

ISSUE

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THE FREE
NEWSLETTER
FOR OUR
PATIENTS

Ivy Grove News

always aiming to provide high quality and friendly family health care

This Issue

We continue our aim to keep you informed of the services at Ivy Grove and also let you know about the latest medical developments.

Out with the old...

Well, not that old! The New Year saw the retirement of our senior partner, Dr Martin Jones, after a magnificent 37 years in the NHS (33 of which were spent at Ivy Grove), and in December last year, our practice counsellor, John Seddon retired. We wish both all the very best for the future.

...and in with the new

And with that, we welcome to the practice our new partner, Dr Rowan Langton, a newly qualified GP, who introduces herself in this issue. And talking of new, if you made a resolution to stop smoking this year, you may be interested to read of the immediate benefits of stopping.

Your feedback

Your feedback is important to us – feel free to write to us with your comments or questions. Our address is on the back page of this newsletter. In future issues, we hope to provide a small letters section from patients (anonymised if wished) where we will also aim to answer your queries about surgery services.



in this issue

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Here's to a Smoke Free and Healthy New Year!

With the New Year well underway, many of you will have made resolutions to improve your health. One of the most common resolutions is to stop smoking.

We all know the harm that smoking can do, and the media and we as doctors keep telling you that smoking kills. We all know that stopping smoking improves your health long term. But do we all know about the immediate benefits of stopping smoking? Here are just some of the improvements you will notice straight away:

What happens when you stop smoking

Within 20 minutes, your blood pressure drops, your pulse rate drops to normal and the temperature of your hands and feet increases to normal

After 8 hours, the carbon monoxide level in your blood drops to normal and the oxygen level in your blood increases to normal

After 24 hours, the chances of having a heart attack decrease

After 48 hours, your nerve ends start regrowing and your ability to smell and to taste things improves

After 72 hours, your bronchial tubes begin to relax, your breathing becomes easier and your lung capacity increases

After 2 weeks to 3 months, your circulation improves and your lung function is improved by 30%

After 1 to 9 months, coughing, sinus congestion, tiredness, shortness of breath, all improve, the linings of your lungs regrow normally and your overall energy is improved

After 5 years, lung cancer death risk for the average smoker decreases from 137 per 100,000 people to 72, and after 10 years to 12 (which is almost the rate for non-smokers)

After 10 years, all pre-cancerous cells have been replaced and other cancers, such as those of the mouth, throat, bladder, kidney and cervix, are decreased as well

So, in conclusion, you will notice some immediate benefits of stopping smoking. If you wish to stop smoking, then we recommend you attend Derbyshire County PCT's Stop Smoking Service, called **Smoke Free**. They can give you local support, advice and issue treatment as necessary. Call them now on 0800 0852299 or visit <http://www.derbyshirecountystopsmokingservice.nhs.uk> (all typed on one line) for more information and tell them that Ivy Grove Surgery sent you! Happy New Year!



ivy grove
surgery

Dr Rowan Langton introduces herself to the practice



Hello, my name is Dr Langton and I am the new GP replacing Dr Jones. We had a short period of transfer with me joining Ivy Grove in early January. The first week introduced me to real Derbyshire snow - getting stuck between Codnor and Riddings on my second day whilst out on visits. Luckily a kind couple came out of their warm home to push me out the snow drift. I am very grateful to them – the next step would have been ringing Dr Jones to rescue me in his Landrover. Not a good start I felt. Fortunately the weather is warming up, and you'll find me tucked away in a sunny corner – room 14, opposite Dr Horton.

My medical school was Sheffield, a city where I first discovered the Peak District. Following graduation and house officer posts I lived in Derby for 3 years working at the old Derby Royal Infirmary on various surgical wards, also Accident and Emergency. I met my future husband – Steve, during this time, and we moved up to Sheffield together for me to complete General Practice training. He is originally from Belper however, so always planned to return and settle in Amber Valley.

I like Ivy Grove as it combines an attractive modern building and organised approach to community health whilst maintaining the highest standards in our 'business of caring' – put so well by my predecessor Dr Martin Jones. I look forward to meeting you over the coming months and years.

Please join us in welcoming Rowan to Ivy Grove Surgery

citizens advice bureau

Every year many people do not claim benefits and tax credits which they are entitled to. More than £10.5 billion of means tested benefits and £6.2 billion of tax credits remain unpaid each year*.

Citizens Advice are spearheading a campaign to improve the take-up of welfare benefits and tax credits and have written to the Secretary of State for Works and Pensions, Yvette Cooper, saying more needs to be done to ensure that money earmarked for children, families and pensioners in greatest need reaches those for whom it is intended.

