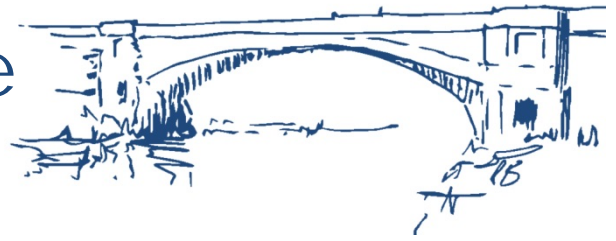


# The Alney Practice Newsletter



July 2018

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Welcome to our first newsletter as The Alney Practice. It has been an exciting and busy few weeks, and we are delighted that after months of preparation, the merger has now taken place and that Cheltenham Road Surgery and The College Yard & Highnam Surgery are now The Alney Practice.

Although we formally merged and became one practice on 1<sup>st</sup> April, it was only at the end of the month that our computer and telephone systems were integrated. As with so many projects involving changing IT systems, this process was not without problems. We have been working hard to resolve these and have been doing our best to get everything working again as it should. We would like to apologise to all our patients who were inconvenienced by the lack of bookable appointments and problems with our telephone systems. We have been doing all we can to resolve these issues.



Over Bridge from Alney Island, linking Cheltenham Road and Highnam

All patients registered with either of the practices have now been transferred to The Alney Practice.

Although we are now one practice, the work of integrating our processes will continue for some time. Please bear with us as we continue this process and please don't be put off if you still see our old names appearing in some communications.

## Opening times

Our reception is open daily from 08.30 to 13.00, and from 14.00 to 18.30.

The Gloucestershire Out Of Hours Service operates from 18.30 – 08.00 each night, and at weekends and bank holidays. If you need medical care during these times, they can be contacted by calling 111.

If you feel you need urgent medical attention between 08.00 and 08.30, or between 13.00 and 14.00, you can call the practice as usual. If you hold you will be put through to our 'emergency line'. Please note that this must only be used in situations that cannot wait until our reception is open again.

## Telephone access

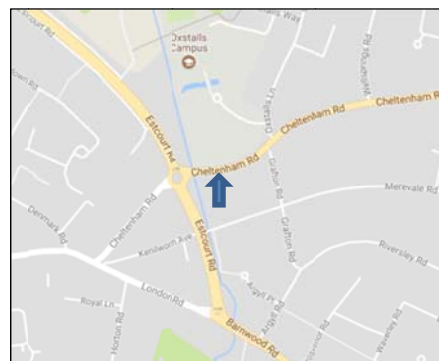
We have retained our old telephone numbers so these can still be used to contact the surgery. Our telephones are now linked so that if lines are busy, calls can be transferred between sites. This is one area that is not working as well as we had hoped and we are working with our phone provider to improve the situation.

## Appointments

Appointments can be booked at Cheltenham Road or Highnam according to preference and availability. In line with the agreement with Gloucestershire Clinical Commissioning Group, we have reduced the service we offer at College Yard and we ask that appointments there be used by patients who do not find it easy to travel to Cheltenham Road or Highnam

## Where we are:

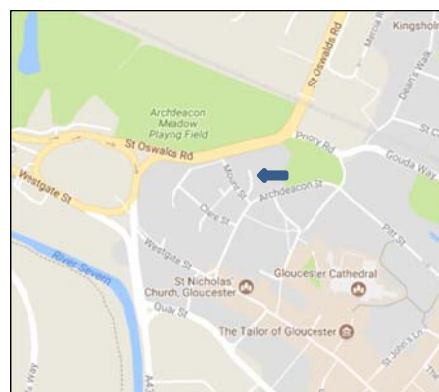
Cheltenham Road  
16 Cheltenham Road  
Gloucester  
GL2 0LS  
01452 533709



Highnam  
Lassington Lane  
Highnam  
GL2 8DH  
01452 529699



College Yard  
Mount Street  
Gloucester  
GL1 2RE



## Online access

Patients registered for online access can book appointments and request repeat prescriptions online. This is easy and convenient for patients and is also efficient for us at the practice, making it easier to process your request. To register for online access please complete a form available in the surgery or on our website.

## Repeat prescriptions

Repeat prescriptions can continue to be requested as previously. However, we would like to encourage anyone who currently sends us requests by email (to Cheltenham Road) to sign up for Online Access. As requests received in this way link straight into our clinical system, you can see exactly what is on your repeat list and the process of issuing prescriptions is much quicker for us in the surgery. The online access system also has the benefit of a level of security that most email providers do not have.

