

EXPANSION



The Building Works Are Complete

After almost a full year of building works the extensions are now completed although some items are still being worked on. In addition to new rooms built there have been some external improvements which include new signage, enhanced car park markings, a new canopy and some replanting of shrubs.

Because the building has increased in size, and to help with directions, we have given names to each of the wings. These are Ashton, Middleton and Somerford.

These were chosen based on local history. We discovered that after the Norman invasion, and up to the late 13th Century, the De Cahaines family held the manor as well as others in the country including Ashton Keynes, Somerford Keynes and Horsted Keynes. During this time this village became known as Middleton de Keynes eventually shorted to Milton Keynes.

We felt that using Ashton, Middleton and Somerford for our wing names enhanced our feeling of being part of the local community.

If you have been into the building you will have noticed that our waiting room has been expanded and now has two distinct areas. If you have an appointment with one of our urgent care team we would encourage you to sit in the new section.

Now that all the fencing has been removed the bicycle racks are once again available for your use.

Urgent Care Team

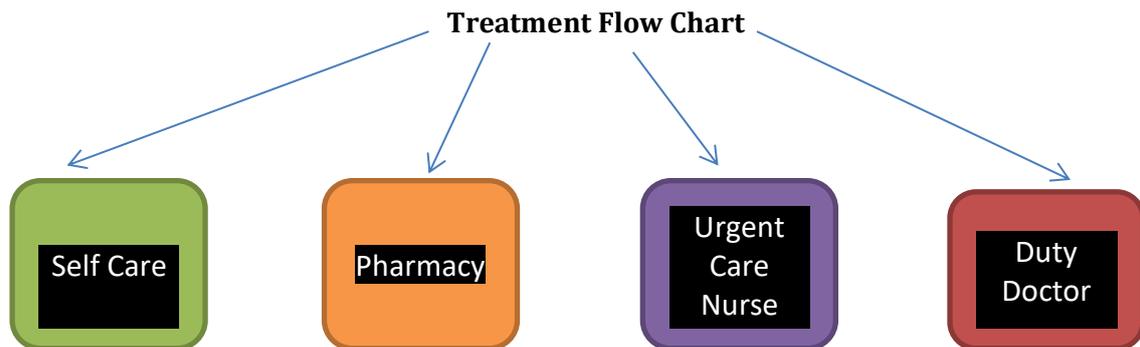
Along with our new facilities we have increased our Urgent Care Team. The nurse have additional training to enable them to deal with a variety of ailments and they can prescribe where necessary. They have daily availability and can refer to the duty doctor if needed. All requests for “on the day” appointments will be directed to the Urgent Care Team in the first instance.

In order to book appointments appropriately you will be asked some questions by our trained Care Navigators including:

- How long have you had the problem?
- Are you taking any medication or pain relief?
- Have you been seen recently in the practice for the same condition?

The answers to these questions will enable them to book you with the most appropriate person.

Some conditions are “self-limiting” needing no medical input. Advice from a pharmacist can help with obtaining the best “over the counter” remedies.



Our urgent care team currently consists of :

- 📄 Mel Sumner
- 📄 Anne Eagling
- 📄 Duty Doctor



Retirement

After a prolonged absence Dr Whyte has decided to retire from the Practice on 31st January 2019.

She joined us a partner in July 2003. As well as being a full time GP Partner she has contributed towards local healthcare by being an active member of the Local Medical Committee (LMC). These doctors support local GPs and Practices in sustainability and delivery of local services. Dr Whyte also worked closely with Milton Keynes Clinical Commissioning Group (MKCCG) towards supporting patients who require procedures not available by the conventional route.

We all wish her well for the future in whatever path she chooses next.

Patients currently registered with Dr Whyte will be cared for by the remaining GPs. Whilst we appreciate you may have a specific GP you would wish to be transferred to, we need to create a safe balance of numbers for each of the remaining partners. We will endeavour to address any specific requests however we may not be able to accommodate all of them.