Latest official figures* show that:

- as many as four out of five low paid workers without children miss out on tax credits worth at least £38 per week
- as many as half of all working households entitled to housing benefit (worth an average of £37.60 per week) do not claim it – that's up to half a million households.

The benefits and tax credits system is extremely complicated and the reasons people don't claim what they are due are complex and varied. This ranges from simply not knowing about the benefit concerned, to being put off by what can seem a very daunting process, to feeling that the amount they gain will be negligible.

£billions of benefits & tax credits remain unpaid

Citizens Advice Bureau can provide advice on benefit entitlement and the claiming process. We can carry out a benefit check to ensure you are claiming the correct benefits, receiving everything you are entitled to and assist with the completion of claim forms. We can also provide advice on challenging decisions and the appeal process.

*source DWP: Income Related Benefits Estimates of Take-Up in 2007-08, HMRC: Child Tax Credit and Working Tax Credit Take-up Rates 2006-07

Welfare Benefits and Tax Credits

Richard Crowther from the Citizens Advice Bureau writes about unclaimed benefits

If you would like a free, confidential and independent benefit check please make an appointment at reception to see our adviser at the surgery. Advice sessions are held every Friday between 9.00am – 12.00pm.

The Citizens Advice service helps people resolve their money, legal and other problems by providing information and advice, and by influencing policymakers.

Advice provided by the Citizens Advice service is free, independent, confidential, and impartial, and available to everyone regardless of race, sex, disability, sexuality or nationality

ERRATUM

Last issue's newsletter had an error in the Citizen's Advice Bureau article on the application criteria for Debt Relief Orders. The sentence 'The gross value of your assets is £300 or less (vehicles worth under £1,000 are ignored when assets are valued) - so you will not qualify if you are a homeowner' should have read 'The gross value of your assets is £300 or less (vehicles worth under £1000 are ignored when assets are valued) - so you **are unlikely to** qualify if you are a homeowner'. Apologies for any misunderstanding this error may have caused.



DR JONES RETIRES FROM IVY GROVE

Dr Jones, our senior partner retired last month. Here we present his address to you.

“When I came to Ripley as a young GP with my wife and family in 1977 I was immediately impressed by the friendliness of the people of the town and the speed with which we were welcomed into the local community. This hasn't changed at all over the thirty-three years and I feel that many of you have become friends as I have come to know you and your families through several generations, from birth through to old age.

Of course things were very different in the 1970's, mobile phones hadn't been invented then, many people didn't even possess a telephone at all, so communication was much slower than it is now. Many people didn't have their own transport and travelled by bus. And there were no computers, difficult to imagine now, but without the capability of the computer to process information, medical care in the 1970s was still much more directed towards treating illness than preventing it.

When I first came to the practice I stepped into the shoes of Dr Ross Thomson, who had in his turn taken over from his father in the practice, and both were well loved and respected by their patients.

Within a year of my joining the practice Dr Ross retired, and my wish has always been to end my career enjoying the same degree of affection from my patients as they had deservedly enjoyed. I hope as I now retire from medical practice that I will have achieved that aim.

“ I will miss the daily contact I have enjoyed with my patients ”

I know that, as I leave, the thing I will miss most is the daily contact I have enjoyed with my patients, either in surgery or visiting them at home; that has been the part of my work which has always given me the greatest satisfaction and pleasure.

I thank you all for the words of encouragement you have given me during the last few months since I announced my retirement, and as many of you will know I do not intend to sit on my laurels, but will continue and expand my work as a reader (lay preacher) in the Church of England and will also be able to spend a more time with my family and indulging some of my hobbies (golf, walking, gardening, music).

I've been fortunate during my working life to have the support of excellent colleagues and staff. During 33 years I've seen Ivy Grove Surgery develop from three doctors and about as many staff practising from a Victorian house, to where it is now with seven doctors, a staff of over thirty (employed and attached), working in a purpose built surgery and I am happy that I am now leaving behind a team at Ivy Grove Surgery who are well equipped to take the practice on into the 21st century to meet the challenges of continuing change in Primary Care and I wish them and all of you well.”

We wish Dr Jones all the best on his well-earned retirement.

JOHN SEDDON'S RETIREMENT

John, our practice counsellor also retired recently. Here we have a personal message from him.

“I have worked as a practice counsellor with the team at Ivy Grove Surgery since January 1993. That seems a long time ago and a realistic estimate would be that I have worked with at least a thousand patients during this period.

