Welcome to the latest newsletter and a Happy New Year to all our patients. It has been a while since the previous newsletter, with the Malthouse Surgery having a busy time in 2015. In February we were one of the first surgeries in Oxfordshire to be assessed by Care Quality Commission (CQC) Inspectors using a new style inspection. Malthouse Surgery was found to be ‘good’ in all areas and to date only 50% of the surgeries assessed in Oxfordshire have met this quality level against all the categories of care. The Practice also endured a major IT change in April 2015, unfortunately this did cause disruption to services at the time and some hiccups along the way as we got to know the new system.

A big thank you is due to all those patients who understood the situation and worked with us to solve problems when something went wrong. In 2015 primary care providers (GP Practices) across the UK began recognising the need to work together at greater scale to share costs and resources and develop organisations of a scale where they can respond to emerging opportunities to deliver a wider range of healthcare services more local to the patient. During 2015 Abingdon Healthcare Federation was formed from the four Abingdon practices and those in Berinsfield and Clifton Hampden. One of our first successes as a federation was a successful bid for Prime Minister Access Funds. For the Malthouse Surgery this meant us developing a new health advice website with trusted information needed to understand and manage health conditions and find local health and care resources, employing a care navigator who patients can call on quickly and easily to hand hol and navigate you through the healthcare system and co-ordinate your care by linking with health, social and charity organisations and introducing e-mail consultations, which provide you with wider access times and flexibility of access to a GP. You can read more about these exciting projects in this newsletter.

Another challenge for us looking ahead will be the increased local population, with all the new housing planned. Although not on the scale of other Oxfordshire locations, there are still plans to build over 2000+ new homes in Abingdon and the surrounding area. As a Practice and working with the other local surgeries within our Federation, we are continuously reminding the Oxford Clinical Commissioning Group, NHS England and the local council that more and appropriate healthcare facilities, with space to deliver many services closer to home, will be a key requirement going forward. In the meantime, with re-development plans for The Charter site now officially ended we will be looking at ways to improve the Surgery building to enhance the patient experience when visiting the practice. Remember we are open from 8.00am until 6.30pm Monday to Friday, where staff can help with appointments, receive specimens and give test results, while extra GP appointments are available until 8pm two nights a week and alternate Saturday mornings.
Care Navigator

We have recently recruited Katie Traf-ford as our Care Navigator. Katie can be accessed quickly and easily 5 days a week. Katie provides healthcare guidance and signposts patients to support groups and organisations, helping patients (and family/carers) of all ages navigate through the healthcare system, co-ordinating care by linking with health, social and charity organisations. Katie can also help patients and their families better understand and manage their chronic medical condition by showing how you can access relevant information and support using COACH as a tool. Again using COACH Katie can support healthy living, advising patients about health/care/social facilities locally and supporting the download and use of available healthy living apps. Ask for Katie or book an appointment with her if you need health guidance, releasing GP time for medical care.

COACH (County of Oxfordshire Advice on Care & Health)

A New health advice website ‘COACH’ has been developed by Abingdon Federation and launched in November 2015 for Oxfordshire residents, as part of the larger Oxfordshire GP Federation initiative “Right Time, Right Place, Right Care”, which aims to improve patients and carers experience of local primary care, as well as improve their health knowledge. The site provides an online health and care resource, with trusted information needed to understand and manage health conditions and find local health and care resources. It is available 24/7 and provides access to self-help tools, chronic condition guides and can signpost to various health and care organisations or groups locally. The available advice can help patients manage long term chronic conditions better, while an A to Z health guide and available healthy living apps help patients stay well and healthy. In its first few weeks there has been over 12,000 pages viewed. David Ridgway, Practice Manager from Malthouse Surgery, Abingdon who is leading on the COACH project says; “We are delighted with the new COACH website. Having the right tool to access the latest health information, signpost you to appropriate health and care services, better understand health conditions for improved self-care and find local support groups will benefit many patients and their families - especially those who feel they are alone with their condition or situation - COACH will offer the opportunity to find solutions and connect with people in similar situations. Feedback from patients, their families, carers and healthcare workers reveals the website is proving a very useful tool to help navigate the healthcare system, better manage your health, keep you well and if required steer you to appropriate local health services. I would urge people to visit the COACH website and discover how it can benefit you.”

www.my-coach.org.uk

CHOOSE WELL

We try our best and offer up to 700 same day appointments each week for urgent cases. Some days we receive up to 1000 calls from patients wanting appointments. Receptionists will ask for an indication of the problem to make sure you see the right healthcare professional. Remember you can self care many conditions with a well stocked medicine cabinet, by visiting your local pharmacy or learning more about your condition on COACH. Plan your routine appointments in advance and you will get the day and time of your choice. If you feel your need is urgent, but not an emergency, we will try and see you within 24 hours. For less urgent health needs always contact your local Pharmacy or GP.

