



Frithwood Surgery

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FRITHWOOD SURGERY PPG NEWSLETTER

AUTUMN 2022

Covid and flu vaccinations

The new vaccine fridge funded by Frithwood Patients Participation Group has enabled the medical team to make an early start on delivering flu and Covid 19 jabs.

Eligible patients have been coming for their vaccinations since mid-September, with most receiving 'one in each arm'.

Most of the vaccinations are being given on Saturdays, and there are midweek sessions too.

As directed by the Joint Committee for Vaccinations and Immunisations, priority has been given to those over 65 and adults aged 16 to 64 who are in a clinical risk group.

They are being followed by all adults aged 50 to 64, who are expected to be contacted to attend the surgery for their jabs from mid-October.



Be part of the 100 Club Lottery Draw

Frithwood's Patients Participation Group has launched its 100 Club Lottery Draw for 2023.

A new clinical room, a village emergency response telephone service and training to enable more members of our communities to perform CPR and use a defibrillator are just some of the schemes the fundraising will cover.

Membership is £24, payable annually, with participants standing a chance of winning a share of an estimated £300 prize pot, drawn quarterly.

Along with the invitation to join the 100 Club Lottery Draw, donations from Frithwood patients are also welcomed. Find out more:

<https://bit.ly/frithwoodfundraising>.

Frithwood is 'good' says patients

Eighty per cent of Frithwood patients approached to take part in the annual GP Patient Survey rated their experience of the practice as "good".

The figure compared closely with the average of 81% for Gloucestershire and was higher than the 72% nationally.

Meanwhile 89% said found it easy to get through to the practice using the telephone, which was higher than the Gloucestershire average of 69% and the 52% nationally.

The GP Patient Survey gathered the opinions of 119, or 1.5%, of Frithwood's 7,000-strong patient population, which, while a small number, did provide some degree of measurement of its performance, said practice manager Clive Fenney.

He was particularly pleased that patients had expressed their satisfaction over the ease of getting through to members of staff, which has been a particular focus over recent months.

"We've done a lot of hard work on telephones, making sure they're answered quickly," he explained.

"We have undertaken incoming calls analysis, which means we can pretty much predict how many calls we will get at any time during the week and make sure there are enough people available to answer the phone at the busiest times, such as first thing on a Monday morning.

"Here at Frithwood we get about 1,000 calls every week."

The survey found that 92% of Frithwood patients found the reception team to be helpful, which was higher than the national average of 82% and the 89% for Gloucestershire.

"We are very lucky to have an experienced team that's very well led by Karen Steele," said Clive. "Being on reception is one of the most demanding jobs at the practice and our team is outstanding and dedicated to our patients."

Some 64% of patients said they were offered a choice of appointments and 73% said they were satisfied with the appointment they were offered, which was one per cent higher than the national average but a figure that Clive and the team want to increase further.

"It comes back to making sure that we're offering every alternative to patients," he said. "Sometimes it's better to see a pharmacist, nurse or physiotherapist than a GP; we have so many members of our team who are specialists in what they do.

"Our reception team is trained to ask the right questions to direct patients to the most appropriate and timely care."

Other key findings of the survey included:

- 67% described their experience of making an appointment as good compared with 56% nationally. [Continued next page](#)



Frithwood Face

Name: Sej Patel

Job: Clinical Pharmacist

What I do: I work directly with patients as part of the GP team. I deal with medication-related queries and advise those on multiple medicines and who have long-term conditions.

Why my work is important: The best thing about working in healthcare is helping people every single day, whilst making a positive impact on their life.

Top health advice: Exercise regularly, keep hydrated...and smile!

Most frequent thing you hear: "Sej, you can have as many biscuits as you like.. you're young!"

Favourite way to exercise: swimming and long walks

When I'm not working: I enjoy socialising with my friends and reading

Most surprising fact about me: I do Bollywood dancing

Favourite sport: Cricket.

Although I don't play it myself, I enjoy having tickets and watching it with my dad

Favourite pop group: The Spice Girls.

Annual GP Patient Survey (cont)

- 89% said the health care professional they saw was good at giving them enough time compared with 84% nationally.

The GP Patient Survey is just one way that people using Frithwood can register their opinion over the service they receive. Others include the 'Friends and Family Test' and leaving a review on NHS.uk. Alternatively, patients can simply pass on their comments, good or bad, to Clive and his team or to members of the Frithwood Patient Participation Group.

