



Waterhouses Medical Practice Newsletter

ISSUE 13

Spring 09

What you think of us.....

Waterhouses Medical Practice

Waterfall Lane
Waterhouses
Stoke-on-Trent
ST10 3HY

Phone: 01538 308207

Fax: 01538 308653

Primary Care Centre

Hurstons Lane
Alton

Stoke-on-Trent
ST10 4AP

Phone: 01538 704220

Fax: 01538 703345

www.waterhouses.net

Surgery Times

Waterhouses surgery:

Monday: 8.30am-1.00pm, 2.00-8.00pm

Tuesday, Wednesday and
Friday

8.30am-1.00pm, 2.30pm-6.00pm

Thursday 8.30am-1.00pm

Alton surgery:

Monday-Friday 8.30am-12.30pm

Out-of-hours Emergency

Treatment

North Staffs Urgent Care
01782 719100

Minor Injuries, Leek Moorlands
Hospital

01538 487104 (8.00-20.00)

Repeat Prescriptions

Phone 308207 between 9.00am and
1.00pm

Fax: 01538 308653

Email:

prescriptions@waterhouses.net

"Do these forms do any good?" was a comment made by a patient on completion of this year's Patient Questionnaire which some of you very kindly completed during December and January. The answer to the question is "YES", the forms do some good in that we, the practice, are made aware of any problems or frustrations our patients have to deal with. It gives us the chance to put changes in place which will hopefully improve our service to you.

This year patients expressed general frustrations about the Practice not being open at weekends or evenings, travelling distance to the out-of-hours service, lack of appointments with our lady doctor and the phone lines being busy first thing in the morning.

Firstly, we are extending our opening hours; from 6th April we will be offering an evening surgery every **Monday from 6.30 till 8.00 pm**. Our out-of-hours service is managed by North Staffs Urgent Care (NSUC) which is based at Basford House in Stoke. However don't forget that there is an out-of-hours surgery at Leek Moorlands Hospital every Saturday and Sunday morning (10 am - 2 pm) run by NSUC which may be helpful to you.

Dr Dawn Moody was offered the post of GP with Special Interest in Elderly Care at Leek Moorlands Hospital, a service which she set up. As a result, Dr Moody reduced her commitment to the practice. However the practice arranged that her surgeries would be taken up by Dr Angris thus ensuring that the overall number of appointments in the practice remains the same. Dr Moody is now available at the surgery on a Thursday morning and all day Friday with an appointment system which ensures a rolling availability of both urgent and non-urgent appointments.

We apologise for any difficulties which you may have trying to get through on the telephone early in the morning. As you can appreciate our busiest period is between 8.00 and 10.00 am. We have two phone lines into the Waterhouses surgery to which the Receptionists respond as quickly and efficiently as is possible. Please remember that you can telephone our Alton surgery (01538 704220) from 8.30 onwards and the Receptionist there can make or cancel appointments and answer queries. If you find you are unable to get through at Waterhouses

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Dr Majid Artus

Drs Angris and Moody are pleased to announce that having worked in the practice for six months Dr Artus has now become a full partner.



⇒⇒⇒ What you think of us continued

then please try calling our Alton number.

We are happy to report that the vast majority of our patients are extremely happy with the service they are offered here. Comments such as "Good continuity of care and very personal attention from surgery staff" are music to our ears. New initiatives such as the ability to book appointments on-line seem to be appreciated by you. Patients comment that they are very impressed with the helpful reception and dispensary staff, the caring nature of the doctors and nurses and the general efficiency and professionalism of the practice.

We always like to hear from new patients: "After living in a different area for 20 years all the staff at Alton and Waterhouses are refreshing to deal with", "We are new to the practice but are very happy with our healthcare so far. I am very impressed and everyone is very friendly".

There were obviously some critical comments (thankfully very few) which we would like to address. One patient suggested that our doctors 'very rarely make home visit in any circumstances'. This is not true. Our doctors make home visits most days between and after their surgeries when clinically appropriate which obviously includes the elderly and terminally ill. The doctors also work closely with our Community Nursing team to visit our housebound patients when necessary.