Need Help Fast but not an emergency: call 111

EMERGENCY ONLY: call 999
**GP UPDATE**

Dr Jakeman is currently off until next summer having had twins in October. Dr Waterman will be leaving us at the end of March 2016 to spend more time with her young family, while Dr Hughes will be taking a well earned sabbatical from February 2016, returning in July 2016. The Malthouse is currently running a GP recruitment campaign and when we have a replacement for Dr Waterman we will advise patients of their new named GP. To boost GP sessions we welcome back to the surgery Dr Chris Clarke, who many of you will remember from his previous work here, with Dr Tom Meddows will provide additional doctor resource in the coming months. We also have Dr Rachel Brettell, who is a fully qualified and registered Doctor, working with us as she completes her GP training. Many of you will know Dr Faure (who has been at the Malthouse for many years) and we are pleased to announce that Dr Faure has recently accepted the offer to become a Malthouse Surgery Partner. The Malthouse continues to maintain GP specific patient lists as seeing your named GP provides continuity of care, however, for urgent appointments it is not always possible and it will be necessary for you to see another member of our healthcare team.

**OPENING TIMES:** 8.00am to 6.30 pm weekdays  
**EXTENDED HOURS:** Appointments until 7.45pm two evenings a week and 8.15am to 11.45am on alternate Saturdays.

**E-MAIL Consultations**

Malthouse Surgery offers wider access times and flexibility of access to a GP through e-consultations. It is now possible to consult your GP via e-mail for matters that do not require an examination. Using Patient Access book an e-consultation appointment time. Then send your e-mail to edoctor.malthouse@nhs.net to include your details (name/DOB), symptoms and any information you think will assist the GP with your query. Various appointment times are available daily from 7.30am through to 7.30pm and Saturday mornings. Once received your e-mail will be sent to a GP and you will receive a response within 24 hours of the appointment time. For more urgent matters book an urgent early morning/late afternoon or Saturday morning slot and a GP will respond within 2 hours of the booked appointment time. Please contact the surgery to register for patient access which also allows you to make appointments, check results and order prescriptions. In the first few months almost 4000 e-consultations have been managed with great feedback from those using the service. Remember book an e-consultation appointment time online, then send your e-mail to edoctor.malthouse@nhs.net and await your e-mail reply.

**ONLINE SERVICES/REPEAT PRESCRIPTIONS/ APPOINTMENTS**

Our new medical records IT software EMIS uses a system called Patient Access for online services such as arranging appointments, ordering repeat medication, viewing your medical record and updating your detail. Please ask us about registering to use, 1000s of our patients have already signed up and found the service invaluable and very easy to use. When ordering repeat medications through Patient Access find the medicine you want repeated under your listed medications and complete the ordering process. If you cannot see the drug you require you can free text your request in the available box in the prescription ordering template. You can also call in to the Surgery and leave a repeat prescription request or you can arrange with your pharmacy to have them request regular repeat prescriptions on your behalf. For GP appointments you can book online through Patient Access or call/visit the surgery.
MALTHOUSE DOCTORS

Dr Heather Lumsden (f)
MA MBBS MRCGP DRCOG FPCert (1983, Guy’s London)

Dr David R May (m)
MA BM BCh MRCGP DRCOG FPCert (1984, Oxford)

Dr Mary Hughes (f)
MB ChB MRCGP DCH FPCert (1983, Aberdeen)

Dr Bill D Brace (m)
BA MBBS MRCP MRCPath DCH (1981, London Medical School)

Dr Anne R Taylor (f)
MBBS MRCGP DCH DRCOG DFFP (1994, St Mary’s London)

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MB ChB FRCS DRCOG DFFP (1992, Manchester)

Dr Laura J Singer (f)
BSc MBChB MRCGP DRCOG DFFP (1997, Manchester)

Dr Sarah Waterman (f)
MBBS DRCOG MRCGP (2001, Imperial College)

Dr Rachel Jakeman (f)
MBBS MRCGP DRCOG DFFP (1994, Newcastle upon Tyne)

Dr Tudor Gwatkin (m)
MBChB MRCGP (2003, Birmingham)

Dr Ratna Kundi (f)
BSc MBBS DRCOG DFSRH MRCGP (2004, University College London)

Dr Annick Faure (f)
Arts (Louvain) 1997

THE NURSING TEAM

LEAD/NURSE PRACTITIONER
Susan Matthews (f)

Nurses
Nina Spearman (f) RGN
Samantha Snowdon (f) RGN

Healthcare Assistants
Joyce Blackford
Andrea Dye (f)
Carmen Irwin (f)

Phlebotomist
Mags Beesley (f)
Joyce Blackford (f)

PRACTICE MANAGER
David Ridgway

PATIENT SERVICES MANAGER
Jo Miller

CARE NAVIGATOR
Katie Trafford