

HEALTHY TIMES

The Newsletter for Faringdon's

White Horse Medical Practice

Spring 2020



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Meeting the challenges of Covid-19 and 2020

"Before we get into the usual news about your Health Centre and its staff, I must say a few words about the coronavirus epidemic that threatens to overwhelm our lives," says Dr Russ, Covid-19 lead at the practice, "First I must thank you, our patients, for having respected the NHS advice not to come and see your GP, if you think you may be infected. We have taken very strict precautions to safeguard our staff and patients, but your effective observance of the advice has made our job much less stressful.

And secondly, please see the back page of this newsletter for a list of the

services we can continue to provide at this difficult time, and those which are no longer safe or practical.

Please keep an eye on our [website](#) as this list is bound to change."

Coronavirus/Covid-19 summary Update

In order to reduce the risk of infecting staff and other patients we are instructed NOT to go to the Health Centre if we think we have caught the Coronavirus/ Covid-19 virus. The Government and NHS require anyone with:

1. Fever / fever symptoms
2. New persistent cough.

To go home and self-isolate.

If your symptoms are severe you should visit [NHS 111](#) or ring NHS 111. You MUST NOT visit or phone the Health Centre.

Now, welcome to the Spring 2020 edition of the Healthy Times, where we can tell you about some of the many recent changes to make your GP surgery fitter to meet the challenges of the 2020s.

But first a look back to last Autumn when we had to cope with several absent GPs due to health issues which stretched our resources, but we hope did not impact on you, our patients. We would like to thank you for your tolerance and understanding when appointments have not always been possible with the usual immediacy which we strive for.

Today, Coronavirus is adding to the workload of the clinicians; please see the separate article (p3) on what you should do if you believe you have the symptoms. Whether you are a patient or a member of staff, our business is all about people and health.

GP arrivals and departures

We said Goodbye to Dr Gavin Bartholomew at the end of March, after 27 years with the Practice. He will be missed by patients and staff, and we wish him well for his semi-retirement. From April, we welcome Dr Ali Law as a new Partner – more on P6 for Drs Law and Bartholomew.

As a leading training Practice, we continue to offer short-term placements to trainee GPs, and recently have been joined by Dr Anna Seeley and Dr Susmita Tamang-Rai.



Anna, who comes from the North West of England, studied medicine at Oxford and qualified as a

doctor in 2015, after which she worked in London, Oxford and sub-Saharan Africa. Her principal interests are care for the elderly and care in the community. Outside of work she likes to keep fit.

Susmita comes from Nepal but was schooled in India and studied

medicine in China before working in Nepal. Her particular interest is minor surgery. She is an Army wife and mother of two

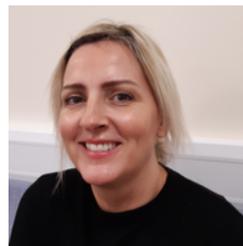


children, so busy, but loves to dance as a relaxing hobby.

Strengthening our support teams

Regular readers will be aware that we have created internal Teams to support the clinicians. These Teams are overseen by our new Practice Manager, Angie Sammut.

Angie has joined us from a 22 year



career in the Royal Air Force, leaving as the Practice Manager at RAF St. Mawgan. She is married and spends her free time looking

after her daughter and dog.

The latest Team is Business Support, led by Fay Nicolle, who has been with the Practice for 16 years, initially with

Fernhill. Fay's team of specialist administrators and medical secretaries deal with the background



work to most departments covering; patient recalls, NHS statistical details, strategic work for our triage

system and IT needs. This list is anything but exhaustive!

To strengthen the Team as our patient list grows, we welcome Emma Bennett, Madeline Francis and Anthony Coles. Sarah Oliver, who was in the Team, has moved to become the Social Prescriber for our Primary Care Network (PCN) – more on Sarah and the PCN on p4/5.



Business Support Team, L to R: Emma Bennett, Anthony, Kim Newsome, Natalie Cocks.



Secretarial Team, Left to Right: Shirley Stork, Donna Smith and Madeline Francis

We welcome your feedback on this newsletter and are grateful to our Patient Group for all their effort in producing it.

Dr Anna Douglas, Dr Simon Cartwright, Dr Vanessa Good, Dr Kerrin Masterman, Dr Rob Russ; Partners at White Horse Medical Practice.

Coronavirus advice

The doctors, nurses and support staff are all very aware that the Coronavirus outbreak is causing huge disruption to all their patients' lives. We regret that we cannot help you directly, but the crisis is so severe that we, like all GP practices, have to follow government/NHS instructions.

These say: Stay at home if you have coronavirus symptoms.

Stay at home if you have either:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

Do not go to a GP surgery, pharmacy or hospital. Use the [NHS 111](#) online coronavirus service to find out what to do. And please check that page now see whether the information given above is still current, since we went to press.

