



Frithwood Surgery

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FRITHWOOD SURGERY PPG NEWSLETTER

SUMMER 2022

Learn how to use a defibrillator – save a life!



Learn how to use a defibrillator and deliver CPR at a special training course on June 22.

The session, which is being held at Frithwood Surgery at 7.30pm, is designed to equip people in the community with the knowledge they might need to save a life.

There is no charge for the training course, which is the first of a series being funded by Frithwood Surgery Patients' Participation Group.

Cardiac arrest can happen to anybody at any time for a multitude of reasons. There's a 97% risk of death from cardiac arrest if treatment is not delivered quickly. Giving correct and rapid CPR (chest compressions) and using a defibrillator in good time can increase survival rates to around 70%.

Every second counts in such situations, but in our GL6 postcode area only 34% of life-threatening 999 calls are reached in under eight minutes. Equipping ourselves with the knowledge of what to do could save a life. Sign up for this training session by typing <https://bit.ly/frithwood> into your browser.

Unprecedented demand at Frithwood Surgery



The team at Frithwood is committed to ensuring the best healthcare for patients, but right now they're experiencing an unprecedented demand, says Practice Manager **Clive Fenney**.

"My dad used to say 'you can't fit a quart in a pint pot', a phrase that's often come to me over the last six months while we've been working hard to try and meet the unprecedented demand for appointments.

There has been a significant increase in demand for healthcare services post-COVID, with many patients now approaching the surgery with ailments that they did not want to 'trouble us with' during the pandemic. At the same time, it's well known the UK population is generally getting older and living with more chronic illnesses.

Political arguments rumble on regarding long term funding, but as things stand we're striving to be proactive in doing everything we can to look after our patients.

The British Medical Association recommends offering 72 GP appointments per week per 1000 patients: we normally offer around 125. From time to time, however, we still struggle to meet demand.

There are now more GP appointments available here than ever before, and we make use of other healthcare professionals to meet our patients' needs, including paramedics, social prescribers, a physiotherapist, a frailty nurse and a young people's mental health counsellor. We have recruited specialist nurses, together with pharmacists able to deal with medication enquiries and conditions such as hypertension.

Our reception team do a fantastic job in what is a tough role. When they ask you about your ailment, they simply want to make sure you're directed towards the most appropriate and timely care. Frithwood normally receives between 900-1000 calls per week and most calls are answered promptly. We apologise if you occasionally have a short wait.

Despite all we're doing, there are times when we get things wrong. We try to avoid asking patients to 'ring back tomorrow at 8am' or 'later at 1.30pm'. Additional appointments are indeed held back each day for emergencies, urgent care and end-of-life patients, and balancing these with more "routine" appointments can be tricky. We apologise if you have had issues with appointments during the last 6 months.

We continue to look at the best ways to offer appointments and hope to offer patients the choice of a telephone call or face to face very soon.

Whilst we probably won't be able to perfectly fit our quart in the pint pot, we are systematically and strategically trying to do so as a priority – even if we do spill some along the way."

What Frithwood is doing

- Despite the national GP shortage, we've recruited another new doctor this year.
- We currently have seven doctors. They often work from early morning until late evening. As well as seeing patients and making home visits, they do 'paperwork', which includes prescriptions, blood result monitoring, letters/emails, referrals, meetings with hospital colleagues, medical guidance updates.
- Our GPs have extra sessions on Saturday mornings or during weekday evenings and the admin team constantly analyses their work day to minimise admin tasks that others can carry out, so the GPs' focus is purely on patient care.

Food for thought

- The busiest time for receptionists is between 8am and 9am on Monday mornings.
- Frithwood Surgery has almost 6,900 patients, although the 'Carr-Hill' formula calculates the practice's 'weighted' list size as around 6,350.
- Clive Fenney welcomes feedback about the practice, both positive and negative.

Frithwood Face



Name: *Helena Parker*

Job: *Deputy Practice Manager*

What I do: *Work alongside our Practice Manager to oversee the day to day running of the practice*

Why my work is important:

Healthcare plays such a significant role in people's lives. I am really proud to work in a role that supports our team to provide the best possible care for our patients.

Top health advice: *Find a form of exercise that you enjoy and make time for it regularly.*

Most frequent thing you

hear: *"Could you have a quick look at this printer..."*

Favourite way to exercise:

Walking, swing dancing and (in summer) swimming

When I'm not working: *I'm*

teaching myself to sew, working through my collection of unread books or exploring Gloucestershire, as I have just moved here from Bristol.

Most surprising fact about me: *I*

have taken lessons in silversmithing and made some of my own jewellery

Favourite sport: *Rugby. Although I don't really play sports myself I am very excited to have tickets to see an England rugby match!*

Favourite music: *This changes day to day although I think Nat King Cole has always been a favourite of mine.*

Health walks – come and join us!

The Frithwood Surgery PPG Health Walks have been on hold during the pandemic.

Happily these will recommence on August 3 and be held every two weeks thereafter, starting at 2pm.

The walk is a 1.5mile circuit through Frithwood and Bussage and is mainly flat. The walk is intended for those who, for whatever reason, may have limited mobility but anyone who wants to exercise and have some company is more than welcome. At the end of the walk there is a cup of tea and a chat.

Do you care?

Gloucestershire Carers' Hub is available to everybody who supports another person to stay safe and well.

The organisation is on hand to help with all sorts of problems, from the failure of internet shopping deliveries to simply feeling fed up, and provides advice on issues such as benefits, finances and schooling. All carers have to do is call the hub's helpline on 0300 111 9000.

Among the services provided by Gloucestershire Carers' Hub is the 'Carers' Emergency Team'.

It exists to help carers if something happens, such as illness, causing the care that's usually provided to break down.

While a lot of carers have informal contingency plans, the Carers Emergency Team provides somebody to contact in case of an emergency."

Gloucestershire Carers' Hub is more important than ever, with one in six people now caring for others.

Living Well

Help and advice for people with early stage dementia are available through the Living Well Programme, offered by the Managing Memory Together Team at the Gloucestershire Health and Care NHS Foundation Trust .

These online sessions are delivered using Zoom, and those attending can invite somebody to join them. Support is available to help participants who aren't confidence using a computer.

The sessions look at how dementia affects people, its causes and treatment, and the support that's available. It also encourages participants to learn about the benefits of keeping busy.

Find out about future courses and book places by calling 0800 694 8800 or emailing managingmemory@ghc.nhs.uk.

100 Club

Don't forget to sign up for the next Frithwood Surgery 100 Club this autumn to help raise money for equipment for the practice.