



Cam and Uley
Family Practice

Newsletter
January 2025

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Welcome to the First Edition of Our Newsletter!



Dear Patients, Staff, Volunteers, Carers, and Supporters of the Cam and Uley Family Practice,

We are excited to introduce our new newsletter, created by the Patient Participation Group (PPG) in collaboration with the Practice Management Team. This newsletter aims to keep you informed about all the latest news, updates, and changes at the Practice, as well as provide helpful information. As this is our very first edition, we've included content we believe will be of interest to you. Over the coming months, we hope to introduce you to all of our team members through this newsletter, giving you a closer look at the people who make our practice run smoothly.

We'd also love to hear your feedback and suggestions for future editions! Whether it's a topic you'd like us to explore or an idea for something we should feature, we welcome your input. Please send your thoughts to us via email (see PPG Chair contact on page 10), or write them down and pass them to one of our friendly receptionists. Just be sure to mark the envelope or note clearly with "FAO PPG" so we can ensure it reaches the right person.

Our New Logo: A Symbol of Community and New Beginnings

One of the first things you may have noticed is our new logo! We're excited to share that it was designed with both history and future in mind. The logo features a tree, which has several meaningful connections for us.

First, the tree offers a warm nod to the past, representing the Orchard Medical Centre, which was the name of the Cam Practice before our merger.

The symbol of a tree also evokes a sense of family and strong community roots, which are at the heart of what we do here at the Cam and Uley Family Practice.

And of course, there's the old saying about apples—"an apple a day keeps the doctor away"! We felt this playful element ties in nicely with our mission to keep you healthy and well.

As our practices have merged, the tree also symbolizes new beginnings and protection—values that we hope to provide through this combined practice. We look forward to growing together as a community and supporting your health for many years to come.

Thank you for being part of our community, and we look forward to sharing more with you in the future!

Warm regards,

The Cam and Uley Family Practice PPG and Practice Team

Introducing the Patient Participation Group (PPG)



Our aims are to:

- ❖ Work alongside the Practice staff members to promote improvement and ensure patients are at the heart of responsive services
- ❖ Support and strengthen the relationship between the Practice, its patients, carers and the local community.

Our role is grouped into 5 areas:

- ❖ Be a Patient Voice: Promoting a Patient-Led Culture
- ❖ Challenge & Support: Help the Practice to improve Service Delivery
- ❖ Communications, Engagement and Inclusion
- ❖ Partnership and Wider Involvement
- ❖ Promoting Health and Care

If you would like to become a member of the PPG please write to us to express your interest (see PPG Chair contact on page 10)



The current members are as follows:

Jonathan Pape – Chair
Jack Gritt
Janet Wood
Jon Fulcher
Linda Walters
Sally Lamerton
Tracy Mason-Fayle

Meet Our PPG Chair: Jonathan Pape

I served as a Commissioned Army Officer for 20 years, with postings both in the UK and overseas. In 1992, I joined BAE Systems, where I held various roles in Sales, Commercial, and Programme Management, involving extensive overseas travel. I later moved to GKN Aerospace, initially in Programme Management, before taking on responsibility for compliance with export regulations across sites in the UK and Germany.

I have lived in Uley for 23 years and I'm married with two grown-up children. Outside of my professional life, I have a passion for gardening, and I enjoy singing both in a church choir and with the Stroud Choral Society.

I was invited to join the Patient Participation Group (PPG) after raising concerns about the practice, and as the PPG Chair, I have worked hard to improve communication between the Practice and its patients. One of my proudest achievements has been highlighting Veterans' issues across both Stroud District and Gloucestershire and encouraging our Practice to join the Royal College of GPs Veterans Friendly Programme.

Excitingly, NHS Gloucestershire has now listed Cam & Uley Family Practice as needing a new build facility to support the growing population in Cam, while retaining the surgery in Uley. I look forward to collaborating with the Practice Team, the PPG, Cam Parish Council, and other local agencies to bring this important project to life over the coming years.



Meet the Team (1)



In each addition of the newsletter, we will introduce you to members of the team here at Cam and Uley Family Practice.

Practice Manager

Sarah Bryant

The Practice Manager provides strategic leadership and management to the practice team, whilst optimising efficiency and financial performance. The Practice Manager oversees the day-to-day business aspects of the practice, ensuring the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology.

The Practice Manager supports the GPs and other healthcare professionals in delivering patient services and also helps to develop extended services to enhance patient care.

Management Team

Catherine Cox – Nurse Manager
Natasha Florek – Management Lead for Dispensary
Tanya Green – Management Lead for Admin
Lisa Burge – Management Lead for Admin
Nikki Hart – Management Lead for Premises
Martha Hatton – Management Lead for IT

The Practice Manager is supported by the management team in ensuring the practice runs efficiently. The management leads are responsible for their respective teams and the day-to-day tasks undertaken. They also provide supervision, guidance and support to staff. The management team have an active role in contributing to the development of the practice.

