

THE TARDIS TIMES

The latest news from The Tardis Surgery



JULY 2019 ISSUE

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THANK YOU:

All of us at the Surgery wish to say a huge thanks to Moonyeen Thorley who stepped down

as Chair of our Patient Participation Group in March. Moonyeen has volunteered tirelessly for the Surgery and we are very grateful for her dedication. She will continue supporting the PPG as a member going forward.

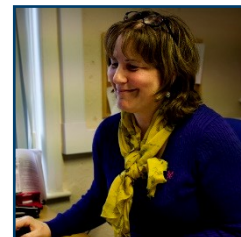
Hello and welcome to the latest edition of *The Tardis Times*. You may not recognise my face so I'll introduce myself, I'm Susan Pyatt, I'm the Practice Manager here at The Tardis Surgery.

It's been a real scorching start to the summer (finally!). As lovely as the sunshine can be, the heat can be harmful. Make sure to keep hydrated by drinking plenty of water, avoid excess alcohol, stay out of the sun and keep your house cool—closing curtains and blinds can help. Of course, if you do go out in the heat, wear sunscreen and

cover up with a loose clothing, a hat and sunglasses.

We always welcome feedback from our patients. If you have something to say about the care you receive from us, please fill in a slip from reception and put it in our comments/suggestions box situated in the porch as you enter the surgery. Or you can write directly to me. I'd love to hear from you.

Susan Pyatt



CALLING ALL PATIENTS WITH BIRTHDAYS IN AUGUST

In an effort to streamline care and reduce the number of appointments you need to attend, we have changed the way we recall patients with long-term conditions.

Patients will now be recalled to attend reviews in their birth month for the following: asthma and COPD, diabetes, chronic heart disease and atrial fibrillation, stroke, chronic kidney disease, mental illness and hypertension. For patients with more than

one condition, all relevant conditions will be reviewed in one appointment.

Patients will receive a reminder by text or letter. Please call the Surgery on 01538 753771.

We appreciate some patients will have had their review recently, however, to ensure the new system can work smoothly we would ask all to still attend their birthday review.



If you are overdue your smear test please contact us at the Surgery. For more info on cervical screening visit www.jostrust.org.uk.

Jo's cervical
cancer trust



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TIME TRAVEL:

Have you ever spotted our cabinet of curious medical instruments from times gone by in our Waiting Room?

How many do you recognise?

Take a look next time you visit us. It can be found next to the Reception desk beside a host of leaflets offering advice on a range of illnesses and ailments.

HELP US HELP YOU!

Missed appointments: On average 105 patients each month fail to attend their appointment. PLEASE let us know if you are unable to attend and, if possible, give us 24 hours' notice.

Blood tests: Patients can attend Meir Health Centre following a request from the Surgery. We hold a bookable blood clinic on Tuesday mornings at the Surgery for elderly and less mobile patients and patients struggling to get to Meir.

Test results: It is your responsibility to contact the Surgery (after 2.00pm) for results.

Details change: Please inform us if your details change.

Travel advice: Please book an appointment with a Practice Nurse well in advance of your travel date. Travel vaccination request forms can be downloaded from our website. Please note, there is a fee for certain vaccinations and malaria tablet prescriptions. The Surgery is a registered Yellow Fever Centre. Please call us for details.

Private fees: Not all GP admin work is covered on the NHS. A list of charges is on display in Reception.

The Tardis Surgery is now on Facebook. Search for @TheTardisSurgery. Give us a Like!



TARDIS TEAM ON THE PULSE WITH DIGITAL CARE

The Tardis Surgery has been named a Staffordshire Digital Health Champion after embracing technology to provide the best possible care for patients.

Health chiefs at Staffordshire and Stoke-on-Trent STP praised the Surgery's commitment to developing the care it can offer digitally by providing technology enabled care services (TECS).

Earlier in the year, Tardis nurses Jodie Spragg and Tonya Davis were named as the area's first Digital Nurse Champions. Both will now help the Surgery provide TECS going forward.

The Tardis already encourages patients to book appointments and order repeat prescriptions via the Patient Access app and uses the Flo text messaging service to give patients the opportunity to monitor their own health. The Surgery

continues to develop its presence on social media with the aim of talking to the wider patient community.

Technology fan Dr Kevin Upton said: *"Simple technology can make a huge difference to the way we, as a surgery, communicate with and support our patients. From using apps to monitor and manage long-term conditions and using social media to engage with patients, to exploring the practicalities of providing video consultations."*

"We strive to be a forward-thinking practice providing the best possible healthcare for our patients and embracing the very latest in technology will help us go one step further."

To find out more about registering for online services and the Flo service speak to Reception.