While we are not able to take prescription requests over the phone, the **Prescription Ordering Line**, a service run by Gloucestershire Clinical Commissioning Group, can. They are available between 09.00 and 17.00 Monday – Friday (excluding bank holidays) on **0300 421 1215**.

We also strongly recommend that, unless you collect your medication from the Highnam Dispensary, you nominate a pharmacy for your prescription to be sent to electronically. This helps to streamline the process by removing the need for you to come to the surgery

to collect your prescription to then take to the pharmacy, as it will be sent there automatically.

Please note that a new prescribing policy has been implemented by NHS Gloucestershire following guidelines issued by NHS England: a range of medicines that are available to buy over the counter from pharmacies and supermarkets will no longer be routinely prescribed by GP surgeries. These are medicines associated with a number of minor, short term conditions, which either get better by themselves or you can treat yourself. For more information, please see the attached. We are unfortunately not able to sell these items through our dispensary.

### **Highnam Dispensary**

Patients who before the merger were registered at Highnam were able to get their prescribed medication from the dispensary. This is not only convenient but also helps to support the practice. This is now also possible for patients previously registered with Cheltenham Road Surgery who live in the Highnam area. If you are not sure if you qualify, please call the practice to check.

### **The Doctors**

Dr Helen Miller

Formerly of College Yard and Highnam Surgery

Dr Miller qualified at St George's Hospital in London in 1984 and has a special interest in respiratory problems, women's health, musculoskeletal medicine and back pain.

Dr Michael Delhanty

Formerly of Cheltenham Road Surgery

Dr Delhanty joined the practice in 1999. He is a Trainer for Doctors on the GP training scheme who work at our practice. He has an interest in skin surgery, toenail surgery and joint/soft tissue injections. He has a special interest in occupational health.

Dr Liam Stanbury

Formerly of Cheltenham Road Surgery

Dr Stanbury joined the practice in 2013 after having been a registrar with us in 2009-2010. His special interests include child health, sports medicine and psychiatry.

Dr Rebecca Heginbotham

Formerly of Cheltenham Road Surgery

Dr Heginbotham joined the practice in 2015, after having been a registrar with us in 2012-2013. Her special interests include dermatology and she performs minor surgery on skin lesions at the practice.

Dr Rahana Bibi

Formerly of Cheltenham Road Surgery

Dr Bibi became a part-time partner in Jan 2017. She qualified in 2003 with distinction at St Barts and the London Medical School. She did her GP training in Gloucestershire and was a GP registrar at Cheltenham Road Surgery from 2006 and re-joined the team as a permanent member of staff in 2008. Dr Bibi's medical interests include dermatology, ENT and GP training. She was recently approved as a GP trainer. She is currently on maternity leave.

Dr Natalie Stow

Formerly of Cheltenham Road Surgery

Dr Stow joined the practice as a part time salaried GP in 2015 and became a partner in 2017. Her special interests include contraception, the menopause, and child health.

Dr Charlotte Zoltonos

Formerly of College Yard and Highnam Surgery

Dr Zoltonos worked as a regular locum for the practice before taking on a salaried role in 2017. She has a special interest in sexual health.

Dr Aisha Sohail

Formerly of Cheltenham Road Surgery

Dr Sohail joined the practice in Sept 2017, having previously completed her GP training with us.

GP Registrars

We are approved as a training practice for qualified doctors with hospital experience who wish to become GPs under the supervision of Dr Delhanty, Dr Bibi and Dr Stanbury.

We also have foundation year 2 doctors (F2s) who are fully qualified junior doctors who spend a short time with us to gain experience of working in primary care. They are supervised by Dr Stow and Dr Stanbury.

### **Your registered GP**

Every patient has a registered GP. Although this doctor will be named on your registration details and some correspondence, this does not affect who you can see in the practice. Each patient is able to book an appointment with any of the GPs, depending on availability. Following the merger, we will be transferring some patients between GPs within the practice to balance each doctor's list. This will not affect your care in any way.

### **Other staff**

Nursing team

We have a strong team of experienced nurses, health care assistants and phlebotomists working in the practice. Between them they undertake many aspects of patient care including chronic disease reviews, health checks, cervical screening, vaccinations and many other procedures.

Reception team

The reception team is usually your first point of contact in the surgery, either at the front desk or on the 'phone. Their role is varied and includes much more than booking appointments. When you do want to book an appointment, the receptionist may ask you for some details about the nature of your problem. Please help them to do their job by giving them this information – it will make it easier for them to find an appointment with the right person. A GP is not always the appropriate person to see.