Administration

Administration at Cam & Uley Family Practice consists of a team of highly experienced and knowledgeable staff including GP Assistants and summariser (who summarises the paper notes in order for the electronic medical record to be up-to-date and correct).

Reception

Receptionists are the friendly and welcoming first point of contact for patients at our Practice. Whether in person or over the phone, they are always ready to offer support and guidance and to answer general enquiries. They provide valuable information about our services, communicate test results, and ensure you're connected with the right person to address any health concerns. They also manage most of the patient appointments with our GPs and nurses.

Meet the Team (2)



Dr Michael Armstrong - GP

I joined the practice in 2017 and became a partner in 2018. I've been managing partner since April 2023. I graduated from Birmingham Medical School in 2004 and, after working in emergency medicine, intensive care, and acute medical specialties in Bristol and Bath, I completed my GP training in Bristol in 2010. I moved to the local area four years later.

I don't have one specific clinical interest; I really enjoy the variety that comes with being a General Practitioner and being able to serve the community I now call home. I'm currently the co-Clinical Director of the Berkley Vale Primary Care Network, which brings together four local practices, and I also represent the doctors of Berkley Vale on Gloucestershire's Local Medical Committee.

In my spare time, I make the most of the beautiful walks in the local area (and occasionally, in moderation, enjoy the exceptional local pubs). I take full advantage of my National Trust membership and have a bit of an on-off relationship with both my local park run and gym, which I fully intend to rekindle in 2025.



Sarah Bryant – Practice Manager

I started my career in 2001 in a large GP practice in my hometown of Bristol. Since then, I have worked in practices across Bristol, South Gloucestershire and Gloucestershire covering most non-clinical roles within general practice. Having lived locally in Cam for the past 16 years, and looking for opportunities closer to home, I have been fortunate to secure a position here at Cam and Uley Family Practice and have been with the practice since August 2023.

My family is spread between Cam and Bristol so I spend a large amount of my time driving up and down the A38! I have a small cottage garden which I enjoy maintaining and visiting the beautiful houses and grounds of various National Trust properties.

My role at the surgery is broad and varied. Whilst overseeing the day-to-day running of the business, I have responsibility for finance, HR and keeping staff organised. The partners and I are supported by a management team without which, my job would be impossible.



Changes to our Prescription Services



As you will know, we stopped accepting prescription requests over the telephone on 2nd December 2024. We felt this was a useful time to remind you of the details of this change.

Why did we make this change?

The main reason for this change is safety. Discrepancies occur when a patient believes they have ordered medication, but this does not match what they have been given. Drug names are similar and difficult for patients to remember or pronounce. The practice is becoming busier and patient demand is increasing. In order to minimise the risk of error, the decision was made to no longer take prescription requests over the telephone.

Reducing potential errors will also save the NHS money. Unwanted prescriptions that are incorrectly issued leads to wastage. This helps align with the NHS Only Order What You Need Campaign.

Day-to-day workload pressures are increasing. The telephone lines are very busy, and we need to safely manage the calls as they arrive. We hope that by withdrawing the prescription line, this will free up lines for patients, improving access to the practice.

Whilst we understand that some of our patients may not be happy with this decision, our aim is always to ensure patient safety whilst managing our increasing workload. It is not an unusual decision to withdraw this way of requesting prescriptions within modern general practice. GL11, the local community hub, offer "Digital Drop In" sessions every Wednesday between 10am-3pm to support individuals in using technology, including the NHS App and SystmOnline.

How do I order my medication?

The easiest way to order repeat prescriptions are: Via the NHS App or via the practice website using SystmOnline

❖ In person* – a prescription box is available at Cam

❖ In person* – please continue to hand to staff at Uley

*Please remember to use your re-order slip where possible – we cannot accept requests without clear patient and medication information.

For our most vulnerable patients, if you feel you are unable to order a prescription using one of the above methods, please contact reception on 01453 540066 to discuss this further.

Will this affect my repeat medication?

Patients requesting their repeat medication need to follow the process outlined above.

Will this affect medication requested by the pharmacy, including pathfinder?

No, the pharmacies request medication process remains unchanged.

Will it take any longer?

No, turnaround time remains at 3 working days.



“Only Order What You Need Campaign”



This campaign is vital if we are to protect our NHS and escalating costs and it is part of the reason we have introduced the changes to our prescription service. The NHS in Gloucestershire is urging people to only order the medication they need from their repeat prescriptions to reduce waste.

You can read more about the campaign via the internet www.nhsglos.nhs.uk/news/only-order-medicines-you-need-to-help-the-nhs-and-the-planet/

But here are some highlights for your information.

- ❖ It is estimated that around 1.4 million medicine items are wasted unnecessarily in Gloucestershire each year with 53% of our population on a repeat prescription for multiple medications each month.
- ❖ A new campaign has been launched by NHS Gloucestershire encouraging people not to stockpile medicines and “Only Order What You Need”.