And what about all the other ailments and injuries that you might have? We have had to restrict the services we can provide, so please check the list on P 8 before phoning us, as usual, on the day you wish to be seen (check the updated doctors' timetable on P7) and we will call you back. And that's a promise.

Dr Bartholomew has retired

Dr Gavin Bartholomew retired from the White Horse Practice on 31st March this year. He joined the practice as a partner in January 1993 with a broad background of work in primary care as well as overseas in developing countries.

During his time at the White Horse Practice he has taken an active role in developing the practice as it moved from its

original premises in Coxwell Road to its current location with its dispensary service and greatly improved facilities.



He has also seen it increase hugely in size from the 7,500 patients it originally cared for, up to today's figure of 16,000 and growing.

Gavin was a founding Board Member of Oxford Clinical Commissioning Group (the organisation that plans, buys and oversees health services for more than 700,000 people living in

the county) and led a number of initiatives, both within the practice and across Oxfordshire.

After 28 years as a partner at the White Horse Practice, and having reached the age when he can take his pension, he is looking forward to the possibilities that increased free time will provide; to continue working as a doctor in more varied locations, as well as pursuing a range of personal interests. He has greatly enjoyed his work at the White Horse Practice and, whilst sorry to leave, knows that the current partners will continue the development of the Practice and retain a strong emphasis on caring for people in Faringdon and the local villages. (More on p6)

New Social Prescriber role

One of the most exciting recent developments in GP treatment options is the use of non-medical activities to assist in improving patients' health. Where a doctor might only have been able to prescribe sedatives for a patient with severe anxiety, they can now call on the expertise of their Social Prescriber to find practical, non-medical help for the patient, elsewhere in the wider community.

This might involve joining an activity group doing exercise, dancing or singing maybe, or perhaps walking, crafts, attending a day centre or being put in touch with a good neighbour scheme for a friendly phone call, as well as helping to motivate and support people with weight loss and

smoking cessation. In fact, it's all about 'what matters to me'.

Sarah Oliver was, until recently, our coder and note summariser as well as our Breast-feeding Mother Supporter, and is now the Social Prescriber shared between Faringdon and



Botley. Sarah will connect her patients with non-medical support, such as day centres, charities or community groups, to improve their wellbeing and tackle loneliness issues, for example. Sarah continues to offer breastfeeding support and run the breast pump loan scheme.

Sarah will typically do an assessment of what care and support people need, such as physical activities, learning new skills, making new friends or finding employment, before finding local support services such as community groups and charities for patients to go to. She will refer/signpost/connect people who need care and support into a range of local activities before reviewing the progress that patients have made.

You can think of Sarah as being an Active Health Prescriber, helping patients improve their health by their own active participation in appropriate interests. Sarah can best help those patients with long-term conditions such as diabetes, COPD, heart disease or suffering from the effects

of loneliness or isolation. Your GP will refer you to our Social Prescriber.

Faringdon and Botley Primary Care Network adds new therapists

In the last Healthy Times, we outlined the creation of our Primary Care Network with Botley Medical Centre, as part of the NHS 10-year Plan. This new concept brought together the two Practices to work collaboratively and share resources. The benefits of this network enable us to provide more services and treatments for our patients by jointly hiring new clinical and social treatment specialists – and we already have four specialists joining us as a result of this partnership.

Social Prescriber

Sarah Oliver started as the PCN's Social Prescribing Link Worker in October 2019. (See p4)

Physiotherapy assessments

Just started, we now have Tom Jacobs providing our First Contact Physiotherapy service, active weekly on Fridays at WHMP. This service is designed to see patients in a single visit for an assessment of muscular and joint problems, with initial advice on exercises and treatment. This assessment is not designed to replace the longer term physiotherapy service already offered in the building through Healthshare. Please contact Patient Services at the Health Centre to book a physiotherapy assessment

appointment. You do not need to be referred by your GP.

Other appointments

Joining in the next few weeks, will be a Physician Associate, Kate Dower and a Clinical Pharmacist, Sook-May Yong, in April. Both will further bolster and support the clinical teams across each Practice.

Health Centre welcomes Dr Ali Law to the Partnership

Dr Law, who is currently doing regular locum work at the Practice, will become a Partner from April 2020, primarily covering the patients of Dr Gavin Bartholomew who retired in March.

From Nottingham, Dr Law read medicine at Manchester before doing her GP training in Bristol and Bath. Her first post-qualifying GP role brought her to Oxfordshire when she joined the Newbury Street Practice in Wantage, staying there for seven years. After Wantage, Dr Law became a Partner at the Montgomery House Surgery in Bicester, where she has been for the last six years. Her particular interests are in women's health and paediatrics.



Dr Law lives near Fairford with her husband and three children and two

dogs, who soak up most of her free time. Her enjoyment of fine wine and eating out is balanced by a love of walks in the countryside, running and swimming.