BEST FOOT FORWARD: The Tardis Surgery / South Moorlands Leisure Centre Walking for Health group is going from strength to strength. We'll be announcing the dates of the latest walks in the next few weeks. All are welcome for a gentle stroll around town followed by tea, coffee and biscuits.



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MEET TEAM TARDIS... *Dr Kevin Upton*



Role at the Surgery: *Senior GP Partner.*

Time at the Tardis: *25 years!*

Likes: *Lots of things! Music (classical, jazz, Northern Soul indie all sorts!). I enjoy photography, bird watching, travel and walking. I like to set myself challenges.*

Dislikes: *Nothing.*

Interesting fact: *I am a twin! I have a twin sister called Karen who was born 20 minutes before me.*

As a GP at The Tardis Surgery Dr Kevin Upton is Cheadle's very own Doctor Who.

This Time Lord, however, prefers walking to time travel and is unlikely to regenerate any time soon having clocked up a quarter of a century serving the town from the Queen Street practice.

And here's a secret: he's not even a true Doctor Who fan. *"I watch Doctor Who but I'm not obsessed with it,"* he laughs, explaining where the Surgery's name originates: *"A former GP and I chose the name. After we extended the Surgery a patient said 'Oh, it's like the Tardis! Much bigger on the inside!'. That was it; we thought it would give the Surgery personality."*

Hampshire born and bred Dr Upton knew at age 11 he wanted to be a doctor.

"I've always had a fascination with the human body and how it works," he explains, adding that while there are no other medics in his family his mother has been a member of the British Red Cross Society for more than 50 years.

After graduating from Birmingham University he started his career in hospital practice - working at Queen Elizabeth Hospital, Birmingham, in medicine and then Birmingham Accident Hospital as House Surgeon Team 1.

"I worked 136 hours a week but I very much enjoyed it, there was lots of learning and team work," he recalls: *"I did plastics, neuro and orthopaedics but A&E was always my favourite department."*

Moving to Stoke to continue plastic surgery training, he then worked in Paediatrics at Macclesfield Hospital - where he was the Paediatric rep on the Junior Doctor Committee - and Obstetrics and Gynaecology at Crewe's Leighton Hospital before moving into General Practice.

General Practice, he says, has seen its share of changes in the 25 years he's worked in Cheadle with much more paperwork behind the scenes and continuous targets to reach.

"Chronic disease management takes up a much bigger part of the job than it used to," he adds: *"Medical records are a lot more comprehensive too. For example, when I began in General Practice if someone had straightforward tonsillitis it would get recorded, by hand, simply as tonsillitis. Now there is a template of several pages which needs to be completed."*

"At its heart, General Practice is about preventing disease, keeping people healthy and enjoying good quality of life and relieving pain and suffering both physically and mentally..."

Continued overleaf...

Taking part in the Dougie Mac Moonlight Walk with Team Tardis in 2018.



Another day, another walk. Atop the Roaches.



Leading the way back home to Cheadle...



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"I enjoy all aspects of my job and I feel privileged to do it. Elderly care, contraception, sexual health, child health, minor surgery, minor injuries, addiction recovery. All of it. Dermoscopy interests me a lot – using a special microscope to diagnose and monitor skin lesions."

Beyond the Surgery walls, Dr Upton worked on Cheadle Hospital's long-term care ward until its closure. He also worked in elderly care at Haywood Hospital and at One Recovery in Stoke, supporting patients recovering from drug and alcohol addiction. All this is in addition to his role as a Senior Partner at The Tardis Surgery.

Living within the community he cares for has its advantages, he says: *"It's useful to know what is going on in the community, you can see how it impacts patients. I love being a family doctor and find it*

fascinating seeing patients I knew as babies now bringing their own babies to see me. I love seeing patients out and about, although I can't always remember names!"

Dr Upton's active role in the community extends beyond the practice. He's a member of Team Cheadle – *"I'm very keen to see the High Street rejuvenated"* – and is Branch Secretary of the Staffordshire Moorlands arm of CAMRA (the Campaign for Real Ale).

He describes himself as *"keen on walking"* but that doesn't quite cut it. So far this year he's walked more than 2000 miles. He recently added to this walking from Wolverhampton's Molineux stadium to Stoke City's Bet 365 ground for the Dougie Mac. He's also made it his mission to ensure each of the public footpaths in and around Cheadle are explored at least once a year.

It's certainly clear the very southern

southerner turned Stokie (sort of) has real affection for the place he calls home and the fellow Staffordshire folk he calls both patients and friends.

"I found Birmingham more friendly than Hampshire and Staffordshire more friendly than Birmingham. I like the people here; really friendly and considerate people."