Top Tips

Tips for managing your medication safely and ordering responsibly include:

- ❖ Before making an order for repeat medication, gather together all your medication and check how much you have and if it's still in date. Then “Only Order What You Need”.
- ❖ Medication should be stored in an appropriate place which is inaccessible to children and pets and away from extreme temperatures.
- ❖ Consider storing all your medication in one place at home, so you can easily see what you have left and what you need.
- ❖ Try to avoid opening multiple packets of the same medication. This will help you keep a track of what you've taken and what you have left.
- ❖ Make a note on your calendar about two weeks before your prescription due date to go through your medication and see what is left. You can then order what you need.

Unused or out of date medicines can be returned to your pharmacy for safe disposal, please don't put them in the household waste or down the sink or toilet. This will help make sure waste medicines don't pollute our rivers and seas.

People collecting a repeat prescription are also being reminded to check their order carefully before leaving the pharmacy to ensure their items are correct and hence help to reduce waste and save money.

Once a person leaves a pharmacy, their medicines cannot be returned or used by anyone else, even if they are unopened. All returned medicines will be destroyed by the pharmacy.



General updates



New £20 Cash Deposit for Loan of Blood Pressure Machines

Unfortunately, due to a number of BP machines not being returned despite repeated reminders via phone calls and letters, the practice has made the difficult decision to introduce a £20 cash deposit system for the loan of the machines.



The deposit is fully refundable upon the return of the BP machine. Patients will be informed about the deposit requirement beforehand, allowing them to decide whether they wish to pay the deposit and borrow the machine, or purchase their own.

To ensure transparency, we have updated our loan agreement form to clearly explain the new deposit system. We hope this change will help us continue to offer the BP machine loans while ensuring that they are returned in a timely manner. Thank you for your understanding and cooperation.

“Did Not Attend” (DNA) Policy Update

While the Practice has always had a DNA policy, it has not been strictly applied in the past. Unfortunately, like many other practices, DNAs (missed appointments) have a significant impact on our ability to provide services efficiently.

We understand that life can sometimes get in the way, and patients may not be able to attend their appointments for a variety of reasons. However, we have noticed a mix of occasional DNAs and repeated instances from some patients.

In light of this, we are reviewing our current policy and will be introducing a system to contact patients who frequently miss appointments. This will include explaining the impact of missed appointments on the practice and encouraging patients to contact us in advance if they need to cancel.

While we will always try to be understanding, we must also ensure that appointments are available to all patients who need them. As a result, persistent offenders may ultimately be removed from our patient list.

We appreciate your cooperation and understanding in helping us to make the best use of our appointment slots.

**NO
SHOW**

Reducing Pressure on Appointments: "Pharmacy First" Scheme



We are all aware of the increasing pressure on the Practice due to the rising number of patients in the Cam, Uley, and surrounding areas, driven by ongoing development.

While we all strive to consider whether a GP appointment is necessary, there are times when we instinctively know we need medication for something like an infection, skin problem, or another relatively straightforward issue.

Did you know that, in some cases, you can seek advice and even get prescription medication directly from your pharmacy? This service is known as "Pharmacy First." By using this scheme, you can get the treatment you need without having to book an appointment at the practice, ultimately freeing up valuable GP time for more complex or serious cases.

Pharmacists can give you advice on a range of conditions and suggest medicines that can help. They may also be able to offer treatment and prescription medicine for some conditions, without you needing to see a GP. Conditions they can treat as part of Pharmacy First are:

Condition	Age range
Acute Otitis Media* (ear infections)	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

* Distance Selling Pharmacies will not complete consultations for Acute Otitis Media.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.



It's a great way to save time and ensure appointments at the Practice are available for those who need them most.

Thank you for helping us manage the growing demand and keep the Practice running smoothly!

Key Information



Here are just a few of the websites, email addresses and phone numbers that may be useful.

Cam Surgery Fairmead Dursley Gloucestershire GL11 5NE	Telephone 01453 540066	Opening Hours 8am-1pm and 2pm – 6.30pm Monday to Friday
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Uley Surgery 42 The Street Uley Gloucestershire GL11 5SY	Telephone 01453 540066	Opening Hours 8.30am-1pm and 2pm – 5pm Monday to Friday
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PPG Chair Contact

jonathan.pape@hotmail.co.uk

Managing Your Health Online

Please visit this website to find out how you can manage your health on line:

www.cam-and-uley.nhs.uk/services/managing-your-health-online/

Prescriptions (General)

For information about prescription charges and pre payment certificates:

www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/

Pharmacy First

www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/

Stay Well this Winter

https://assets.nhs.uk/nhsuk-cms/documents/NHSE_Stay_Well_this_Winter_Combined_leaflet_Resized_V15_web.pdf

