



Arden Medical Centre
*Dedicated to providing a comprehensive, caring and
patient-centred service*

PPG Spring Newsletter

A new year brings changes...

Dr Sue Houghton is retiring from general practice on 31st March 2017. Dr Houghton has been a GP since 1981. She started her working life as a GP trainee in a practice in Harpenden, Hertfordshire and then went on to work as GP in London & Oxfordshire.



She moved to Knowle with her family in 1995 and worked at the Knowle surgery until she became a GP partner at Arden Medical Centre in 1999. She was instrumental in setting up the practice at its current location.

Dr Houghton plans to spend some of her time looking after her grandchildren and continuing her work with the youth group and other projects with Knowle Parish Church.

She will be sorely missed by the Arden Team, the PPG & the patients

Welcome to our new Partner

Dr Lucy Barnsley is joining Arden as the new GP Partner on 1st April. She qualified from Southampton University in 2001. Dr Barnsley has been working in Solihull as a GP Partner for 10 years, lives locally (grew up in Shirley) & has twin boys who attend a local school.

She has a special interest in women's health, family planning and medical student/doctor training.



On behalf of the practice, PPG & patients we welcome her to Arden

A new Doctor

Arden has been hosting Foundation Year (Year 2) Doctors since August 2016. Dr Asante left us in December and we now have Dr Sarah McCabe with us until April 2017.



Downing Close, Station Rd, Knowle, Solihull B93 0QA. 01564-739194
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And yet more change!

Healthcare Assistants (HCA)

Anna has taken early retirement to spend time with her family. Anna has worked at Arden for 17 years and initially started doing a few hours a week on administration duties. She trained as an HCA & ran our weight clinics as well as performing the usual HCA duties. We are currently recruiting for a new HCA to assist Linda who currently works 3 days per week

Breast Screening - your breast cancer risk status...

There has been some publicity recently about taking medication to prevent breast cancer in women at higher than normal risk of developing the disease. Having a mother, sister or aunt with breast cancer increases a woman's chance of getting the disease as does inheriting certain genes (BRCA-1 and BRCA-2). The medication, taken for 5 years, has been shown to reduce the risk of developing cancer, but this benefit has to be balanced against potential side effects. If you have a number of close family members who have been affected by breast cancer and you wish to discuss this further, please make an appointment with one of our GPs who can discuss this with you and if appropriate they will arrange for you to be referred to the West Midlands Genetic Unit for further information and advice



Saturday Morning Opening 2017

Arden Medical Centre is open some Saturday mornings* from 9am until noon
(for pre-booked appointments only)

4th March	18th March	1st April	22nd April
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Please make an appointment in the normal way. You can now book some (doctor) appointments online. Please ask reception for details

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Research - Arden is the 3rd biggest recruiter for GP research in the

