

THE TARDIS TIMES

The latest news from The Tardis Surgery



FEBRUARY 2019 ISSUE

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Hello and welcome to the latest edition of *The Tardis Times*.

We've already had a very cold spell this year, if the weather worsens again please stay safe - wear warm layers, take extra care walking in icy conditions, especially if you are frail, and keep your home warm.

We are currently seeing a lot of patients with Norovirus, which causes vomiting and diarrhoea. It can be unpleasant but usually goes in about two days and you can usually treat yourself and your child at home. Stay at home and get plenty of rest; drink lots of fluids; carry on breast or bottle feeding your baby - if they're being sick, try giving small feeds more often than usual; give babies on formula or solid foods small sips of water between

feeds; eat when you feel able to; and take paracetamol if you're in discomfort - always check the leaflet.



Call the Surgery if you are worried about a baby under 12 months; your child stops breast or bottle feeding while they're ill; if you or your child keep being sick and cannot keep fluid down; you or your child have diarrhoea for more than seven days or vomiting for more than two.

Wishing all our patients a healthy, happy and prosperous 2019.

Dr Simranjeet Kaur

TARDIS SURGERY ON THE PULSE WITH NEW TECH

We are delighted to announce our nurses Jodie and Tonya are now Digital Nurse Champions - the only ones in the area.

Both will help the Surgery to provide technology enabled care services (TECS), eventually providing Skype consultations to housebound patients or those who struggle to attend the Surgery due to work.

Well done
Jodie and
Tonya!

**STOP the
PRESSES!**

EXTENDED HOURS GP SERVICE IN STOKE-ON-TRENT AND STAFFORDSHIRE

WHAT IS "EXTENDED HOURS"?

You can now see a GP in the evenings and at weekends. The service is provided by 15 local surgeries.

WHO IS IT FOR? Patients who can't see a GP during the day. Suitable patients would be school-children for non-urgent consultations and working people seeking blood pressure checks or contraceptive services. It is not suitable for patients with chronic illnesses.

HOW DO I BOOK? The service is not a walk-in clinic and appointments must be booked. Appointments are available from 4.30pm to 8.00pm Monday to Friday; 9.00am to 4.00pm on Saturday; 9.00am to 1.00pm on Sunday. Appointments can be booked in advance or on the day by calling The Tardis Surgery on 01538 753771.

WHERE DO I GO? Patients will be required to visit another surgery in the area.



The Tardis Surgery

5 - 9 Queen Street, Cheadle, Stoke-on-Trent, ST10 1BH

www.tardissurgery.co.uk

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Our Reception Team is here to help you. Any questions they ask are solely to ensure you see the right person as soon as possible. The advice receptionists give is strictly to guidelines laid down by our GPs. Please rest assured anything you tell the Reception Team is confidential.

DON'T DELAY, BOOK YOUR SMEAR TEST TODAY!

We get it. Smear tests (cervical screening) aren't exactly pleasant (the women among us at the Surgery have all been there too) but they are vital.

We understand smears are not easy for some of you so rest assured we will do all we can to make you as comfortable as possible during the procedure.

At The Tardis Surgery our smear test uptake is above the national average at 84% but that still means 16% of eligible patients we invite do not respond.

Nationally, the number of women going for a smear is lower than ever. We want to help change that.

Everyone's experience is unique but here are a few tips that might make you more at ease:

Talk to your nurse or doctor: If it is your first test, you feel embarrassed/worried, have had

a bad experience before or have experienced anything that makes the test difficult for you please tell us. If you find it hard to say you can write it down.

Speak up if you feel pain: The test may feel uncomfortable but should not be painful. Speak up if you feel pain or want to pause. YOU are in control.

Wear a skirt or dress if you're worried about being exposed: You will be given a paper sheet to cover yourself, but if you wear a dress or skirt you can keep this on, only removing your knickers, which may help you feel less exposed.

Ask for a smaller speculum: Speculums come in different sizes, so if you find the standard size uncomfortable, you can ask to try another size.

Bring someone with you for support: A friend, family member or a partner.



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



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: As patients, 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: @TheTardisSurgery Give us a Like!

Many thanks to members of the Tardis PPG, Dr Kaur and Dr Upton for the photos used in this issue. ❤️



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MEET TEAM TARDIS... *Dr Simranjeet Kaur*



Role at the Surgery: *GP Partner.*

Time at the Tardis: *5 years.*

Likes: *Weight training - yes, really!*

Dislikes: *Nothing.*

Interesting fact: *I go to the same gym as Eddie Hall!*

“ We know our patients' families, we see their children grow up and their grandparents grow old. That's the beauty of Cheadle. You are a proper family doctor. ”

Dr Simranjeet Kaur was just three-years-old when she decided she wanted to become a doctor.