With his familiar, friendly and oft heard laugh, he's quick to turn on the comedian act when asked how long he's been at the Surgery: *"Well,"* he says, looking at his very complicated watch: *"About six hours so far today! No, I've been here 25 years now. By far the longest time I've stayed in one job."*

Perhaps another 25 years is a little optimistic, but hopefully this particular Time Lord's regeneration isn't on the cards for a little while yet. Too many miles left to tread, anyway.



MEET TEAM TARDIS... Amanda Bickle



Role at the Surgery: *Advanced Nurse Practitioner.*

Time at the Tardis: *Almost a year.*

Likes: *I love watching movies I'm a huge Marvel and Disney fan. I love spending time with family. I like to visit new places and having lived in Scotland I enjoy visiting friends there.*

Dislikes: *Rudeness.*

Interesting fact: *I am a Queens Nurse, a title awarded to community nurses who go above and beyond to improve the care and services delivered to patients in the community.*

What does your role entail? *I mainly deal with urgent problems, such as minor ailments/ injuries, acute wound care, chest infections, asthma and COPD exacerbations and acute back pain. I can prescribe but only within my specialist areas. I can't issue Fit Notes or manage mental health illnesses. I can request certain x-rays and advise on numerous common female and male health problems. If I am unsure I consult one of our GPs.*

Our Reception team can tell you if I can help you. Please just ask them, it could mean you are seen sooner.

When it would be more appropriate and more useful for a patient to see you rather than a GP? *For acute chesty coughs, insect/dog/human bites, Dementia concerns, continence issues and elderly care reviews.*

What do you enjoy about your job? *Trying to help people stay well and supporting our elderly community.*

Have you always worked in a primary care setting? *I have been a nurse for 32 years and worked in a variety of settings—paediatrics, elderly care, practice nursing. I was an Occupational Health Nurse for the Ministry of Defence. I am a qualified District Nurse and teacher, working in a community setting for more than 27 years.*

Why did you want to get into nursing? *I always wanted to be a nurse, I never knew why, but I wanted to help people. I started doing voluntary work in an elderly care home at the age of 11. I was accepted into training at 19 and never looked back, it is one of the hardest but most rewarding careers.*



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DID YOU KNOW... you can book appointments online, request repeat prescriptions and receive text reminders from the Surgery? Ask our Reception team for a form.

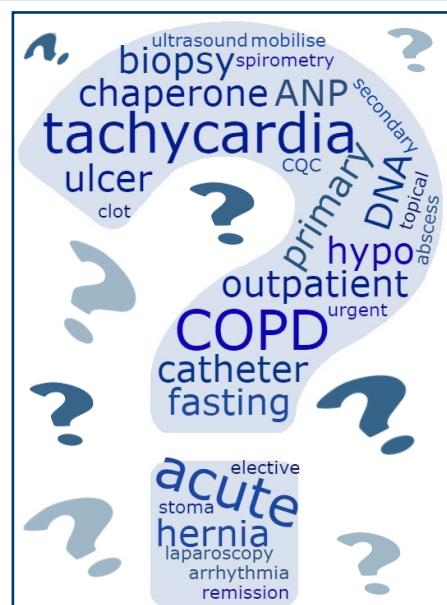


DON'T KNOW YOUR INPATIENT FROM YOUR OUTPATIENT?

The NHS can be terrible for jargon! Acronyms abbreviations and technical terms aplenty. At The Tardis Surgery we do our best to avoid using jargon with patients but sometimes we forget.

We know this can cause confusion, especially if you don't feel confident in asking us to clarify what we mean. Please ask!

Our Patient Participation Group will be creating a glossary of medical terms often used by our clinicians. This will live in the Waiting Room and will be made by and for patients. Keep your eyes peeled!



TARDIS TOP TIPS...

...LIVING WELL WITH DEPRESSION



Depression affects more people than you'd realise for many reasons. In fact, how you feel doesn't always have a reason. It just happens, to people of all ages from all walks of life.

Living with depression can be a lonely experience. It's certainly not something you can "snap out of" but sometimes the things that help the most are the hardest to do.

Here are some suggestions, from a patient, which may help make the difficult days a little less difficult.

Talk to the Tardis: Remaining silent is how mental illnesses become unmanageable. Speak to the Surgery if you're struggling. The team will listen and will point you in the right direction.

Go for a walk...but allow yourself occasional duvet days: If you pocketed £1 for every time someone said "exercise is great for depression" you'd be very rich.

When getting out of bed feels like the most overwhelming thing in the world such advice can feel a tad patronising but it's true. Going for a five minute walk or even doing

basic exercise in your living room is a step forward. However, allow yourself an occasional duvet day.