Here are some of the comments we are especially

pleased and proud to share with you:

"Excellent service - hard to improve"

"The staff at both Waterhouses and Alton are very friendly and accommodating"

"Waterhouses is a lovely surgery with friendly staff"

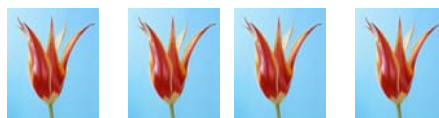
"The overall service is very good, from phoning for an appointment through to the receptionists and doctors, including all the staff"

"Just thank you for a terrific team"

We have taken all your comments into consideration and will endeavour to rectify any problems you encounter. The Practice is extremely pleased with the overall positive results of the survey and wish to take this opportunity to thank all of you who took part for your time and effort. All of our staff share in the outcome of this annual survey and their comments and input are taken into account when trying to improve our service to you. Without your help we would not know whether what we do here is appreciated or what could be improved.

Kate Robotham
Practice Manager

New evening surgery:
From Monday April 6th there will be appointments at Waterhouses from 6.30pm to 8.00pm.



The Rhyming Receptionist

Easter is nearly here,
Chocolate eggs abound.
Now I'm going to Slimming Club
I'm looking a little less round!

I haven't got a sweet tooth
But cheese is my big sin.
Something I'm having to do without
With my goal of being slim

I'm only four foot eleven
So some fat I had to lose.
Not my idea of heaven
Struggling to do my shoes.

I'm now finding it a bit better
But not following it to the letter,
Because when I pass the Chippy
I'd be in there in a jiffy.

Pizzas, kebabs and chips
No more pass my lips,
Except on a Saturday night
When I lose the will to fight!

I had my bloods done by Ann,
She jabbed at both my arms.
My veins went into hiding
But she found them with Welsh charm.

I'm pleased they were ok,
I appear to be quite normal.
I don't mind letting you know
As I like to be informal.

So, to all the readers and patients,
Beware of the chocolate eggs-
Don't be tempted to eat them
Eat fruit and salad instead!

Michelle Wilton





Waterhouses Community First Responders

Shop on-line and help your First Responders.

For those readers who use and appreciate the convenience of on-line shopping, you can now do so and help raise money for your Community First Responders at the same time. Go to our website: **www.waterhousesfirstresponders.org** and look for the 'Webshop' button (near the bottom left corner of the page) Clicking this will take you to the **Fundraising** page where there are links to three on-line shops.

The first, **Easy Fundraising**, is like an on-line shopping mall with over 600 high street and internet retailers to choose from, including many household brand names. When you shop using the links on our site up to **15%** from every purchase you make will be donated to Waterhouses Community First Responders. Click their banner to

go to the site.

Buy At (just below Easy Fundraising) is similar, but with fewer shops.

Finally, **Boilerjuice** is an on-line heating oil retailer.

In each case you **must always** visit the site(s) through our own website in order for us to get the discount, and with boilerjuice you must quote our account number **34829**.

The advantages of on-line shopping, particularly living where we do, are numerous.

- You don't have to drive to the shops or find & pay for parking when you get there.
- When shopping on-line, prices are often cheaper than the identical item in a merchant's high street shop (the donation they

give to us is NOT added to the price you pay, it's taken out of the normal cost).

- Goods are delivered to your door
- You can easily compare prices in different shops.

You will be helping our fundraising.

It does cost a lot to keep our ambulance on the road ready to respond to a call for help. We get generous support from a number of local sources and grant giving bodies, but everything helps.

If you've never tried internet shopping before, it is quite safe, so long as you follow a number of sensible precautions. There are links on the Fundraising page to a couple of advice sites relating to internet shopping.

Why not give it a try?

Wilson Young



Moorlands Community Minibus

What do you know about your community minibus?