“I made DIY drips out of sticks, tape and bottles for my Grandma,” she recalls: “I always wanted to be a neuro surgeon but when I joined med school I thought ‘that’s definitely not for me!’.”

Originally a Gynaecologist, Dr Kaur retrained in General Practice after having children.

“Until you work in General Practice you have no idea how rewarding it is,” she says: “We know our patients’ families, we see their children grow up and their grandparents grow old. That’s the beauty of Cheadle. You are a proper family doctor.”

Dr Kaur adds: *“We know the local needs very well because of our relationships with patients. We know how people cope on a daily basis because we see them out and about. It’s nice to be acknowledged outside the Surgery. Once I was struggling with a basket in Morrisons and a patient came over with a trolley. You feel like a village doctor in a TV drama. This is how family medicine should be.”*

An average day for Dr Kaur - who

specialises in family planning, child health and minor surgery and is the Practice’s Child Protection lead - starts with arriving at about 7.00am. Morning Surgery runs until 11.30am. She then answers queries, writes prescriptions, does paperwork and conducts home visits. Afternoon Surgery runs from 2.00pm to 5.00pm. Dr Kaur then sees extra patients, answers further queries and checks test results.

The Surgery holds regular staff meetings and educational sessions. Training is constant.

“Education has to be ongoing for you to be a good GP,” she explains: “Constant learning enables us to offer the most up to date care.”

Dr Kaur also plays a key role in management, working with Practice Manager, Susan Pyatt, and attending external meetings. Completing paperwork in the evenings is the norm for both her and Dr Upton.

“You’ve got to be on your toes all the time. If another practice improves you’ve got to improve,” she says: “To provide the service we do we must always prove that we are doing everything right - that means a lot of work in the background.”

So, how can patients help The Tardis Surgery help them?

“Self-awareness,” responds Dr Kaur: “Tell our Reception Team what sort of problem you have and they can help you get seen ASAP. Of course, if it’s a personal problem and you’d rather not say, that’s fine.”

She adds: *“Be prepared to travel for Out Of Hours; use local pharmacies for advice; if you need a home visit call before 10.00am; and please, don’t come to us for toothache.”*

Away from the Surgery, Dr Kaur is an avid gym-goer.

“Weight training is my very happy place, all my happy hormones get going when I’m at the gym,” she says: “I could go there every day.”

Even at the gym she can’t get away from being “my GP”, but she wouldn’t change it for the world.

“As the gym is local I bump into patients. It’s great!” Dr Kaur concludes: “I’m a doctor for the local population. We have such a great gift in the NHS. If all of us work together we’ll keep it going.”

“ If you keep your weight under control, exercise, don’t smoke and drink alcohol in moderation, we will cut down on chronic illnesses - then we’re still here for things people can’t control. ”



The Tardis Surgery

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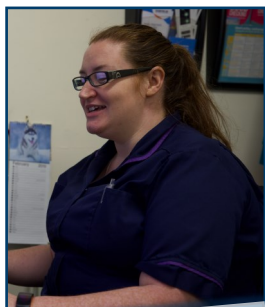
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MEET TEAM TARDIS... *Our Nurse Team*



Jodie Spragg

How long have you worked at The Tardis Surgery?

4 years.

Likes: Spending time with my family, going to the gym and socialising with friends.

Dislikes: Nothing!

Tell us an interesting fact about yourself: I can touch

my nose with my tongue!

What is your role at the Surgery? Clinical

Manager. I deal with the clinical and managerial side of nursing. I specialise in diabetes and respiratory conditions.

Give us an overview of an average day in your role...

Seeing patients for management care planning of long-term conditions, cytology, spirometry, immunisations, general nursing...too many things to list!

If you could give one piece of advice to patients about living a happy and healthy life what would it be? Do everything in moderation.



Tonya Davis

How long have you worked at The Tardis Surgery?

2 years.

Likes: Going on holiday, spending time with my family, exercising and decorating our new house.

Dislikes: No dislikes!

Tell us an interesting fact

about yourself: I have participated in two shows doing aerial arts.

What is your role at the

Surgery? Practice Nurse. I previously worked in Adult Critical Care and Neonatal Intensive Care in hospital.

Give us an overview of an average day in your role...

Seeing patients for management care planning of long-term conditions, cytology, spirometry and general nursing.

If you could give one piece of advice to patients about living a happy and healthy life what would it be? Self-management and taking care of one's own health.



Paulette Upton

How long have you worked at The Tardis Surgery?

2.5 years.

Likes: Cooking, sewing, knitting and looking after my grandchildren.

Tell us an interesting fact about yourself: I am a Councillor on Cheadle Town Council.

What is your role at the

Surgery? I am a Practice Nurse specialising in sexual health.

