

# Newsletter



Practice Website: [www.westburygp.co.uk](http://www.westburygp.co.uk)  
Email: [wccg.wgppatientvoice@nhs.net](mailto:wccg.wgppatientvoice@nhs.net)

White Horse Health Centre Tel: 01373 828330  
Bratton Surgery Tel: 01380 831911

## Winter 2016

**The Doctors and Staff would like to wish you a Merry Christmas and a Happy and Healthy New Year!!**



### STAFF NEWS...

Dr Gumbley is retiring on 31<sup>st</sup> December 2016. We wish Dr Gumbley a happy, healthy and long retirement – but we look forward to seeing him soon as a locum GP!

Erica Cattermole – Practice Nurse will be leaving the practice in the near future. We wish Erica well for the future.

Chris Gunter – has the left the Reception Team. Best wishes Chris!

Dr Taylor – will be reducing her working week to 3 days per week on her return from sabbatical in April 2017.

We are very sorry to inform you that Dr Matthews, locum GP, passed away very suddenly in September. We send our condolences to his family.

### IMPORTANT NOTICE

#### Missed appointments in August, September and October 2016 combined

217 people Did Not Attend their appointment with GPs during the above months

369 people Did Not Attend their appointment with a nurse during the above months

This equates to approximately 36 hours of wasted GP surgery time  
and 62 hours of wasted nurse time.

If you cannot attend an appointment **please** let the surgery know so that it can be made available to other patients.

**Telephone 01373 828330 to cancel your appointment. You can even do this out of normal Reception hours by telephoning 01373 828330 and choosing the appropriate option**

Dear Readers,

On the eve of my formal retirement, I have been asked to write a few lines for the News Letter.

31<sup>st</sup> December 2016 marks the last day of my contract as a Partner in Westbury Group Practice, after 25 years and 6 months.

It has been a privilege to serve the Westbury community in whatever small way I have been able. I have had one of the most enjoyable jobs that life could offer. As GPs, we see many, many highs - some very sad lows - many, many wonderful people – and frequent challenging situations.

I cannot let these years pass without thanking a multitude. My wife Caroline, and two daughters, Vicky and Laura, have seen the whole experience from the start. It hasn't always been easy for them, their understanding has been invaluable.

In all this time, the Partnership has seen some intriguing times. Fundholding, Eastleigh expansion, moving to Westbury hospital, closure of Westbury hospital, recruitment crisis, and latterly the move into our wonderful new premises and move in to Smallbrook Surgery in Warminster... all of this has involved close, robust, frank friendly cooperation with my lovely Partners Nigel, Peter, David, David, Diana, Debbie, Richard, Julia, Muhammad and Zak. I am indebted to you all.

My thanks must also go to our brilliant staff. The past years have seen me work as a Cardiology Clinical Assistant at RUH in Bath for 6 years, setting up the locality Coronary Heart Disease (CHD) Rehabilitation sessions, gaining a Masters in Prescribing Sciences, and working for the GMC on the Fitness to Practice panels for 11 years. Possibly my most rewarding time was organising the training of 12 West Wiltshire Nurses to become specialists in CHD. In addition, I have had huge enjoyment as the Principal Investigator of Westbury Clinical Trials Unit for 14 years, working with some of the finest nurses imaginable. Throughout all of this, I have been completely supported by a great team of staff. I may have driven many of them crazy over the years, but at the end of the day, they know my desire for high standards is paramount.....even if they tease me!!

More than anything, I would like to thank you the patients and good people of Westbury and district for being so supportive. I have been honoured and humbled to share with you so many experiences. I really could write a book about life working here. Happily for me, I still intend to work as much as possible at the Health Centre, albeit as a locum. So I look forward to keeping in contact as much as I possibly can.

Once again, thank you all.

Dr Mike Gumbley BSc MSc MBBS MRCP DCH DRCOG

### **Urgent Duty Doctor Appointments**

Urgent, on the day appointments are only 5 minutes. Sometimes the nature of your condition can be dealt with over the telephone. When making an appointment, the reception team will triage your request and make a decision based on the information given to them. If you have been given a telephone appointment, during the telephone consultation with the GP, the GP will make the decision whether they need to see you, and if necessary ask you to come to the surgery to be seen face to face, or tell you to make a routine appointment in the near future.

