



DRAGON BOAT

WE DID IT!!!! We entered two teams into this year's Dragon Boat Race. This year was the 20th anniversary and 48 teams entered (the largest number for 10 years!) We raised over £2000 for Sue Ryder Hospice. We didn't win but what we lacked in ability we made up for in enthusiasm! We hope to enter next year and improve our race times. It's not too late to donate, just go to the Virgin Just Giving page and search Wansford. We were highly commended for our glamorous costumes and we got a special mention for our superb fundraising efforts.

GDPR

One of the biggest changes to UK data privacy law came into effect on 25 May 2018. The General Data Protection Regulation, also known as GDPR, means that you'll have more control over how your data is used. It ensures that organisations protect your personal data better. To reflect these changes and new obligations we have updated our privacy notice which now tells you what we do with your personal data, how it is used and your rights as an individual under the new law. The new privacy notice is available on our website or you can contact us and we will send you a copy of it.

BLOOD PRESSURE MONITORING

We are currently reviewing how best to monitor patients' blood pressure. Recent guidelines suggest that home monitoring is more effective and efficient. The doctors and nurses are discussing and formulating new ways to approach this and will provide more details in due course.

QUEUING

To respect patient privacy please stand behind the barrier until a receptionist is available. We realise it is not always obvious receptionists are on the phone but they will call you forward when they are free.

RESEARCH

Would you like to take part in a Research Trial? We are currently recruiting for...

1. MAPS Trial: _____

If you have been diagnosed with high blood pressure, type 2 diabetes mellitus or both health conditions, we would like to invite you to help us evaluate a new telephone/mobile service aiming to support people to take their medications as prescribed, between their primary care consultations.

If you are interested in knowing more, please read the patient information sheet and watch the video on the iPad in the practice.

If you are interested in taking part, please ask the practice nurse or contact the research team directly by phone on **01223 330763** or email maps@medschl.cam.ac.uk

2. IPCAS Trial: _____

Many long term needs of stroke survivors are not being met and we would like to invite you to take part in a study to test a new service for people who have had a stroke. The research study team are interested in how GP surgeries could better support people who have had a stroke. The study is organised by the University of Cambridge, with colleagues at University Hospitals of Leicester.

If you are interested in taking part please speak to reception or the research team at Wansford surgery on **01780 781623** or email wansford.research@nhs.net

WHY DOCTORS SOMETIMES RUN LATE!

Before you complain about the GP or Nurse running late, please read on... Reasons the GP or Nurse is likely to be running late.



The most common reason for running late is that several patients have come with either very complex or multiple problems. Remember 10 minutes is all that is allocated and only one problem is realistic in that time frame – you should prioritise what really needs to be dealt with today. We are dealing with complex human beings who we are trying to do our best for – you are one of them!

We are often in the position of breaking bad news to some of you. Maybe even the worst news of all. If that person was you, would you want us to get you out the door as quick as possible, when your world has fallen apart?

We receive urgent phone calls throughout the day, either from patients, relatives, hospital doctors, district nurses, pharmacists, laboratories or care homes. Again these take time.

We do not just stop seeing patients because all of the appointments are full. Every single day each doctor and nurse sees multiple 'extra' patients with no appointment, and this often means that they are late home to spend time with their own family.

Urgent house calls are sometimes needed and can be in the middle of a booked surgery. These often take a minimum of 30 minutes and disrupt the appointments.

Unlikely

reasons we are running late:

We are drinking coffee (we do have one short break mid-morning, but this doesn't always happen – otherwise we wouldn't move from the consulting room for 4-5 hours solid!). Some of us drink tea by the way.

We are reading the paper (we wish). The only paper we are likely to be reading is that of letters from the hospital about patients – outpatient attendances, test results or discharges.

We are playing golf. We are not.

We are booking holidays or casually browsing the internet. No, again.

We are slow. No, we are already going flat out, and we wish we didn't have to, as we find it completely exhausting.

We like keeping you waiting. No, why would we? We know you have responsibilities as well but we are powerless to change the system we have to deal with. We do understand.

Next time..... Remember - It could be you that needs that extra time

