

# **OXSHOTT PATIENT BULLETIN**

**2<sup>nd</sup> ISSUE === DECEMBER 2014**



## **Meeting Notes**

We had two meetings in which various issues were discussed. In October we had a meeting with Dr Richard Draper (the OMP's Senior Partner) in which we were informed about the exciting news and progress made with regard to the project of having a new purpose built building in the near future. Dr Draper said "This is a challenge and an ambitious plan that needs all support we can get from our patients and residents". As you may hear or read the NHS has no money to spare and funds have to come from other sources to realise our ambitions. Please, do get in touch with the PPG with ideas and suggestions! The more detailed summary of the meeting has been published in the December Issue of the Parish Magazine and our Members have received a copy of that article: "Exciting News from your PPG" a few weeks ago.

In November the committee met to evaluate the activities of the previous months. Most remarkable was the Macmillan coffee morning, an idea from the Receptionists which we fully endorsed and organised with great success. Quite often we do not realise how much work the staff does and Ann Pickering gave us a rare insight in the work behind the scenes and at the front desk by relating "A Day at the Reception". This was quite an eye opener for the group members and a very educational session which we would like to share with you. There are 9 receptionists sharing the work load of the day in two shifts. The jobs are very demanding and highly stressful because they have to deal many challenges, such as: Taking telephone calls: they have to answer up to 200 phone calls daily not just from patients but also from carers and various health related organisations.

Booking appointments are not straight forward as there are often 'on the day' changes due to various reasons.

Approximately 100 patients come to the reception desk daily with various personal health related situations.

They also have to handle a high volume of paper work such as prescriptions and preparing blood test forms. It is very time consuming as it needs to be hand written, accurate and double-checked by the Doctors.

Additionally there is a high administrative workload, such as daily correspondence to consultants, insurances, hospitals and dealing with the necessary referrals. To back up all written communication, everything has to be scanned, added to the patient's file; referrals have to be faxed and a copy sent by post; all is extremely time consuming and has to be dealt with diligently.

Multi-tasking is essential as the premises has to look tidy and presentable; the consultation rooms have to be spotless and adjusted to the needs of the doctors and patients throughout the whole day. It is clear that a receptionist's role is more than just answering the phone. If you are interested in the fine details, please read the full script of the presentation attached.

Maybe you can now understand why sometimes there might be a slip up, perhaps a prescription gone astray...Please be patient and understanding even when you are not feeling so good that day, everyone is human after all.



## **Macmillan Coffee Morning**

Thank you all who supported our Macmillan Fundraising Event! We are happy to inform you that £514,80 was raised and we thank you all for coming, for donating cakes and money for this great Charity doing essential work in our Community!



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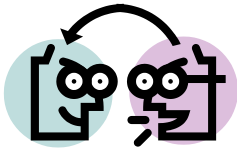
**Parking: this issue is not going away!**

Although the car parking issue is not so relevant in the school holidays, we would still like to ask parents in the **new term** to consider how and where to park for your school runs. Please do not double park in such a way that reversing cars from the designated parking slots of the Oxshott

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Medical Practice would become a very difficult manoeuvre and might cause a hazard to children waiting/playing while parents are having a chat. Only park in your allocated areas and respect the spaces for the 'Patients only', please.



## Do you know about "Message in a Bottle"?

Anyone living alone, but specially, the elderly or infirm, can have an accident. The Accident and Emergency Services need immediate access to information such as the Patient's GP, medication, allergies, next-of-kin and dependents (pets to be fed etc.). Message in a Bottle (MAIB) is a great way to address this need.



A brief form is filled in and stored, in a small plastic bottle, in the fridge (a secure and easily identified location that all houses have). A sticker inside the



front door (not outside, which would advertise the presence of a vulnerable resident) and another on the fridge alerts the Emergency Services to its presence. The bottles, stickers and forms are readily available, free, at Doctors' surgeries, Chemists, Libraries and other Community Organisations such as Day Centres. The scheme is organised by Leatherhead Lions and is financed from sponsorship and donations. You can ask for a (MAIB) bottle at our Surgery!

## Thinking out of the Box:

As we approach Christmas and darker nights, Surrey Police anticipate the annual increase in crime!



## TOP TIPS TO PROTECT YOURSELF:

1. Don't answer the door to strangers without asking and checking ID. Keep the chain on if your door has one.
2. Don't leave Christmas presents in view from your windows.

3. If you go away: leave lights on with timers, and maybe keep a radio on too.
4. Make sure you lock car doors at all times and don't leave valuables and shopping on show.
5. After Christmas dispose of the present boxes so that the contents cannot be identified by thieves looking in rubbish bins.
6. Over Christmas and New Year be aware of personal safety i.e. keep valuables out of sight and to hand, don't drink and drive, and try to avoid situations where you make yourself vulnerable to others.

If you need to contact the Police:

Email: [14613@surrey.pnn.police.uk](mailto:14613@surrey.pnn.police.uk) or

Call the **non-emergency** police number: **101**

## Reminders:

- Don't forget your repeat prescriptions well in time for the Festive Season!
- Need jabs before you travel? Contact the Surgery.
- Ask your friends and family to join this PPG.
- Updating your personal details at the **OMP**, forms available at the reception desk.
- Keep in touch with us, your PPG.

## Light hearted thoughts:

- I just got lost in thought. It was unfamiliar territory.
- My mind works like lightning. One brilliant flash and it's gone.
- Seen it all, done it all, can't remember most of it.
- Blessed are those who can laugh at themselves, for they will never cease to be amused.



**Merry Christmas and  
Happy New Year to All!**