



## CENTRAL SURGERY PATIENTS' ASSOCIATION

The aim of the association, formed in 2003, is to act as a point of information between patients and the practice. There are 11 members of this Association. The association is not a complaints organisation, but the secretary can be contacted through the Practice Manager. Feedback on the newsletter can be made through the Practice Manager.

### Surgery People

Dr Ham will retire in the summer. He started practice in Rugby in 1980 and is the last of the doctors to have worked in the original Central Surgery in Moultrie Road. After qualifying in 1974 he worked as a junior doctor in several parts of Yorkshire and will complete 37 years of NHS service at the time of retirement.

Patients who are on Dr Ham's list will be transferred to other doctors in the Practice. As usual, transferred patients will still be free to consult any doctors at Central Surgery or Bilton.

A new HCA Jane Godbehere has joined the Nursing team.

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### GP Commissioning - a major NHS change

The Government plans to make GPs responsible for commissioning NHS services and abolish PCTs. At present local primary care trusts are responsible for NHS services. They employ GPs, decide which hospitals will be used and what services hospitals will provide, set contracts and be responsible for quality control. PCTs also provide other community services such as community nursing, midwifery and health visiting. Currently, GPs aid and advise on these commissioning contracts. From 2013 GPs will take over most of, if not all, the functions of PCTs. Between now and then GPs must form into commissioning groups and take a shadowing role. Local councils will also be expected to take over some jobs such as public health.

It is unlikely that there is a large enough population in Rugby for the town to have its own commissioning group and we will have to join forces with Coventry, Nuneaton or Warwick. Discussions are taking place with these areas. Funding may also be insufficient. GP groups may have to take on the debts of the PCTs, most of which will be in deficit at the time the PCTs cease to function. Efforts are being made to minimise this.

Since the original government announcement, several NHS organisations have expressed concern that this major change in the way the NHS is managed combined with spending cuts may have a severely destabilising effect on NHS efficiency.

#### Online Appointment Booking.

If you wish to use this service please bring ID (passport or driving licence) to reception and the necessary arrangements will be made. You will be given a password and can then access the system at [www.patient.co.uk](http://www.patient.co.uk). You can also cancel the appointment online if you no longer need it.

#### Advance Appointments.

Book ahead for these. You will have more choice. If you are due a medication check-up, you will find the date of this on your repeat prescription stub.

#### Repeat Prescription Telephone Line.

Phone 01788 579477 to order your regular medicines.

For Bilton Green phone 0844 4773317. Please allow a minimum of 1 working day (at least 24hours). The prescription can then be collected from reception.



**DNAs - Cancel your appointment if not needed** In 2010 there were 4413 "Did Not Attend" appointments. This is wasteful for the NHS and blocks appointments that could be used by other needy patients.

## RELATE RUGBY & N.E. WARWICKSHIRE

Relate Rugby & N.E. Warks provides counselling support regarding any relationship issue to anyone who requires help. We see children from 5-18 years, individuals, couples and families within our Rugby Centre. We also provide counselling support to children, young people & some families within primary and secondary schools across Warwickshire. We are based at 44a-46 Regent Street and are open Monday - Thursday and Saturday morning. Within our services we use a range of therapeutic techniques to help support individuals ranging from play to just talking. All our counsellors are qualified within their specialist area and all receive on-going training and supervision.

As well as providing counselling support we also deliver a range of training to young people, adults and other professionals. This includes peer and parent mentoring, basic counselling skills for non-counsellors, support for parents going through divorce & separation as well as dealing with teenagers.

For further information regarding any of our services please contact us on 01788 565675 or e-mail [rugbyrelate@relaterugby.plus.com](mailto:rugbyrelate@relaterugby.plus.com). Alternatively visit our websites, [www.rugbyrelate.org.uk](http://www.rugbyrelate.org.uk) and [www.talkatrelate.co.uk](http://www.talkatrelate.co.uk).

### PCT BAN ON NON-URGENT OPERATIONS

In an attempt to reduce overspent budgets the Warwickshire PCT has announced a temporary ban on non urgent operations. It is expected that this will be eased in April, but some procedures may well still be restricted. At the time that the ban came into force there were some patients on hospital waiting lists for operation. These patients should receive a date for operation after April. If you were expecting to have an operation in the months leading up to the ban last October, but don't receive a date by summer 2011 then please contact Central Surgery clerical department.

### SEASONAL FLU REPORT

There was a higher demand for flu injections this winter, so all of our seasonal flu injection stock has been used up, after a late publicity campaign by the Department of Health. Last year despite worries about swine flu we still had stocks left unused. The same quantities were ordered this year, so we are please none are wasted or returned to the manufacturer. We still advise patients to have their flu injections next winter if they are in at-risk groups.

### Kiddies' Corner

What did one strawberry say to the other ?

If you'd listened to me, we wouldn't be in this jam.

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Do monsters snore ?

Only when they are asleep  
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What does a dinosaur say when he wants to leave the table?

May I be extinct please ?

## BILTON GREEN SURGERY TEL 08444 773317



Bilton Green Surgery functions well and the additional consulting room opened last year has enabled it to provide an improved service through additional appointment times. A new Health Care Assistant has been appointed who is on duty each Monday and Thursday.

The installation of a new post-box has improved postal and general communications considerably. The self check-in screen provides a speedy service and is operating well. It has to be emphasised that it is not a toy and children are asked not to play with it.

A slight reduction in patients that "Did Not Attend" appointments, is being realised. This is encouraging, considering that the local patient population has increased by 500 over the past two years.