



Welcome to the second Newsletter from Occupational Health for Primary Care. Happy New Year!

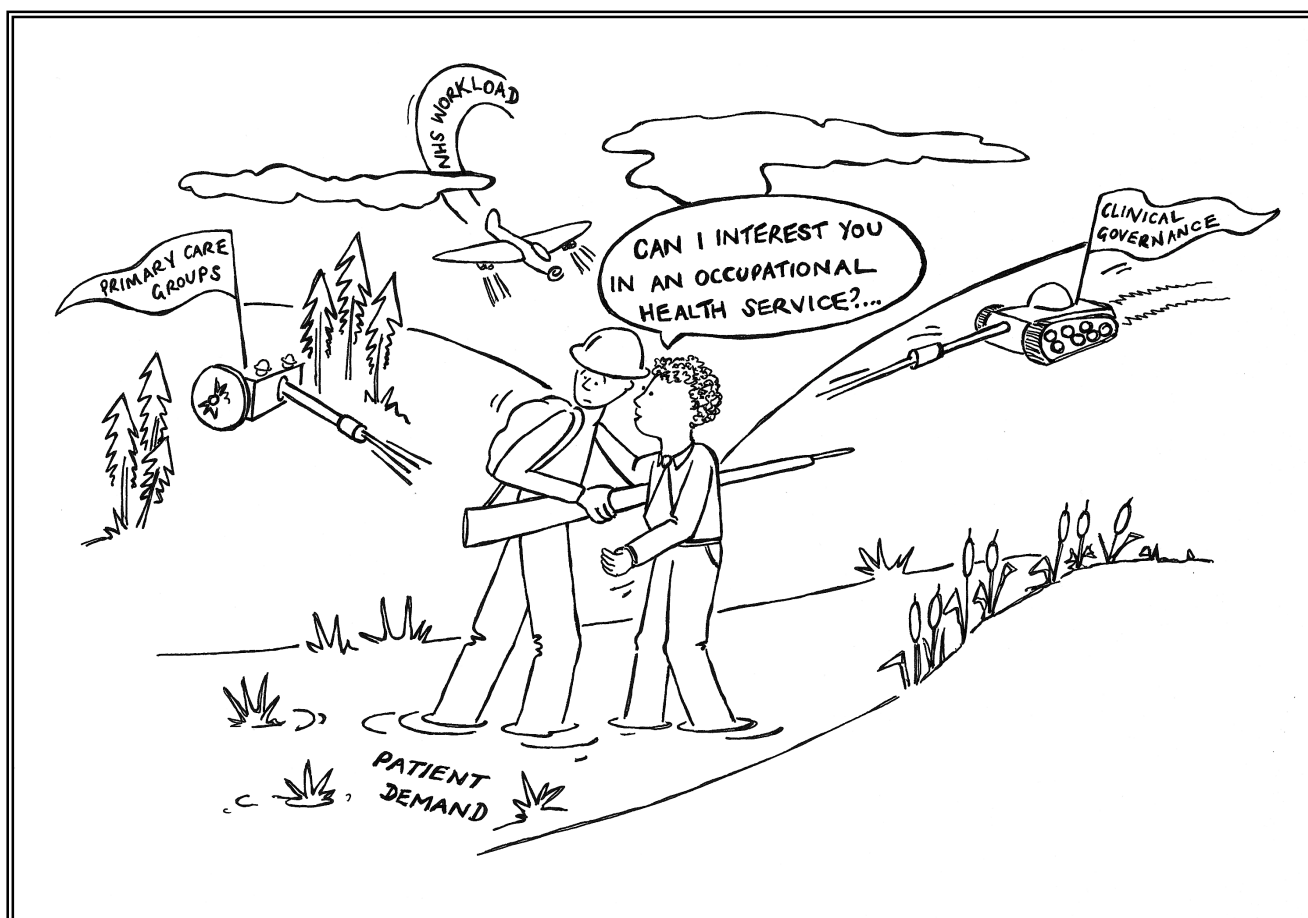
Update

The OH Service is continuing to develop. More Practices have been visited and Lesley and Sue have commenced attending Practice Manager meetings to discuss local needs and introduce themselves and propose policies and procedures. They would be very happy to visit other Practices on request. Please be assured that visits are intended to help us find out about you and your work and how we can best support you. We do not come to judge! If you are still sceptical about the possible benefits of an OH Service we would particularly like to visit you – share your doubts and concerns with us!

Remember this service is funded via the South Devon LMC and there is therefore no extra charge to you.

Meet us at the South & West Devon
Primary Care Conference
at Dartington Hall
February 17th & 18th 2000

- Visit the Occupational Health stand and meet the Project team (Dr David Longdon, Dr Gerard Woodroof, Sue and Lesley. We welcome your comments and will be happy to discuss any aspect of the service with you.
- Attend the OH workshop and explore possible ways to meet the dilemmas and challenges of life in Primary Care! Work with scenarios from real life practice with support and assistance from the OH team.



An Interview With a Practice Manager

What do the Practice Managers think of the Occupational Health Service for Primary Care? Yvonne Bagg, Practice Manager at Dewerstone Surgery, Torquay has kindly agreed to give us a short interview. Yvonne who has spent the last 10½ years as Practice Manager at Dewerstone Surgery will be retiring at the end of April.

I think that it is wonderful that we now have access to an Occupational Health (OH) Service. I sometimes feel that we are out in the wilderness a bit. We need to keep up with the NHS Trusts and other big companies and be more professional in the way that we take on staff, comply with the law etc. Most Practice Managers are very practical ‘hands on’ people. They want to be able to see and touch the benefits of the OH Service – I want to see what is on offer in writing and know what is available to me. I haven’t got time for anything ‘woolly’, there is too much else happening in General Practice at the moment.