The GP on duty will only deal with the problem that is urgent for that day.

Thank you for your cooperation.



## White Horse Health Centre and Bratton Surgery Christmas Opening Hours 2016

	<u>White Horse Health Centre</u>	<u>Bratton Surgery</u>
Monday 19th December	8am - 6.30pm	8.30am - 1pm
Tuesday 20th December	7.30am - 6.30pm	8.30am - 1pm 2.30pm - 5pm
Wednesday 21st December	8am - 6.30pm	12noon - 3.30pm
Thursday 22nd December	8am - 6.30pm	8.30am - 1pm and 2.30pm - 5pm
Friday 23rd December	8am - 6.30pm	8.30am - 1pm
Saturday 24 <sup>th</sup> - Tuesday 27 <sup>th</sup> December	Closed	Closed
Wednesday 28 <sup>th</sup> December	8am - 6.30pm	12noon - 3.30pm 5.30pm - 8pm
Thursday 29th December* <i>(*Please note no extended hours on 29<sup>th</sup> Dec 16)</i>	8am - 6.30pm	8.30am - 1pm 2.30 - 5pm
Friday 30 <sup>th</sup> December	8am - 6.30pm	8.30am - 1pm
Saturday 31 <sup>st</sup> December – Monday 2 <sup>nd</sup> January 2017	Closed	Closed
Tuesday 3 <sup>rd</sup> January 2016	8am - 6.30pm	8.30am - 1pm 2.30pm - 5pm

**When we are closed please telephone 111 for medical advice. If you think you have a life threatening emergency, please telephone 999.**



### Adverse Weather

As winter approaches and the temperature falls, please be reminded that frost, snow and ice can all make for difficult driving conditions and leave pavements slippery under foot.

We take extra steps to ensure that the White Horse Health Centre is as safe as possible by monitoring the forecast and gritting the car park and walkways in the evening and again early morning when these conditions are expected. However, please take extra care to prevent slips and falls when out and about this winter.

### Repeat Prescriptions – don't run out!!

The surgery will be closed over the festive period, from Saturday 24<sup>th</sup> – Tuesday 27<sup>th</sup> December 2016 inclusive and Monday 2<sup>nd</sup> January 2017.

**If your repeat prescription is due to run out over this time, please make sure you order in advance so that you have enough medication.**

### Important Information

All telephones calls received into, or made from the Westbury Group Practice are now recorded.

This is for the safety of patients and staff, and for training purposes.

## **Zero Tolerance Policy**

We will not tolerate abuse to our staff.

Shouting, swearing and threats aimed at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the practice list.

Westbury Group Practice supports the NHS policy of Zero Tolerance which defines violence as:

"Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health".

Our Staff will always try to help you whatever the circumstances, however sometimes matters are not within their control. They will treat you with professionalism, courtesy and respect at all times. If you do not feel you have been treated appropriately please ask a member of staff to contact the Patient Communications Manager who will listen to and address your concerns.

Thank you.

## **Don't Fall Victim to Fraud**

Christmas is fast approaching, Royal mail & The Trading Standards Office are making people aware of the Following scam:

A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were unable to deliver a parcel and that you need to contact them on 0906 661 1911 (a Premium rate number).

If you call the number and you start to hear a recorded message you will already have billed £315 for the phone call.

If you do receive a card with these details, then please contact Royal Mail Fraud on 020 7239 6655.

For more information, see Crime Stoppers website:

<http://www.crimestoppers-uk.org/crime-prevention/helping-prevent-crime/scams/postal-delivery-scam>

Please be aware that premium rate numbers may change but nevertheless please do not call any number stated on a card from PDS.

**Can you please make all your family, friends and neighbours aware of the above.**

## **Updating Your Contact Details**

Please let Reception know if your address, landline telephone or mobile phone number changes so that we can update your records.