If you're taking medication / having therapy: Work with whoever prescribed it to make it work for you. No one treatment fixes everyone, unfortunately, but there are always other options.

Batch cooking / eating small but often: Keeping yourself properly fed and watered when you have depression is hard, especially when you're on your own. Batch cooking, saving leftovers and eating small but often can help when you don't have energy to make a full meal.

Get stuff done: Depression can make us feel like doing nothing at all but there are times when things really need to be done. Don't underestimate the power of a to-do list and having a routine. Even if you only tick off one thing a day, it's all progress.

Set realistic goals: Start small – having a shower, brushing your teeth, texting a friend, briefly stepping out of your house – and go from there.

Stay connected: While withdrawing completely is probably all you want to do, it's not the best option. Try a balance – hold back from unnecessary social contact (train yourself to say 'no') but try to reach out to people you trust.

If you have pets: While nothing can replace human Contact, animals can be brilliant friends.



Continue to do activities you've enjoyed in the past: This is a tough one because you can't force yourself to have fun. If you're struggling with motivation try and work around the problem. For example, if you enjoy reading but are lacking concentration try listening to a podcast or audiobook.

Take things one step at a time: Recovery is not a race, nor is it linear or ever moving forward.

Remember you're not on your own: Because you're really not. Being told "we will do this together" is not just words. Let people help.

We're supporting

time to change

let's end mental health discrimination



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SPOTLIGHT ON...



Your home First Aid kit

With the school summer holidays just around the corner, it's the ideal time to check your home First Aid kit is tip-top.

A basic First Aid kit may contain:

- plasters in a variety of sizes and shapes
- small, medium and large sterile gauze dressings
- at least 2 sterile eye dressings
- triangular bandages
- crêpe rolled bandages
- safety pins
- disposable sterile gloves
- tweezers
- scissors
- alcohol-free cleansing wipes
- sticky tape
- thermometer (preferably digital)
- skin rash cream, such as hydro-cortisone
- cream or spray to relieve insect bites and stings
- antiseptic cream
- painkillers such as paracetamol (or infant paracetamol for children), aspirin (not to be given to children under 16), ibuprofen
- cough medicine
- antihistamine cream or tablets
- distilled water for cleaning wounds
- eye wash and eye bath

Your kit should be locked and kept in a cool, dry place out of the reach of children.

It may also be useful to keep a basic First Aid manual.

Medicines should be checked often to make sure they're within their use-by dates.

First Aid supplies can be bought from independent high street chemists, Boots, Superdrug and supermarkets. B&M also stock a wide range of healthcare supplies.

Surgery opening hours:

Monday: 8.00am to 6.00pm
Tuesday: 7.00am to 6.00pm
Wednesday: 8.00am to 6.00pm
Thursday: 7.00am to 1.00pm
Friday: 8.00am to 6.00pm

Reception opening hours:

Monday: 8.00am to 6.00pm
Tuesday: 8.00am to 6.00pm
Wednesday: 8.00am to 6.00pm
Thursday: 8.00pm to 1.00pm
Friday: 8.00am to 6.00pm

“

Some people live more in 20 years than others do in 80. It's not the time that matters, it's the person.

”

The Tenth Doctor
(David Tennant)

DON'T FORGET: When The Tardis Surgery is closed call 111 if you urgently need medical help/advice but it is not life threatening. If you need emergency medical treatment when someone is seriously ill or injured and their life is at risk, you must call 999 do not wait for the Surgery to open.

General Practitioners

We have two partners, Dr Upton and Dr Kaur, and two regular doctors who complete the team.



Dr Kevin S Upton MB, ChB, DCH, DSRFH (Birmingham 1986)

Dr Simranjeet Kaur MBBS, Nmrcgp, DFFP (Mysore 1999)

Dr Day MB BCH (University of Wales 1997)

Dr Shevlin MB, ChB, DIP OBS, MRCGP (Cardiff 1968)

We aim to use these doctors to cover all sessions. We only use locum doctors to cover holidays or sickness when unable to use regular GPs.

Nurse Prescriber

Amanda Bickle has triage training and is an independent prescriber.

General Practice Nurses

Jodie Spragg, Tonya Davis and Paulette Upton are our Practice Nurses. Jodie's areas of specialities are diabetes, asthma and COPD. Paulette's area of speciality is family planning.

Healthcare Support Worker

Diane Bostock

Non clinical team

Practice Manager: Susan Pyatt

Deputy Practice Manager: Carol Burnett

Dispensary: Tammy, Sara and Charlotte are in charge of our repeat prescribing and dispensing.

Reception: Bryn, Julie, Leanne, Mandy, Margaret, Maria, Nicola and Sylvia.



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