West Midlands

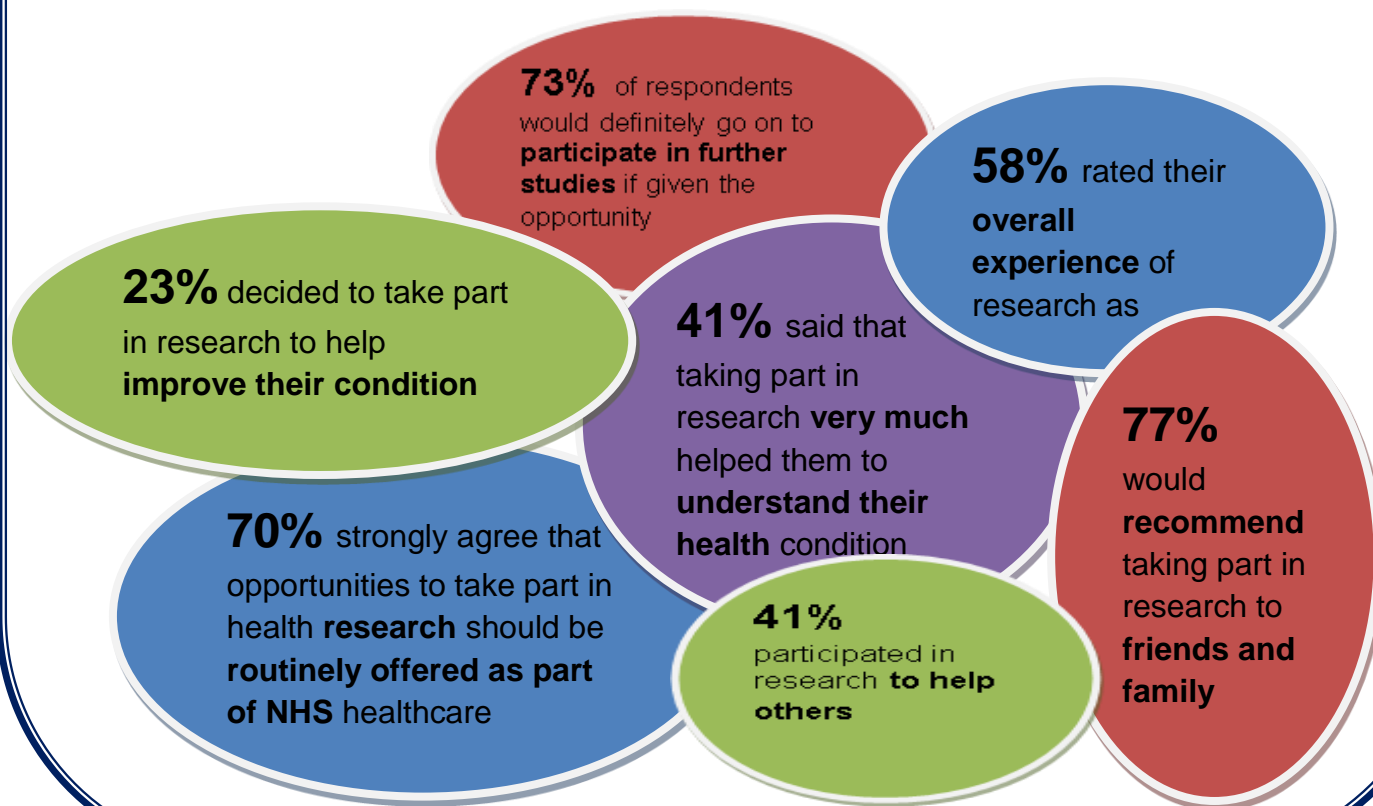
Research studies are the reason medical care has improved leaps and bounds in the past few decades. Without these studies, carefully designed tests for new drugs, procedures or devices, treatments for diseases would not progress.



Arden Medical Centre is part of the RCGP Research Ready Programme. This is a quality assurance programme intended for use by all research-active UK GP practices, designed in line with the UK Research Governance Framework's legal, ethical, professional, and patient safety requirements.

Universities approach the practice with potential studies and we make contact with patients who may be suitable. Some studies involve face to face meetings, others may be online surveys. If you are interested in participating in research, please let the Practice Manager know.

A recent survey from the National Institute of Health Research found:



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Your suggestion box

Here are some of the most recent comments from our waiting room suggestion box...

"A TV with local events and health tips"

Response: We do have a TV in the waiting area and we are reviewing the content. Plans for the future include making the TV messages more informative.

"A drop off facility for magazines & books"

Response: We have a magazine rack in the waiting room which is supplied with new magazines each month. Regular changes to the magazines ensure that the reading material is varied, current & up to date. It also complies with infection control guidance.

"Please keep us updated if appointments are running late"

Practice response: We do try and inform patients if we are running late. If a patient uses the self-check in screen upon arrival it does advise them how many patients are due in to see the clinician before them. Reception will also do their best to update patients as they arrive if a clinician is late.

"It would be good to have Wi-Fi for patients to use"

Response: This is a service that we are currently looking into.

"If a prescription is requested electronically and it is not 'complete', please contact the patient to inform them as this could mean the medication is not ready on time."

Response: Not every drug can be submitted electronically via the electronic prescription service (i.e. controlled drugs) and where possible we do try to inform patients of this. It is difficult to telephone every patient due to the number of prescriptions we process (on average we process 2500 medication every month) but we take on board the feedback and will try and warn patients on the website.