Alternatively you can email any changes to  
[wccg.wgppatientvoice@nhs.net](mailto:wccg.wgppatientvoice@nhs.net)

## **Patients Attending Asthma and / or COPD Clinics**

When attending either an Asthma Clinic or COPD Clinic appointment, please ALWAYS remember to bring your inhalers with you.

Thank you.

## Ordering Prescriptions

When ordering your prescription, please only order the items you require – not everything on your repeat just because it is on your repeat order form. Thank you.



## **White Horse Health Centre Patient Participation Group Meetings 2017**

Tuesday 21st February 2017 - AGM

Tuesday 6th June 2017

Tuesday 5th September 2017

Tuesday 5th December 2017

All meetings start at 6.30pm and are held at the White Horse Health Centre.

At every meeting, there is a presentation on a health-related matter, an update on developments at the surgery and a time for questions and answers.

Membership of the PPG is open to all patients registered with Westbury Group Practice.

We welcome new members.

An information pack on the PPG is available from Reception at White Horse Health Centre and from Bratton Surgery.

Please come along to meetings and help to influence the future development of your surgery.

Shelagh Carpenter (Chair)

### Important Information Concerning Samples

All samples need to be at the White Horse Health Centre **by 11am** with a completed samples form which is available from reception.

If samples arrive after 11am or do not have a form with your details on, **they will not be tested.**

### Results Service

The Results Service telephone is now open:-

Monday – Friday  
8.30am – 1pm and 2pm – 5.30pm

## **It's Not to Late to Have Your Flu Vaccination!**

Are you 65 years old or over?

Are you in any of the following 'at risk' groups?

Diabetes  
Respiratory disease  
Heart disease  
Kidney disease  
Liver disease  
History of stroke  
Weak immune system  
Carer  
Pregnant

If the answer to any of the above is yes, then you are eligible for a flu vaccination.

**Please telephone Reception on 01373 828330 to make an appointment**

## **Information and Statistics about our Telephone System**

Due to the Westbury Group Practice acquiring Smallbrook Surgery in September last year, we have had to make some tough decisions to make efficiencies. Included in this is the centralisation of the telephone system for all three sites, White Horse Health Centre, Bratton Surgery and Smallbrook Surgery.

We do appreciate that this is a big change for both Bratton and Smallbrook patients, but access needs to be a standard process for all our patients so access to appointments is the same for all our patients.

We would like to assure all of our patients that this will be closely monitored, and we will continue to make any improvements to make the process easier for all our patients.

- Our reception team answer an average of 567 calls a day (fluctuates depending on the day!).
- Receptionists answer an average of 2203 calls a week.
- We have five receptionists answering calls in the morning and four in the afternoon. (Traffic is thinner in the afternoon.)
- The entire practice (White Horse Health Centre, Bratton and Smallbrook) answers between 5000 and 6500 inbound calls a week.
- The entire practice makes between 2300 and 2700 outbound calls every week.
- Each call made to a receptionist lasts an average of 2 minutes and 24 seconds.
- We have 128 telephones across all sites. (White Horse Health Centre = 111, Bratton = 5 and Smallbrook = 12)

The telephone lines, 01373 828330, are open from 8am – 6pm Monday to Friday, at least 5 people trying to access the service between midnight and 6:30am!

## Compliments Received at the Surgery

We would like to say that we are very grateful to all our patients who support us and acknowledge this by sending us letters or e-mailing us to say 'thank you'. Many people even take the time to stop at the Reception desk or telephone us to pass on complimentary comments and support.

Your support means a lot to us and helps to keep us motivated in our sometimes difficult roles, as our aim is always to help people and offer the best service we are able to within our means.