Give us an overview of an average day in your role...

Seeing patients for routine blood pressure checks and INRs (measuring effect of Warfarin) and carrying out blood tests. Also, advising

patients of all ages with regards to contraception, family planning and sexual health queries.

If you could give one piece of advice to patients about living a happy and healthy life what would it be? Eat healthily and do regular exercise.



Diane Bostock

Diane is our **Healthcare Support Worker**. She is able to provide the following services:

Blood pressure checks; blood tests; dressing reviews; ECGs; INRs (measuring effect of Warfarin); Learning Disability health checks; New Patient health checks; NHS health checks; weight management support; and 24 hour ambulatory blood pressure monitors.

Coming up in the next edition of The Tardis Times, meet...



Our new Advanced Nurse Practitioner, **Amanda Bickle**

and



GP Partner, **Dr Kevin Upton**



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TARDIS TOP TIPS...

...getting the most out of your appointment



When requesting an appointment, see the next available GP or nurse: It may help you be seen faster. Your medical records can be accessed by all our doctors and nurses.

Check you're seeing the right person: Our clinicians have different specialisms. Ask who is most suited to helping you.

Trust our Receptionists: Any questions they ask are solely focused on getting you the most appropriate care ASAP. Everything said to Receptionists

is treated with the same confidentiality as if you were talking to our Clinical Team.

Get it all out: We understand you might feel anxious or embarrassed but rest assured we've seen and heard it all before. Nothing surprises us. We are not here to judge, only to help and be in your corner. Be honest with us.

Ask questions: If you don't understand something, tell us.

Arrive on time...and let us

know if you are unable to attend an appointment.

...But please be patient if we're running late: We don't like being late but sometimes emergencies arise or we need to spend a little extra time with another patient. You might be this patient/emergency one day so please bear with us.

Tell us exactly what happened, when and what you have tried: We need to know all the facts, it helps us help you.



WALKING GROUP MARCHES INTO 2019



Our *Walking for Health Group* is going from strength to strength. Newcomers are always welcome for a gentle stroll around Cheadle. Tea, coffee, biscuits and chat follow. This year we're delighted to say patients from fellow Cheadle surgery, Well Street Medical Centre, will be joining our walks.

DATES FOR YOUR DIARIES:

Meet at 9.45am at South Moorlands Leisure Centre.

Friday 8 and 22 March

Friday 12 and 26 April

Friday 10 and 24 May

Friday 7 and 21 June

Friday 5 July

MAKE A DATE FOR TEA AND CAKE!



If you're unable to join *Walking for Health* but would still like to socialise with fellow patients, The Tardis Surgery is teaming up with Well Street Medical Centre for a tea party. Join us for bingo, tea and lots of cake at Well Street Medical Centre on Thursday 28 February from 1.00pm.

GET OUT AND ABOUT!

Tea, cake and bingo

Thu 28 February, 1.00pm
Well Street Medical Centre
Entry: Free / Open to all

Cheadle Historical Society

Local transport and more
Wed 6 March, 7.30pm
The Cheadle Academy
Entry: £1 for non members

Friends of Cecilly Brook & Hales Hall Pool

Bat talk by Kevin Reynolds
Thu 28 March, 7.00pm
Thorley Drive Sports Pavilion

Cheadle Youth Club

Every Wed, 7.00pm - 8.00pm
Cheadle Methodist Church Hall
11 - 16 year olds / Entry: £1

Baby Bounce and Rhyme

Tue, 2.00pm - 2.30pm
Wed, 11.00am - 11.30am
Term time only / Free
Cheadle Library



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SPOTLIGHT ON...

Our Patient Participation Group



Moonyeen Thorley is the Chair of The Tardis Surgery PPG - Patient Participation Group. Here she tells us how you can

get involved and have your say about your Surgery...

What is The Tardis Surgery Patient Participation Group?

The Patient Participation Group is a group of people with a common goal of making things better for the patients by working with the Surgery. We meet bi-monthly.

Why is the PPG important?

All surgeries are obligated to have a PPG. They can make a huge difference and be very effective if used correctly.

What changes can the PPG make?

The PPG can be as involved with the Surgery as much as they are willing to be. We are linked with the Clinical Commissioning Group (CCG), who hold the purse strings for our local NHS services. In the last year we have helped set up the Surgery walking group, conducted patient surveys and held various awareness days.

How can I get involved/find out more? Any patient can become a member by asking at Reception for information.

I can't attend meetings; is there another way I can have my say as a patient? No problem! You can become a virtual PPG member and receive our meeting minutes by email. Or, fill in a feedback form at Reception or complete the Friends & Family Test on the Surgery website.

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

“We're all stories, in the end.

Just make it a good one, eh?”

The Eleventh Doctor

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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