



Volume 2. Number 1. December 2015

### The Village Surgery

49, High Street  
Wolstanton  
Newcastle-under-Lyme  
Staffs  
ST50ET

Tel: 01782 626172  
Fax: 01782710478

Website:  
[www.thevillagesurgery.co.uk](http://www.thevillagesurgery.co.uk)

### Doctors:

Dr S. T. Manian  
Dr M Arora  
Dr F Shaheen

### Surgery Hours

Mon, Tues. Weds, Frid.  
8am—6pm.  
Thurs. 8am—1pm.

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PPG meeting Dates for 2016  
Jan 25th; March 21st; May 23rd;  
July 25th; Sept 26th; Nov 28th.

Ask in reception if you would  
like to join us.

## PPG at Bradwell Funday

August 1st 2015 saw the Patient Participation Group from the Village Surgery out and about. We took up the kind invitation from our colleagues from Wolstanton Surgery PPG to join them on a stall during the Funday at Bradwell Lodge.

It was an active and enjoyable day. Members of the PPG ran the stall giving out information about our two practices' PPG groups.

An added bonus which emerged on the day was how members of other health related organisations came over to chat and explain how their organisations work. All said they would welcome new members so here is a list of them together with their local contacts:



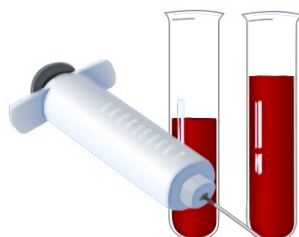
The North Staffs Ostomy Support Group, Moira Hammond  
(07788402195).

Beth Johnson Social Rambling, Kathy Evans 01782 751616.  
Diabetes UK, Bradwell Lodge, 01782 861690

We very much look forward to the next Funday at Bradwell and also to working with the Wolstanton Surgery PPG .

## Blood Tests at the Village Surgery

If you need to have a blood test and you are over 65 you may be able to have it done locally at the surgery. Every Monday morning a phlebotomist will be at the Village Surgery from 9.00am until 10.15am. You must have been sent for a blood test by your doctor or nurse and you have to make an appointment.



A Merry Christmas  
and  
a Happy and Healthy New Year  
to all our patients!



## A & E: The FACTS

Every time a patient visits Accident and Emergency it triggers a series of events. A communication is sent to the patient's GP surgery together with the appropriate billing.

The Village Surgery has gained admiration for the system it has devised to assist its patients who have visited A & E. The surgery makes a personal contact with the patient and invites them to attend a follow-up appointment with their GP. These follow up sessions, called Complex Needs Appointments, last around 20 minutes. They are used to review the patient's reason for visiting A & E and to see whether the GP can help further with their situation. Secondly, they are intended to establish with the patient whether A & E was the best facility for their problem.

Many of us have gone to A & E with relatively minor complaints and waited four hours or more to be examined very professionally and then assured nothing is wrong. We do need that assurance but other places may be equally capable of giving it to us.....and in a much shorter time!

This newsletter has several times highlighted other facilities in North Staffordshire. Often they can provide a speedier resolution to our problems and questions. I googled The Walk In Haywood Centre and all the reviews gained five stars. Here are three of people's responses from earlier this year:

**Jasmine said:** Visited the Walk in Centre for some medical advice following a fall and being unable to get an appointment with my doctors - I would like to thank all the staff for their friendly, swift and helpful advice and attention! Visited

**Joe said:** Brilliant. Would recommend this walk in centre to anyone with minor injuries as an alternative to A & E to ease the pressure of north staffs A & E a bit! Visited in May 2015.

**Anonymous reported:** I had an X-ray and then a consultation with another member of staff post triage. Waiting time was surprisingly short and I was really impressed with the experience. Should I ever need medical attention in the future, this will be my go to. Thanks to all. Visited in July 2015.



If you need emergency out of hours care please ring the surgery number 01782 626172 and you will be directed to the out of hours doctor.

Ringling 111 can also be an immediate solution and source of advice.