People have come with all sorts of difficulties and their ages range from 16 to 85.

I know that many have been helped through counselling with me and I would like to say a big “thank you” to all the clients who have worked with me.

I also realise that there are others who did not find it helpful. To you, I would like to say that I am sorry that my skills were not sufficient for you and hope that you found appropriate help elsewhere.

I can honestly say that being a counsellor in Ivy Grove has been a very interesting and stimulating period in my life. It has also been an important time and I am aware that I have learned a lot during the process. Perhaps the most important thing is how much there is still to learn.

It is significant that, after this experience, I will be leaving the practice with a lot of regrets.

I will miss working with clients, and I will also miss working with my colleagues. Receptionists, admin staff, nurses and doctors have all played their part in caring both for patients and for me. They have made my job much easier and I have always felt included as part of the team.

Thank you to all who have worked with me as clients and as colleagues. It has been a great privilege to have been with you.”

Thank you to you too, John, for your invaluable service through the years. Your contribution to the team and to patient care will be sorely missed.



MULTIPLE PROBLEMS

Please bear in mind that if you come to your appointment with multiple problems, the doctor may decide to deal with only those issues that are causing you the most concern and/or ask that you book a further appointment to discuss your other issues with you. As doctors, we will always try to address your problems, but we also have a duty not to keep other patients waiting excessively. If you know your problem is going to take a long time, feel free to book a double appointment with your GP.

Sick note requests

• Getting a note for your operation or clinic appointment

If you are likely to need a sick note when you come out of hospital, please ask the doctor treating you in hospital to provide you with one **before you leave**. The duty to provide a sick note rests with the doctor who has clinical responsibility for the patient at the time.

Under Department of Work and Pensions regulations, hospitals are required to provide all certificates for social security and Statutory Sick Pay purposes and doctors' statements for both in-patients and outpatients who are incapable of work. This means that consultants and junior doctors in hospitals have a legal duty to provide you with a sick note if you need one. **If you need a sick note, please don't leave hospital without it!**

Thousands of appointments and telephone calls with GPs are taken up each year by patients requesting sick notes when, quite simply, sick notes could have been issued by the doctors providing hospital treatment at the time. Please help us to keep our appointments free for patients who have a clinical need, rather than for administrative paperwork that could have easily been dealt with at the end of your hospital stay.

If you have trouble getting a sick note from the hospital, please ring the PALS (Patient Advice Liaison Service) team for Derby Hospitals NHS Foundation Trust on 0800 7837691 for further help. Ask for a leaflet from reception for more information.

Should you have any comments, complaints or compliments about the service you have received from the practice please ask to speak to our practice manager, Mrs Charmagne Stephenson or write to us at the address below.
Contributions and letters to the newsletter are very welcome. Please address correspondence to the address below.
Edited by Dr M. Wong.



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surgery

Ivy Grove Surgery
Steeple Drive
Ripley
Derbyshire
DE5 3TH
01773 514130

www.ivygrove.org.uk

EMERGENCY APPOINTMENTS

Every day we offer a number of quick emergency appointments, otherwise known as 'extras'. These appointments are provided on the basis of clinical need and are not provided for convenience.

They are for urgent clinical problems that **cannot possibly wait until the next working day**. They may also be used for long term conditions that have suddenly or rapidly deteriorated. If you need such an appointment, and we still have some free, you will be offered one with the next available doctor, whomever that may be.

Please bear in mind that as these are 'extras', you will be seen at the end of normal routine surgery and you may well have to wait to be seen.

Dr Aspinall's Proud Moment

• Son of a former senior partners collects MBE

You may recall reading in an earlier issue that Dr Aspinall's son, Philip, was awarded the MBE for services to the community in the British Virgin Islands. Philip went to collect his award a few months ago, accompanied by his very proud parents. Many congratulations!



Dr Jack Aspinall, son Philip and wife Sonia at Buckingham Palace, and the medal!

Website News

Visit www.ivygrove.org.uk for the latest news at Ivy Grove. Here you will find information on our services, recent news and an electronic version of our practice booklet. You can also request repeat prescriptions online. This newsletter is available online.

NEXT ISSUE

Next issue we hope to bring you some feedback on our in-house Anticoagulation service and we may start a series of clinical articles.

We are still awaiting much needed feedback about this newsletter and we would love to feature your news and ideas. Please feel free to write in with your questions on our services and we will answer them for the benefit of other patients.

REMINDER

We will be closed on Good Friday and Easter Monday (April 2nd and April 5th). Don't forget to hand in your repeat prescriptions slips in good time!