

# WESTCLIFFE MEDICAL PRACTICE

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## A Day in the Life of a GP Dr Mary Cuthbert

### A day in the life of a GP- Dr Mary Cuthbert

No two days are alike in the life of a GP and the unpredictability of the job is one of its attractions. Patients may think we just conduct a couple of surgeries a day but there are numerous unseen activities going on "behind the scenes".

In GP surgeries we manage simple and complex medical problems and background conditions previously treated by hospital specialists. We normally conduct 1-2 surgeries a day, depending on other roles. GPs are "on call" for emergencies on a rota basis. The on call GP performs telephone triage and gives telephone advice, sees urgent cases and performs urgent home visits.

After surgery we may have telephone consultations and non-urgent home visits to complete, generally to elderly, disabled, terminally ill or frail patients who are unable to attend surgery.

GPs have a great deal of administrative work to complete including hospital referrals, arranging investigations, writing reports, chasing up results, etc. We also have to check laboratory results, X-ray and scan reports, all of which are sent electronically from hospital, and have to be filed in the patient records. We receive electronic letters from hospital every time a patient is seen in the outpatient department. These letters have to be read and filed, and action taken on a high proportion of letters. In addition GPs have to deal with electronic "tasks" sent from within our own practices and from hospitals. These may include prescribing medication, writing letters, issuing medical certificates and can sometimes number 50 in a day.

As well as my core GP work I am also a GP with special interest in dermatology and run 2 dermatology clinics a week where patients are referred from other practices. I am also a GP trainer on the Bradford GP training Scheme. This role involves supervision and debriefing of GP trainees, one to one teaching, and group tutorials. A lot of time is spent at home preparing teaching and marking trainee assessments.

Being a GP is a pressurised and stressful job but very rewarding and enjoyable.

### Dr Gavin Craig (1946-2015)

It is with great sadness that the practice announces the death of Dr. Gavin Craig, on 6th July 2015, age 69 years.



Gavin was an extremely popular and much-loved GP who was born and bred in Shipley, and worked in the practice for almost 40 years.

Gavin was an excellent clinician but it was his warm and friendly personality, kindness and concern for his patients which won him so many loyal and devoted followers. His colleagues and patients will remember Gavin with great affection and appreciation for his dedication to the people of Shipley, over a long and fulfilling career.



## PATIENT PARTICIPATION GROUP -

### CQC Results Published

The Care Quality Commission (CQC) monitor, inspect and regulate health and social care services in England. They publish their findings on their website to help people choose who cares for them.

Letter from the Chief Inspector of General Practice: "We carried out an announced inspection visit on 25th February 2015 and the overall rating for the practice was good. The inspection team found after analysing all of the evidence the practice was safe, effective, caring, responsive and well led. It was also rated as good for providing services for all population groups."

Read the full CQC report online at <http://www.cqc.org.uk/>

### Health tips section - Sun safety

- Wear sunscreen every day - with at least SPF 30
- Reapply sunscreen at least every 2 hours
- Wear a sunhat and sunglasses with total UV protection.
- Avoid being out in the sun as much as possible between 10am and 2pm.
- If you notice any changes in your moles, or that new moles have appeared, make an appointment to see your doctor.

### Appointments

#### Did you have difficulty getting an appointment?

We apologise if you have recently experienced difficulty in getting an appointment with our Doctors and Nurses. Ensuring there are enough appointments on offer is a constant battle for us as demand from patients continues to rise and recruitment of Doctors and Nurses becomes more difficult. This is a national problem and one we have decided as a practice to be open and honest about in how it is impacting on our surgery.

We are currently carrying clinical staff vacancies that we are hopeful to fill over the coming months, however, this alone is not the answer. We have to change how we deliver healthcare to our patients and we are therefore working closely with other local practices and our Patient Participation Group to look at new ways to ensure patients have access to clinical advice as relevant to their reasons for contacting the surgery. We ask patients to appreciate the pressures that we are under and to work with our team of staff when they are doing their best to offer you what we have available. Thank you.

In June, there were 452 appointments wasted at Westcliffe when patients did not cancel their appointments.

That is 76 Hours of appointments that we could have used to see more patients.

Please cancel your appointments if you are unable to attend

**NEXT MEETING:  
THURSDAY 10TH  
SEPTEMBER AT 4.30PM  
AT SHIPLEY MEDICAL  
CENTRE ALL WELCOME**