

Lilliput Surgery Newsletter

Spring 2019



A fond farewell from Dr Andy Rutland...

I have been privileged to have been involved with Lilliput Surgery for much of my life. Since 1996 I have been a Partner in the Practice, and for the last 6 years have been the Senior Partner.

Over the last 23 years we have seen our patient numbers increase to 10,000, and there has been an exponential rise in both demand and expectation around the level of care.

Lilliput remains a strong and resilient Surgery, at odds with many who are struggling with resource and recruitment nationally. We are excited about the prospects for the future but are also acutely aware of the challenges in providing effective health care to our population.

My Partners and I have constantly looked to ensure we are offering as good a service as is possible within the NHS resource. When we fail to reach these standards we hope to respond by considering what can be done differently in the future. Our move to a walk in service last year is an example of our responsiveness. This has been, judging by significant feedback, received positively by the majority.

We are very excited about the prospects for the future as we join forces with four other local surgeries to form Shore

Medical. Patients will be receiving communication about this in the near future. We are convinced that this will allow Lilliput Surgery to develop over the coming years, embracing the opportunities to improve patient services within our newly agreed national contract.

Personally, I have over the last few years developed a career in parallel with my role here. I have worked with Dorset Clinical Commissioning Group as the Primary Care Lead, and more recently with Wessex Local Medical Committee supporting Practices that are struggling to meet the needs of patients.

This role is potentially expanding as more Practices need support, and I have made the difficult decision to resign from Lilliput Surgery and will be devoting more time to my other work. However, I have also been asked to continue leading the merged organisation of Shore Medical in an executive role, so will remain closely involved with development of medical services locally.

I leave Lilliput at the end of June. I shall miss the day-to-day involvement with colleagues, staff and patients of Lilliput Surgery immensely. It has been an honour to have worked for so long here, as

part of a small cog in the NHS doing our best to provide appropriate health care to our community as “gate keepers” of an ever-diminishing resource. We are constantly hamstrung by limitation in what we can offer, and patients often question why we appear unwilling or unable to offer a more expensive medication or refer for a specialist opinion which may not be necessary.

There does now appear to be a recognition of the ongoing importance of General Practice nationally, and we are seeing the first significant increase in investment in many years. Hopefully, therefore, I am leaving the Practice in a much stronger position than when I joined, with finally some optimism about the future.

A personal plea as I leave is to seek your support in reversing the cultural trend of reduced respect for the Staff within the NHS, who are trying their best to support patient care in very challenging circumstances. I have seen this increasingly at Lilliput, and it would be so encouraging to see patients taking time to think of the impact their attitude has on our Staff.

Dr Andy Rutland, Senior GP Partner, Lilliput Surgery

Did you know...?

Since introducing our walk in service last year, the number of appointments wasted by patients failing to attend has reduced by

26%!

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Did you know...?

For information and advice about care and support for adults in Bournemouth and Poole visit:
www.mylifemycare.com

Parents worried about their children's health can visit:
www.what0-18.nhs.uk

NEW: Contact your doctor online!



Our new eConsult service lets you:

- Request advice and treatment from the Surgery online
- Get self-help advice for hundreds of common conditions

Fill out a simple online form to get advice and treatment by the end of the next working day.

Go to www.lilliputsurgery.com - A tap and a click might save you a trip!

Introducing Lilliput Surgery Health Champions!

Our Health Champions are a group of patient volunteers working with our staff to offer patients extra support, information and fun!

Our Health Champions regularly go for a coffee and chat with other patients at The Salterns Hotel in Lilliput (next meet ups are 10.30am on Thursday 9 May and Thursday 23 May). No booking needed—just turn up!

The Health Champions can provide a friendly voice and sympathetic ear on the phone and have access to a wealth of information about local services, charities and support groups which may be helpful to you. They are also busy arranging friendly gatherings to get active, be social and meet new people and can also be spotted in the Surgery assisting patients and providing support with the online services available to our patients.

How can I get in touch with a Health Champion?

Ask a member of staff at the Surgery or visit our website for more information: www.lilliputsurgery.com (scroll to the bottom and click on "Health Champions").

Changes to Phlebotomy (blood tests)

We are pleased to say that from February 2019, blood test appointments for our patients have been provided at Lilliput Surgery.

Appointments for outpatients, INR tests and those under the age of 14 years are still currently being provided at Poole Hospital.

If your GP has referred you for a blood test, please contact reception to make an appointment.