We receive many 'thank you's' for Doctors, Nurses and all Surgery Staff whether it is to thank a Doctor for listening and diagnosing a problem or Reception for booking an appointment, here are just a few examples:

*'Just wanted to say what a fantastic Doctor Dr Zak is... I have had fibromyalgia for many years and have tried different approaches to deal with this life changing illness... The compassion and understanding of this Dr was outstanding... many thanks'*

*'Reception are lovely and helpful'*

*'Dr Smith spent the time to listen to me and was very kind and professional'*

*'Donna was very helpful and lovely in sorting out my prescription'*

*'Very impressed with the service this afternoon even though my appointment was cancelled and rearranged thank you for providing a great service'*

*'Dr Safeer made a diagnosis and got me the referral and treatment – don't ever let him leave!'*

*'Dr Natasha was genuine and caring'*

*'The surgery staff are brilliant I have never had the need to complain with the excellent service provided'*

*'Brenda is lovely I cannot speak highly enough of her'*

*'The Reception Staff were welcoming helpful and efficient'*

*'Please could you pass on my thanks and praise to Nikki and Lorna'*

*'Nurse Mandy is the best nurse in the world' (from one of our younger patients!)*

**We would like to say a very big 'thank you' for your continued support to the practice!**

## Festive Jumpers!!

Staff will be wearing Christmas jumpers every Friday in December to enter into the Christmas Spirit!



***The Doctors and Staff  
would like to wish you a  
Merry Christmas and a  
Happy and Healthy New  
Year!!***

## Westbury Group Practice Health Promotion Event Saturday 8<sup>th</sup> October 2016 – Paragon Hall Westbury Town

The practice held a Health Promotion event at the Paragon Hall to try and engage with the patients who do not visit the practice on a regular basis. The event was open to White Horse Health Centre, Bratton and Smallbrook patients. We decided to hold this in the town centre instead of the Health Centre to make it a more central event. The event was held from 9am to 12 noon.

Representation and displays from the Health Centre included:

- Westbury Group Practice – Dr Beale Senior Partner, Mark Dickson Practice Manager, Marie Strachan Operations Manager, Karen Ashman Management Team Assistant and Nina Wakeford Bratton Receptionist.
- Sexual Health And Contraception Advice – Julia Office Clinical Lead
- Aimee Jones healthy eating/active ageing – Older Peoples Public Health Specialist Nurse
- Nicola Strachan – Diabetic Nurse
- Flu Jabs – Brenda Packer Older Peoples Specialist Nurse
- BPs – Carrie Hyde Smallbrook Nurse Practitioner and Tina Temple Health Care Assistant Smallbrook Surgery
- Cholesterol Testing – Lorna Fox and Nikki Illsley Health Care Assistants

We invited various outside agencies to attend the event, the organisations which attended were:

- Carers support
- People for Places
- Link
- Breathe Easy
- Hope for Tomorrow
- Alzheimer's
- Wiltshire Council Health Trainer – Covering smoking, alcohol and general healthy lifestyle advice
- Westbury Group Practice Patient Participation Group

Members of the Patient Participation Group provided the refreshments.

The morning was very successful. There was a steady flow of patients throughout, this gave us an opportunity to talk and engage with patients we might not necessarily see on a regular basis. It also was a good chance to network with other agencies. Hope for Tomorrow have commented on how successful they felt the event was and have asked whether we can be contacted by another surgery for information.

Feedback we received from the patients was that they enjoyed the event and found some of the information being offered very helpful. Some patients took the opportunity to have health checks carried out. Numbers for this were:

- Blood Pressure's – 86 patients
- Cholesterol testing – 49 patients
- Flu jabs – 38 patients

If any of the patients had out of range/abnormal readings, they were given a slip with advice to make an appointment at the surgery; we also had a written record of the patient names, so the information collected could be added to their medical records.

We plan to hold a health event regularly.

Thanks to all involved with making the event so successful. Well done to Karen Ashman and Julia Office for the smooth running and organisation.

**Answers to the Quiz handed out at the Health Promotion event on  
Saturday 8<sup>th</sup> October 2016 at the Paragon Hall.**