You will be notified of your new registered GP in due course.



<https://www.ageuk.org.uk/miltonkeynes/our-services/live-life-milton-keynes/>

Live Life is a community referral service that can help to improve day to day life for people of Milton Keynes.

The service offers social, emotional and practical help to people who might be feeling lonely or anxious. Are you spending too much time on your own or maybe feeling a bit low because you struggle with life's daily challenges?

If you need some help to improve your everyday living this service has a friendly team of experienced staff ready to listen, talk things through and help you with any worries you may have.

How can I access this service?

Leaflets are available in the Practice or you can speak to a member of staff or medical professional. You will need to tell them you are interested in the Live Life Milton Keynes service.

You can also contact them directly, on 01908 973720

Staff Training Dates

The practice will be closed to patients on the following afternoons for staff training. If you require medical attention during this time please contact 111 or visit the Walk in Centre based at Milton Keynes Hospital.

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| ▪ Thursday 24 th January 2019 | Health & Safety |
| ▪ Wednesday 20 th February 2019 | Chaperone training & Equality & Diversity |
| ▪ Thursday 21 st March 2019 | Infection prevention & control |
| ▪ Wednesday 10 th April 2019 | e-learning platform - various modules |
| ▪ Thursday 23 rd May 2019 | Child protection & Safeguarding Adults |
| ▪ Wednesday 19 th June 2019 | TBA |
| ▪ Thursday 18 th July 2019 | TBA |
| ▪ Wednesday 19 th September 2019 | CPR Basi Life Support |
| ▪ Thursday 17 th October 2019 | Good record keeping & Telephone skills |
| ▪ Wednesday 20 th November 2019 | TBA |
| ▪ Thursday 23 rd January 2020 | TBA |
| ▪ Wednesday 19 th February 2020 | TBA |
| ▪ Thursday 19 th March 2020 | TBA |



PPG

Patient Participation Group

If you would like to join our PPG then simply come along to a meeting. We would love to see you. If you cannot get to a meeting why not sign up to our Patient Reference Group where we will keep in contact via email. If you would like to leave your details with the reception staff you will be added to the practice contact list and receive copies of the agendas and minutes of the meetings.

Meetings are held monthly and details are available from reception.

Are you interested in helping set up or participating in social interaction such as a walking group, afternoon tea event, dance group etc? If so we would love to meet you so we can discuss this in more detail.

Anne Falcus



Manager's Blog

The last 12 months have flown by!!

As you have read earlier in this newsletter the last year has been busy with the building works. We would like to thank you all for your patience and understanding whilst this has been taking place.

Our next task is to look at what additional services can be provided in the practice. This has already started with the introduction of clinics run by a community mental health nurse enabling patients to access their service quicker and locally. Alongside this we also have the services of a dementia specialist nurse and there are discussions regarding Citizens Advice Bureau staff holding sessions here.

As always we look forward to your comments. Friends & Family cards are available in reception and you are all invited to attend the PPG in person if you wish.

Mrs Kim Foy-Olowu (Practice Manager)

CARING FOR OTHERS

Are you caring for someone?

If you are looking after someone at home, providing them with support, you may not consider yourself to be a carer. You may be missing out on services such as benefits, NHS flu vaccinations and other types of assistance.

We understand that not everyone sees themselves as a carer, especially when looking after loved ones where home support comes naturally. We would like to support you by introducing you to some information and people in a similar position.

If you would like some additional help, and give us your permission to record you as a carer, we will be able to refer you to Carers MK.

Please complete the attached slip and hand it to reception. You can also ask to speak to Helen who is the practice carers champion.

Please hand this form into reception

I am a Carer

The person I care for is _____

Your Name: _____

Your Date of Birth: _____

Please arrange for me to speak to Helen.

Please tick if required

Please refer me to Carers MK.

Please tick if required

We are here to help you.