Then there is the Walk in Centre at the Haywood Centre off High Lane in Burslem.

Finally, the A & E department at the Stoke Royal Hospital.....Remember this could involve a long wait so do think before going.

## A Day In the Life of The Receptionists

### ***How long have the Reception /admin staff been here at the surgery?***

All the Reception staff have been here for between 3 and 33 years!!

I think they are all settled in!

### ***What persuaded you to be a practice receptionist?***

All the girls felt drawn to this role and enjoy working with the general public and also enjoy working as a team

### ***How many patients do you look after?***

We have around 6,700 patients and altogether we are 15 staff

### ***What would you see as your main responsibility?***

Taking care of patients queries and concerns, working as a team.

### ***Has the practice changed since you started here?***

Improved technology has to be top of the list, and moving on with different ways of working Always streamlining and working for the best interest of the patients and colleagues

### ***When does your day begin?***

We all start at different times and do various shifts, providing a complete service for the patients.

### ***How does a typical day look?***

Each day is different, but a typical day is always extremely busy and never boring!

### ***What do you like most about your job?***

This job is very different and varied, everyone works together and can multi task and is cross trained so opportunities are there for everyone to try different things

### ***What are the most important qualifications and qualities for your job?***

Empathy, listening skills, patience, working well under pressure, being able to juggle all the "plates" at once

### ***Would you like to change anything about your job?***

No – we love it all!!!

### ***Anything you may wish to add?***

Just to say this is a lovely friendly place to work, the Doctors are great, always feels friendly and homely. We are very proud of our practice.



From left to right: Liz Roberts R; Chris Payne, Assist Manager; Jayne Gerken R; Caroline Kirbyshire R; Janet Wright, Practice Manager; Tracy Foulkes Admin Clerk. Linda Kelly ®. Joy Hadley and Neelam Khunger not in the photo complete the

## Meet The Village Surgery

### PRACTICE TEAM

Doctors: Dr S T Manian Dr M Arora Dr F Shaheen

Nursing team: Ann Oakley, Paula Bourne (Practice Nurses) Lynn Williams (Health care assistant)

Practice Manager: Janet Wright Assistant Manager: Christine Payne.

Reception/Admin: Joy Hadley, Tracy Foulkes, Jayne Gerken, Linda Kelly, Neelam Khunger, Caroline Kirbyshire, Elizabeth Roberts, Margaret Savage.

Domestic Assistant: Linda Davies

### PATIENT PARTICIPATION GROUP

Chairperson: Eric shone

Secretary: Jacquie Evans

IT consultant: Paul Swinhoe

Members: Robert Bentley, Leo Clare, Sylvia Davis, Graham Davis, Marie Oliviant , Gerry Grant (Newsletter).

Do you want to be part of the Village Surgery PPG? See Janet Wright about joining this pro-active group

## Flu Jabs

As the winter sets in it is time to remind everyone about the flu jab. The vaccine is still available from The Village Surgery for those 'at risk' groups. They are those over 65 years old, pregnant women, and those with a health condition for instance asthma or diabetes.

To obtain your 'jab' contact the Village Surgery (626172) to arrange an appointment.

A article form Public Health England on the efficiency of the vaccine is cited below:

"It's not possible to fully predict the strains that will circulate in any given season, and there is always a risk of a drift occurring as we have seen this year. However, it's important to be aware that this does not occur every season. Flu vaccine is still the best protection we have against an unpredictable virus which can cause severe illness and deaths each year among at-risk groups, including older people, pregnant women and those with a health condition, even one that is well managed." (<https://www.gov.uk/government/news/flu-vaccine-shows-low-effectiveness-against-the-main-circulating-strain-seen-so-far-this-season>).



**Did not attend (DNAs) statistics:** Between 1st September and 23rd November 2015 there were 313 appointments which patients did not attend. Appointments are precious and important to patients. If you cannot make an appointment PLEASE contact the surgery so someone else can be given your appointment.

Thank-you.  
I'll give your appointment to someone else now