1. Tom's height is six feet, he's an assistant at a butcher's shop, and wears size 9 shoes. What does he weigh? (**Answer: Meat.**)
2. Feed me and I live, yet give me a drink and I die Who am I? (**Answer: Fire**)
3. What kind of room has no doors or windows? (**Answer: A mushroom.**)
4. What gets broken without being held? (**Answer: A promise.**)
5. What kind of tree can you carry in your hand? (**Answer: A palm**)
6. Which word in the dictionary is spelled incorrectly? (**Answer: Incorrectly**)
7. A girl who was just learning to drive went down a one-way street in the wrong direction, but didn't break the law. How is that possible? (**Answer: She was walking.**)
8. If you have me, you want to share me. If you share me, you haven't got me. What am I? (**Answer: Secret**)
9. He has married many women, but has never been married. Who is he? (**Answer: He's a Preacher.**)
10. Imagine you are in a dark room. How do you get out? (**Answer: Just stop imagining!**)
11. What invention lets you look right through a wall? Answer: (**A window**)
12. What can you catch but not throw? (**Answer: You said it, it's cold.**)
13. What is at the end of a rainbow? (**Answer: No, not clouds or the grounds. It is the letter w.**)
14. What is always coming but never arrives? (**Answer: It's tomorrow.** So better do it today.)
15. What occurs once in every minute, twice in every moment, yet never in a thousand years? (**Answer: The letter m.**)
16. Which is correct to say, "The yolk of the egg is white" or "The yolk of the egg are white"? (**Answer: Neither of them is correct. Egg yolks are usually yellow.**)
17. A man ate an egg each day. He did not have any chickens at home. He never bought, borrowed or stole chicken eggs. How is this possible? (**Answer: They were Goose and Ostrich eggs!**)
18. In Austria you cannot take a picture of a man with a wooden leg. (Why not? Hit like below this post if you said – "There's no man with a wooden leg". **However, the answer is – you cannot take a picture with a wooden leg, you need a camera or at least an iPhone.**)



**Fund Raising at White Horse Health Centre.....**

White Horse Health Centre staff took part in this year's Children in Need on Friday 18<sup>th</sup> November 2016! We had a 'dress down day' (non-uniform) for which we all paid a donation, cakes were sold amongst staff and the 100 square game was played!

A total of £167 was made for a fantastic charity!



Merry Christmas From

## WHITE HORSE AESTHETIC CLINIC

15% Off All Treatments Booked In December

Dr Richard Edwards and Dr Zak Mohiuddin  
The White Horse Health Centre, Mane Way, Westbury, BA13 3FQ  
Telephone: 01373 859136  
Email [www.whaclinic.co.uk](http://www.whaclinic.co.uk)

### **Are you seeking sensuous, fuller, natural-looking lips?**

Recently, lip enhancement has become very popular at the White Horse Aesthetic Clinic. Our clients are seeking sensuous, fuller lips – and that's not surprising. After all, when we meet someone, lips are one of the facial features that we're drawn to look at. Nicely plump lips have long been seen as attractive, and we all want to look our best!

Clients also want the age-defying effects of full lips. Lower lip volume is a giveaway sign of ageing. Although the fullness of our lips is genetically determined, lips tend to get thinner as we age. We've blogged before about how in other areas of the face, losing volume causes us to look older, and this is true for lip volume as well.

Is it possible to achieve this full, youthful look and still have natural-looking lips? Absolutely! Modern lip enhancements offer subtle improvements that are light-years away from the exaggerated trout-pouts of the 80s and 90s. Even better, these procedures do not require any sort of surgical procedure.



The secret to non-surgical lip enhancement lies in an incredible substance – hyaluronic acid. This natural component of lip collagen has the remarkable property of retaining water within the tissue. This imparts volume and hydrates the lips.

As advised in the media, and rightly so, this procedure should only be carried out in a clinical setting, and by qualified aesthetic practitioners. For an experienced practitioner, using lip enhancers is a simple and safe procedure. The gel-like solution is injected into the lips, adding volume and definition. The results are immediate:

Volume, shape and definition are added to thin lips

Contouring effects create fuller upper and lower lips

'Sad mouths' are lifted

The attractive 'Cupid's bow' is restored

Lips become more proportionate

The overall result is an amazing, natural, fuller looking pair of lips and a more youthful look. No wonder more and more people are taking advantage of this straightforward way of achieving their potential.

With our state-of-the-art facilities and trained medical practitioners, we are the premier provider of lip enhancement in Wiltshire.

Get in touch today for a free, no-obligation consultation.