That’s why I will welcome the OH files filled with regularly updated generic policies/guidelines that the service is going to provide for all Practices. I expect to see some real time saving benefits from these policies/guidelines which can be adapted to meet my own needs. It means that I will not have to get one of the Practice Nurses onto it or have to research it myself. Even writing and updating policies/guidelines through the Practice Managers Group takes time and energy – which is hard for us to give an, of course, time is money!

I feel very confident of the confidentiality of the service because I know that professionals are running it.

I wouldn’t have any problem with a member of my staff wanting to contact the service or to see Sue or Lesley without telling me the reason. I’ve got daughters and I know how they need to tell each other things without including me! I think that it’s good that the service is run from outside of Devon and that Lesley and Sue don’t know that many people down here – it helps to assure confidentiality.

Although I personally wanted a Practice visit from Sue or Lesley I think that their time is probably better spent seeing groups of staff, e.g. attending the Practice Managers’ meetings. Individuals can then approach Lesley/Sue with their specific queries and concerns and request a Practice visit if that’s what they want.

I liked the first newsletter – it is just the right length to read through quickly while I’m opening my post, before I pass it on. I would like all of my Practice staff to read it. In future I hope that the newsletter will keep us updated on any changes to Occupational Health & Safety legislation that might affect General Practices, or any other useful advice/information.

Many thanks Yvonne, for sharing your thoughts and opinions with us. We will try our utmost to deliver the service that best meets the needs of Primary Care and hope that all staff continue to give us feedback.

Here’s wishing Yvonne a very happy and stress free retirement!



Advice Is A Two Way Process.....

If there are specific Practice policies or guidelines that you are currently writing/updating and you would like advice/help, please do not hesitate to contact us. We may be able to help you to avoid re-inventing the wheel!

A burning issue for many Practices at the moment is that of staff safety in relation to patients who become aggressive (and violent) with their increasing demands. We have invited Ann Elledge, Training Co-ordinator for the Suzy Lamplugh Trust, to write a few words on the subject. The Trust is a well-respected National organisation that advises on issues of personal safety.

Are You Hoping For A Safer New Year For Your Staff?

Unfortunately, in the Suzy Lamplugh Trust's experience, hope is not enough. The 1998 British crime survey estimated that there were over 1.2 million incidents of violence at work in England and Wales in 1997. Those working in the health sector were identified as being especially at risk.

The Suzy Lamplugh Trust has had many years experience of working with healthcare staff and is aware of the daily concerns of those working in potentially volatile situations,

such as reception areas and as professionals attending patients in their own homes.

There are many simple actions that people can take to make themselves and members of their team safer, such as:

Reporting all incidents or near-misses	Discussing difficult clients in advance
Ensuring that the whereabouts of all lone workers is logged and monitored	Learning how to diffuse potentially aggressive situations

The Suzy Lamplugh Trust was launched in December 1986. Estate agent, Suzy Lamplugh, disappeared while meeting an unknown client. Her body has never been found. Many people put themselves at risk of violence and aggression from others in

the routine of their normal working day. The Suzy Lamplugh Trust, in conjunction with Lesley and Sue, can help you in Primary Care to identify and manage those risks. The Trust has a number of different resources such as alarms, books, videos, guidance and other leaflets, as well as a number of trainers who can work to develop training. If individuals or groups of Practices are interested in pursuing customised training in personal safety and dealing with violence/aggression in the workplace, please contact Sue and Lesley.

The Suzy Lamplugh Trust can be contacted direct on 0208 876 0305.



The Occupational Health Service is

- ❖ Advisory
- ❖ Impartial
- ❖ Confidential
- ❖ Easily Accessible

AND IS THERE FOR YOU

Coming Soon!





An Occupational Health and Safety Manual will soon be arriving on your Practice doorstep (thanks to the Medical Sickness Society for funding the Manuals). Please note the Occupational Health Team Helpline and other contact addresses/numbers inside the front cover of the manual.

The Procedure for Pre-Employment Health Assessment will be enclosed, which Practice Managers can start to use as soon as they wish. We have tried to make it as user friendly as possible, but please do not hesitate to contact us if you need further assistance.

Also Coming Soon!

This is the first of many Occupational Health procedures and generic Health and Safety policies, which are intended to help and support you. The procedure for referral of staff for an independent medical opinion to the Occupational Physician will follow shortly.

- Generic Health and Safety Policy – a framework which you can adapt to meet your specific needs (and comply with the requirements of Health and Safety legislation!)
- Immunisation Policy and Procedure – recommendations for protection based on the occupational risks of your work.
- Needlestick and Contamination Incident – What to do and when to do it in the event of an incident to ensure timely and appropriate follow up.
- Managing Violence and Aggression – Assessing the risks and putting into place practical controls for protection of personal safety.

	0117 923 2381 any Wednesday morning from 09:00 – 12:30hrs
	You can fax us at any time on: 0117 923 2382 or 01530 224 759
	You can email us any time at: sue@abbottburke.co.uk or lesley@abbottburke.co.uk
	Our postal address is: 33 Logan Road, Bishopston, Bristol BS7 8DS

(With the exception of Wednesday morning, we will be out of the Office and will endeavour to deal with your query as soon as possible).

If you are not certain that your query or concern is related to Occupational Health, do not let this stop you – we will do our best to help.

All enquiries will be treated in confidence.

Working in partnership with Devon and Cornwall Primary Care

