMENTS**

The latest patient surveys have once again reported excellent results for Danebridge. Thank you to those who have completed the questionnaires.

We scored over 90% for helpfulness of Receptionists and satisfaction with care from Doctors and Practice Nurses.

Getting an appointment within 48hrs also scored over 90%, but we note that getting an appointment in advance was less easy. **As a result of this, we have increased the number of appointments that can be booked ahead and, increased this to up to TWO weeks in advance. This is for both follow-up and new problems.**

### **DELAYS DURING SURGERIES**

Over 90% reported satisfaction with any delay between the appointment time and actually being seen, but this is an area we would like to improve on further. Appointments are for 10 minutes per patient and our data shows that this is the average time taken. Clearly some patients require more time and some less. Furthermore, data shows that one in six patients turn up late for their appointments. It is therefore inevitable that there will be delays at various points during a 3 hour surgery. To help us reduce delays, please **arrive in good time** and be prepared to make a second appointment if you have more than one problem to discuss as more than 10 minutes is required to deal with these properly. It helps greatly if you **could inform your Doctor at the start** of the consultation if there is more than one problem you wish to discuss.



## PATIENT PARTICIPATION GROUP

The Patient Participation Group is a committee of volunteers that supports the work of the practice. Over the last few meetings the group has concentrated on redefining its role to establish ways in which it can best support the practice through practical help, advice and contacts with the people in the area. We have consulted the Primary Care Trust specialists in this area and other groups and are now working to establish a short list of tasks to focus on so that we can make a real difference.

If you want to contact us, you can email us at the following address: [danebridge@gp-n81087.nhs.uk](mailto:danebridge@gp-n81087.nhs.uk). You can also drop a note in at any of the three reception desks. We would love to hear your views and concerns but they must be about general issues, we **cannot** cover personal matters

## FLU & PNEUMONIA VACCINATIONS

The Department of Health issues advice as to who should be immunised. This is reviewed from time to time. The aim is to protect people who are more likely to develop complications from flu. Current advice is that you should be immunised against the influenza virus each autumn if you:

- ARE AGED 65 AND OVER
- ARE DIABETIC
- SUFFER HEART DISEASE
- HAVE COELIAC DISEASE
- HAVE RENAL/LIVER DISEASE
- HAD A SPLENECTOMY
- HAVE CHRONIC RESPIRATORY DISEASE
- ARE CURRENTLY PREGNANT
- ARE ASTHMATIC ON REGULAR STEROID INHALER
- ARE A CARER OF THE ELDERLY OR DISABLED



Have you had your vaccination? If not, there is still time. Flu can be a debilitating illness. If you have answered **YES** to any of the above and have not yet had a flu and/or pneumonia vaccination **PLEASE** book your appointment at reception now.



## CHRISTMAS SURGERY HOURS 2010

Its hard to believe but Christmas is fast approaching! These are our surgery opening times for over the Christmas and New Year periods.

Friday 24<sup>th</sup> December – 8am – 4pm  
**Kingsmead & Sandiway will close at 1pm**  
Monday 27<sup>th</sup> December – **CLOSED**  
Tuesday 28<sup>th</sup> December – **CLOSED**  
Wed 28<sup>th</sup> & Thur 30<sup>th</sup> – 8am – 6:30pm  
Friday 31<sup>st</sup> December – 8am – 4pm  
**Kingsmead & Sandiway will close at 1pm**  
Monday 3rd January 2011 – **CLOSED**



During the closed periods, emergencies will be dealt with by the Out of Hours Service by telephoning:

**01270 273666**

Joanne Sullivan, Practice Administrator, November 2010  
Email your comments and suggestions to me  
[joannesullivan@nhs.net](mailto:joannesullivan@nhs.net)