"We welcome feedback, whether it's positive or constructive criticism," he said. "If people don't tell us what works for them, we won't know what to keep doing.

"Being told we're doing a good job gives us a real boost, but equally we want to rectify any issues that arise.

"The team at Frithwood will always do whatever they can to help our patients."

Facebook Friends

Keep up to date with the latest news and information from Frithwood Surgery through its Facebook page at: <https://www.facebook.com/FrithwoodSurgery>. The Frithwood Patients' Participation Group has a Facebook page at: <https://www.facebook.com/FrithwoodPPG/> and a Facebook Group at: <https://www.facebook.com/groups/frithwoodppg>.



Health Walks Return

Frithwood Surgery PPG's health walks have returned.

The walks are held every two weeks on a Wednesday, with the next one due to take place from Frithwood Surgery from 2pm on October 12.

The 1.5 mile route followed by the walk is mainly flat. It is designed to cater for patients for restricted mobility for any reason, although any patients who want to get out and about and make some new friends are welcome.

Walkers finish off with a cup of tea and a chat at the Chalford Parish Council Rooms.

Smile with Amazon

Did you know that you can help Frithwood PPG with its fundraising efforts by signing up for Amazon Smile?

To sign up, simply visit:

<https://www.aboutamazon.com/news/community/how-to-sign-up-for-amazonsmile>

New Village Emergency Response Telephone System

Sadly, untreated cardiac arrests result in death in 97% of cases. These can happen to anyone at any time for a multitude of reasons. However, with correct and rapid CPR (chest compressions) and the timely use of a defibrillator, survival rates increase to approximately 70%.

Every second counts in this situation, yet in our GL6 postcode area only 34% of life-threatening 999 calls are reached in under eight minutes. The average response time is over nine minutes, and this is too long and too late for most people.

To help save lives, Frithwood Surgery Patients Participation group has decided to fund and run a community cardiac arrest Emergency Response Telephone Line. Trained volunteers will fetch and deploy defibrillators in an emergency situation saving crucial minutes when a community member is in need of resuscitation.

We also plan to be fund further training and awareness sessions in 2022/2023 so more our community can respond effectively if someone they are with requires resuscitation. You'll be trained on how to perform CPR and learn about the defibrillators in our community.

If you would like to become a volunteer for the Emergency Response Telephone System, or would like to attend a free, CPR Training and awareness session, please register at <https://bit.ly/frithwood>

Number 10

A store room is being transformed to create an additional treatment room at Frithwood Surgery.

The work, some of which is to be funded by the Patients Participation Group, will provide an extra room for the use of trainee GP registrars and nurses, along with pharmacists, physiotherapists and social prescribers.

The room, known as Number 10, will contain an examination bed and light, along with a sink and good ventilation.

“Every inch of space counts at a GP Practice and we’re delighted that our new Number 10 treatment room will soon be a reality,” says lead GP partner Dr Will Natrass. “Much of the funding for this facility is to come from PPG fundraising, such as the annual 100 Club Lottery Draw.”

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 confident 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.

New research on vegetarian diets

New research from scientists at Leeds University has pointed to vegetarian women being more susceptible to hip fractures as they age, reports The Times.

“Our study highlights potential concerns regarding risk of hip fracture in vegetarian women,” a spokesman said.

“However, it is not warning people to abandon vegetarian diets. As with any diet, it is important to understand personal circumstances and what nutrients are needed for a balanced healthy lifestyle.”



Call for carers to register with hub

If you look after a partner, relative or friend who is disabled or ill due to physical or mental health, you are a Carer, even if you don’t think of yourself as one.

Maybe you do some or all of the following:

- Cooking
- Popping in to check they are ok
- Taking them to appointments
- Collecting their prescriptions
- Supporting with their daily care or emotional needs
- Helping prepare medication

Whatever you do for that person, it means they are reliant on the support which you give them. At Gloucestershire Carers Hub, our services are there for anyone who is caring or supporting another.

It doesn’t matter how many hours you care for or how long you may be needed to support someone for, you can still register, for free, to access our person-centred support.

Our experienced and friendly local team are here for you to ensure you have the support, information and time to think about you.

If you register with the Carers Hub you will have access to free information, guidance and support to empower you in your caring role. This could help you to meet other Carers and to interact with others in a safe space.

Find out more:

<https://www.gloucestershire.gov.uk/education-and-learning/families-in-partnership-newsletters/families-in-partnership-newsletter-august-2022/gloucestershire-carers-hub/>