Admin team

Supporting the practice is an administration team which included secretaries, finance and IT expertise and various people doing a multitude of tasks that all help to ensure the practice runs as smoothly and efficiently as possible.

Practice Management

Both the practice managers from College Yard & Highnam and Cheltenham Road Surgeries have stayed on. Philip Tagg and Adam Beard are working together to integrate the two practices, their teams and systems as well as sharing the responsibility of the management of the practice.

Sanger House  
5220 Valiant Court  
Gloucester Business Park  
Brockworth  
Gloucester  
GL3 4FE

Tel: 0300 421 1636

Dear patient/carer

**NHS Prescriptions for medications available to purchase over the counter.**

We are writing to inform you that from 31 May 2018, a range of medicines that are available to buy over the counter from pharmacies and supermarkets will no longer be routinely prescribed by GP surgeries. These are medicines associated with a number of minor, short term conditions, which either get better by themselves or you can treat yourself. (A full list of these is below)

The decision in Gloucestershire follows a recent national consultation and NHS England guidance which recommends this change (referenced below). As a commissioner (buyer) of services and treatments, we have a duty to plan and prioritise fairly and use the public money available to achieve the maximum health benefit for the people of Gloucestershire.

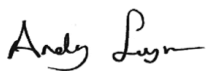
The annual prescribing cost for these medicines in Gloucestershire is around £2 million which we think could be put to better use to support more serious health conditions. Costs to the NHS are often higher than those over the counter when other fees are included such as those for dispensing or medical consultations.

The change will also help to ease some of the pressure on GP surgeries, so doctors and other healthcare professionals can concentrate on patients with more serious or long term conditions.

The average cost of many of these medicines no longer prescribed on NHS prescription will be around £2 to £3 - for example olive oil ear drops, antifungal skin cream or antihistamine tablets. The price of these items may vary slightly, but will range from 30p (for a small packet of paracetamol) to around £5 (for a bottle of branded cough medicine). Please discuss the best range of medicines available to you with your community pharmacy team.

We hope that you understand the rationale behind this decision. If you have any concerns about how this will impact your health, please contact your GP or Practice Nurse. If you have any concerns or complaints about the decision, please contact the CCG at: [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net).

Yours sincerely



**Dr Andy Seymour**  
Clinical Chair  
NHS Gloucestershire CCG



**Dr Charles Buckley**  
GP Prescribing Clinical Lead  
NHS Gloucestershire CCG

Reference

NHS England guidance

<https://www.england.nhs.uk/publication/conditions-for-which-over-the-counter-items-should-not-routinely-be-prescribed-in-primary-care-guidance-for-ccgs/>

**Conditions for which prescribing should be restricted from reference above:**

Items of limited clinical effectiveness

1. Probiotics
2. Vitamins and minerals

Self-limiting conditions

3. Acute sore throat (short term sore throat)
4. Cold sores of the lip (infrequent)
5. Conjunctivitis (pink eye/swelling and redness around the eye/eye infection)
6. Coughs and colds and nasal congestion
7. Cradle cap that causes distress to the infant and is not improving (yellow scaly patches that sometimes appear on the scalps of young babies).
8. Haemorrhoids (piles)
9. Infant colic (stomach pain/trapped wind pain)

Minor conditions suitable for self-care

10. Mild cystitis (pain when you urinate due to mild infection)
11. Mild irritant contact dermatitis (mild allergic type of skin reaction)
12. Dandruff (mild scaling of the scalp without itching)
13. Diarrhoea (adults) (frequent watery bowel movements)
14. Dry eyes / sore tired eyes
15. Earwax
16. Excessive sweating (mild - moderate hyperhidrosis)
17. Head lice
18. Indigestion and heartburn
19. Infrequent constipation (difficulty in passing stools)
20. Infrequent migraines
21. Insect bites and stings
22. Mild Acne
23. Mild dry skin
24. Sunburn
25. Sun protection
26. Mild to moderate hay fever / seasonal rhinitis
27. Minor burns or scalds
28. Minor conditions associated with pain, discomfort and/fever (e.g. aches and sprains, headache, period pain, back pain)
29. Mouth ulcers
30. Nappy rash
31. Oral thrush
32. Prevention of dental caries (tooth decay)
33. Ringworm/athletes foot (types of fungal skin infection)
34. Teething/mild toothache
35. Threadworms
36. Travel sickness tablets
37. Warts and verrucae