Well, the Moorlands community minibus provides essential transport to rural areas for the elderly, disabled, and those with young families. In fact we provide the only transport for those who have no transport of their own, and for whom no public transport is accessible within the counties of Staffordshire, Derbyshire, and Cheshire.

However, did you know, that the minibus can be hired out, or used for social events at any time or any day? You don't have to be

elderly to make the most of your community minibus.

We do take patients to and from the surgery, but if you fancy going to Bakewell Market, or Ashbourne shopping, then give us a call.

We need to know what you would like the minibus to do for you; so we have put a suggestion box on the surgery counter in Waterhouses, where you can give us your thoughts and ideas on how the minibus could help you.

For any further information please contact Caroline Higton on 01538 308393.

Timetable

The community minibus visits the surgery every morning except Fridays.

Monday: 2nd Monday from Waterhouses, 4th Monday from Ipstones to Bakewell

Tuesday: Friendship club 2nd/4th week

Thursday afternoon: Ashbourne

Friday: 2nd/4th week Luncheon Club at Waterhouses Bungalow

NEW CO-ORDINATOR

The Minibus and car-sharing service has a new co-ordinator.

Please contact **Clare Cooper** on
07964 297850

Easter Holiday

The surgery will be closed from 1.00pm on Thursday April 9th till 8.00am on Tuesday April 14th for the Easter holiday.

Please remember to order your repeat prescription early to make sure that you have your medication in time for the long weekend.



Take the first step
No Smoking day
Get help now
nosmokingday.org.uk

This newsletter will be issued quarterly, in March, June, September and December. If you have any comments or suggestions about the newsletter, or would like to contribute an article or information which would be of interest to other readers, please contact Clare Cooper at the surgery or email clare@waterhouses.net



There was never a better time to give up smoking

With the current economic downturn making us all count our pennies more carefully, isn't this a good time if you are a smoker to think about how much of your money is going up in smoke? If you smoke 20-30 cigarettes a day you could save more than £1000 in a year if you quit now. Smoking causes many health problems and costs a lot of money, it is becoming increasingly anti-social, and research shows that most smokers actually wish they had never started.

If you are a smoker and would like to stop, make an appointment to see Alison or Ann for help and advice. The first appointment is usually about 30 minutes, and then you will be seen in a ten minute appointment every two weeks at a time to suit you. Many smokers who have tried to quit in the past have failed without support, but there have been many successes here at the surgery - so go on, give it a go; if you are really determined you can do it!

Alison Hawley,
Practice Nurse



The Roy Castle "FagEnds" service is available at Waterhouses Community Bungalow every Wednesday, from 1.30 to 2.30pm. For information call 0800 1952131 Or visit www.northstaffordshire.nhs.uk

...And a success story

Gary Dumighan from Leek was smoking between 30 and 40 cigarettes a day in November of last year when he came to the surgery to see Alison Hawley. A part-time fire-fighter, Gary is planning a trip to Uganda this year with the Staffordshire Emergency Services Humanitarian Aid Association to do voluntary work for two weeks. He came to the surgery in November to get advice from Alison about jobs, and asked her for a general health check. He says "Alison scared me"! She pointed out to him the risks he was taking with his health by smoking; at the age of 43 and with four young daughters Gary realised that he wanted to be around in years to come. He decided to quit.

Gary had been smoking since he was 12. He had given up once, in 2005, but started again when he went back into education to train as a social worker in 2007. Mixing with younger students who smoked, and the stresses of his course lured Gary back into smoking, and his consumption gradually increased.

Alison prescribed Champix tablets for Gary which take away the craving for nicotine. After three months of treatment Gary is no longer on medication and has not smoked. He says he is saving at least £40 per week, and feels confident that this time he will definitely stay off the cigarettes for good.

And a startling fact from Gary: did you know that nationally someone dies every three days in a fire caused by cigarettes, and last year there were three fatal fires in Staffordshire caused by cigarettes? SO.....

Take the first step
No Smoking day