Three Decades at The White Horse

On the first day of 1993 I became a partner in the White Horse Practice having previously filled in as a locum occasionally over the preceding 2-3 years. Little did I realize this role would occupy the remainder of my time as a doctor before my retirement. The practice I joined was very traditional and very different from today. Located in the old cottage hospital and ambulance station in Coxwell Road I took over from Jeremy Stenhouse, a much respected local GP who had, in turn, taken over from his father Graeme. Expectations were high!

We only looked after about 7500 patients between the 4½ partners and the service we provided was 24/7 with our wives managing the phone calls for us.

We would be on-call from Saturday morning all through to a Monday evening, going out to visit people day and night as was needed, as well as on our quota of weekday nights. We shared the building with the Fernhill practice and our patients were spread between a much smaller Faringdon and the villages over about 100 square miles.

X Temporarily unavailable
for consultations

DOCTORS' TIMETABLE

As at 1 April

	Mon am	Mon pm	Tue am	Tue pm	Wed am	Wed pm	Thur am	Thur pm	Fri am	Fri pm
Anna Douglas	IN	IN			IN	IN	IN	IN		
Simon Cartwright	IN	IN	IN	IN	IN	IN				
Kerrin Masterman	IN	IN					IN	IN	IN	IN
Rob Russ	IN	IN	IN	IN	IN	IN			IN	IN
Vanessa Good	IN	IN					IN	IN	IN	IN
Vicky Glover			IN		IN	IN			IN	
Jane Braddy	IN	IN	IN	IN						
Tim McAllister	IN	IN	IN	IN	IN	IN			IN	IN
Alyson Lee	IN	IN	IN	IN			IN	IN		
Fiona Mackenzie	IN	IN					IN	IN		
Anne Burgess					IN	IN	IN	IN	IN	IN
Harriet Charles-Jones			IN	IN	IN	IN	IN		IN	
Ali Law	IN	IN	IN	IN			IN	IN	IN	IN

As a young GP life was challenging but great fun. There were no mobile phones and if I was needed to visit a patient in Longworth and I was down in Uffington I would be summoned by my bleep and have to decide whether to drive back to the phone box in Uffington or drive up to the phone in Stanford in the Vale to take the call. All this meant we spent more time on the road, but got to know the area very well.

Similarly in the surgery things were different, we only employed about 10 staff compared to the 50 or so today. We regularly did minor operations on our patients and did some rudimentary blood testing with the aid of calibrated tubes and an egg timer! The microscope even had the odd outing. All this meant we had to live

within five miles of the surgery front door.



Over the years I have taken part in a number changes in the practice; starting the dispensary service, moving to the current surgery building, expanding the practice team and subsequently extending the building. (A number of doctors have come and gone over that time.) Also I was privileged to be able to make changes on a bigger scale in the county with the commissioning group. However at the root of it all has been the surgery in Faringdon which it has been a joy to be a part of.

NOTICE TO PATIENTS

Following the latest Government Guidelines we will be running a reduced service until further notice in order to reduce the amount of patients entering the practice on a daily basis. Please check www.whmp.co.uk for any updates. These measures are necessary to safeguard our most vulnerable patients.

Available Services	Services not available
<ul style="list-style-type: none">• GP Telephone Consultations• Nurse Telephone Consultations• Video consultations with some staffs• Physiotherapy Telephone Consultations (Fridays only)• Necessary Travel Consultations• High Risk Cervical Screening• Contraception Appointments• Some wound dressings• B12 Injections• Essential Medication Monitoring Blood Tests• Social Prescribing Telephone consultations• Anti-psychotic Medication injections• Denosumab Injections• Prostag/Zoladex Injections• Childhood Immunisations• 8 week mother and baby check (to replace the 6 week check)• Ultrasound Scanning	<ul style="list-style-type: none">• Face to Face GP appointments for routine medical issues• Routine Medicals (e.g DVLA, HGV, Insurance Medicals)• Long Term Conditions Reviews• Medication Reviews• Routine Cervical Screening• NHS Health Checks• Hypertension Reviews• Minor Surgery• Joint Injections• Clinical Research• Routine Blood Pressure Checks (we encourage patients with blood pressure concerns to self-monitor at home)• JR Audiology Appointments• Spirometry• Hearing Testing• Routine Doppler Testing

The Patient Participation Group and White Horse Medical Practice take great care to ensure that information in this newsletter is accurate. However, we advise patients to check any external contacts or sources themselves to confirm the details.

White Horse Medical Practice

Faringdon Medical Centre, Volunteer Way, Faringdon SN7 7YU 01367 242 388
www.whmp.co.uk

PPG The Faringdon Patient Participation Group works with the Practice to improve local health services and patients' knowledge of them. If you would like more info on anything in this newsletter or to join the Group, please contact us, either through www.whitehorsepracticeppg.org.uk or by asking at the Health Centre.