



January/February

2020

# Bourn Surgery Newsletter

[www.bournsurgery.nhs.uk](http://www.bournsurgery.nhs.uk)

## **Newsletter in Electronic form:**

In an effort to ensure we reach as many of our patients as possible, and in order to try and be more environmentally-friendly, we would like to be able to send you a copy of our bi-monthly newsletter by email. We need your permission to do this, even if we already have an email address for you on record. If you would like to receive this newsletter automatically by email, please let Reception know so we can confirm your email address and consent.

## **Home Visits:**

Many of you may have seen the headlines in November about GPs voting to stop visiting patients at home. We have become aware that several of our patients were worried by this, and therefore wanted to give you a little bit of background and reassurance.

The meeting in November was a national GP Conference. Dr Frame was present at the Conference, as part of the delegation representing Cambridgeshire and Peterborough GPs, and spoke in the debate on home visiting. As so often happens, the tabloid headlines did not do justice to the long and passionate debate. What was very clear was that the vast majority of GPs do NOT want to stop doing home visits, but as home visiting can be very time-consuming, there was a feeling that in the current climate of intense strain on GP services, home visiting may not be able to be safely offered. Dr Frame spoke in favour of maintaining home visits despite the pressures on our time. The vote taken at the end of the debate reflected the feeling of immense pressure the GP profession is under, rather than any real move to stop home visits.

This vote does not make any changes as yet to the day-to-day life of Bourn Surgery. We will still offer home visiting to those of our patients who are genuinely housebound and unable to get to the Surgery by any means. Our Surgery covers an area of 120 square miles, and therefore you can appreciate that home visiting, while for some genuinely essential, is not an efficient use of time. We therefore rely on the goodwill of friends and family to help bring relatives to the Surgery, in order that we are able to visit those who genuinely need it. Home visits are a service that we will continue to offer in order to care for our most vulnerable and needy patients.

Home visit requests must be made by telephone to Reception before midday, and the need for the visit will be assessed by a GP.

## **Staffing update:**

We have said a temporary goodbye to our registrar, Dr Sophie Reiter, who has started her maternity leave. We wish her all the best and look forward to the safe arrival of her baby.

We will soon be wishing our phlebotomist Jodie a happy and healthy maternity leave, and will be having a temporary replacement phlebotomist until Jodie returns next year.

Our Reception team has been joined by Aimee Shaw who started with us at the beginning of January. We hope to welcome another new Receptionist and a new Dispenser in the next few months.

## **Patient Participation Group:**

As ever we are always on the lookout for patients who are willing to help us provide the best service possible for everyone. We run a virtual patient group, which we contact via email with surveys and questions in order to ensure we are meeting the needs of our patients. We would hugely appreciate any support with this, and if you would be happy to join our virtual group, please leave your email address with Reception.

## **NHS App:**

The NHS have recently launched the NHS App. This is a new, simple and secure way to access a range of NHS services on your smartphone or tablet. You can use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

The App is free, and available to anyone registered with a GP practice in the UK.

## **Bourn Surgery Now Recycles Inhalers:**

As part of our commitment to making the Surgery more environmentally-friendly we now recycle all inhalers. Please hand in all used or expired inhalers to your Dispensary.

- MDI Inhalers
- Powder Inhalers
- Recycled medical grade metals
- High quality medical grade plastics
- Environmentally friendly

### **Reception**

- **Mon-Fri:**  
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313

### **Dispensary**

- **Mon-Fri:** 8.30am-1pm,  
2pm-6pm

### **Out of Hours**

- 01954 719313 and listen to the automated message.