

This newsletter comes to you from **The Health Liaison Group**

The Health Liaison Group is a small independent group of local residents concerned to improve the perceived quality of health services. Set up in March 2007, its main objectives are to:

- 1 discover and represent what local patients want from the NHS,
- 2 make contact with the Primary Care Trust and other official bodies,
- 3 improve communication between the local doctors' practice and its patients,
- 4 understand better how the practice runs, and the key issues affecting its future.

Bob Lee, the chairman of the group, is now a member of the Suffolk Patient and Public Involvement Forum (PPIF). Other members are Claire Jay, Business Manager for the Long Melford Practice, Christine Ruggles-Brise, and Don Watson together with Roger Kistruck from the Long Melford Parish Plan.

It would be nice to welcome new members from Lavenham and other villages, as today the group is mainly based in Long Melford. It meets roughly once a month in the evenings, so if you are interested, and can spare the time, please contact Bob Lee on 01787 881487 or Roger Kistruck on 01787 378059.

Future Issues

We hope to publish two editions of this newsletter each year. The next issue will have an article on missed appointments.

If you have an idea for an article yourself, or would like to make a comment on this issue, do please get in touch with one of the editors by email, or by phone:

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Issue No.1

Autumn 2007

from an independent Health Liaison Group

a Newsletter

for:- Long Melford Lavenham
Acton, Cockfield, Lawshall, the Waldingfields and others

From our new doctor:

Hello! My name is Dr. Davinia Pearson and I'm the new Registrar* for the Long Melford GP Surgery.

I'm looking forward to the next stage of my training here in Long Melford. I qualified from University College London Medical School in 2005 – having also attained a Bachelor of Science degree in Anthropology. I am very excited about starting my job at the Long Melford Surgery as I have always wanted to be a GP. I am pleased to be working here for the next six months, in such beautiful countryside.

I have already completed two years of hospital Medicine in London and then in Great Yarmouth including Cardiology, Care of the Older Person, Respiratory Medicine, General Surgery and Accident and Emergency.

Outside the world of medicine I love to travel and am a keen scuba diver and photographer.

I look forward to meeting you,

Best Wishes,

Dr. Davinia Pearson



* 'Registrar' is the title given to a fully-qualified doctor in the final stage of their training to become a GP or Consultant.

What pharmacies are there for

Every pharmacist has to complete a four year university degree course and one year of further training before qualifying as *MRPharmS*, allowed to use the restricted titles of *Pharmacist* and *Pharmacy*. After this beginning, studying all aspects of drugs for five years, continual professional development makes the pharmacist the expert in medicines.

All 10,000 community pharmacies provide a range of *Essential Services*, within the NHS, but some pharmacists are accredited to provide *Advanced Services*. At Lavenham Pharmacy these include:

- Medication Use Reviews (MUR).
- Prescription Intervention reviews.

Both these services enable the patient to have a private and confidential chat with the pharmacist about all aspects of their medicines. This has been very well received by patients and is an excellent opportunity to make sure that medicines are taken properly.

Some pharmacists also provide *Enhanced Services*. These are commissioned by the Primary Care Trust (PCT) according to the needs of the local population and vary throughout the country.

At Lavenham Pharmacy these include:

- Stop-Smoking Clinics.
- Emergency Hormonal Contraception.

The Pharmacy also provides additional services that include:

- Cholesterol measurement and advice on diet.
- Blood Pressure checks.
- Blood Glucose level measurements, (diabetic screening),
- free glucose monitors for insulin dependent diabetics
- Monitored Dose Scheme (MDS) cards containing a week's worth of medicines in one card for patients that are otherwise confused.
- A delivery service to patients that are house bound or disabled.

Nursing homes and Residential homes require specialised pharmaceutical services to assist care staff to monitor the administration of medicines to patients. The pharmacy also offers training to the staff who work at these homes.

As you can see there is a lot going on in your local Pharmacy.

by Christopher Jay BSc(Pharm) MRPharmS DMS MBIM

One practice - two surgeries - patients have a choice

One practice? The doctors and their support staff used to run two separate locations - at Long Melford and at Lavenham.

- This is now moving towards a single practice.

What does this mean for the doctors?

- A single group of clinical and administrative staff, a single list of patients' appointments, a simplified and more efficient system.

What does it mean for us patients?

- Greater choice of times and places of appointments.

Two surgeries? Long Melford and Lavenham will continue to have their surgeries as at present. Because there is space at Lavenham two new rooms will be added. The Long Melford surgery's responsibilities have grown so much that the staff work in unacceptably cramped accommodation.

Today, for example, patients have no privacy in the reception area. If you have a complaint, do you want the whole waiting room to hear it? If you feel sick or faint should there not be a room just for you?

One remedy (but not the complete cure) is to make greater use of Lavenham where, for example, there is a first-class treatment room.

Patients from most of the district (and even those from Long Melford who have transport) could sometimes find it easier and quicker to choose to see their preferred doctor or nurse at Lavenham.

What we're trying to avoid!



'Hello, I need to see the doctor today.'

'I'm sorry Mr Ackroyd, we don't have an appointment available till next week'

'Goodness! I may be dead by then.'

'Not to worry. The appointment can easily be cancelled'

