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# St. Luke's Trust

Newsletter      October 2011

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This Newsletter is produced for patients of the St. Luke's Medical Centre as well as friends of St. Luke's Trust. To receive a copy please fill in a form in the surgery or write to us. If you would like to receive it electronically, please email [newsletter@stlukesmedicalcentre.org](mailto:newsletter@stlukesmedicalcentre.org)

Adam Beard  
*Editor*

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## Appointments

In response to our patient survey results (see page 3), we have decided to reorganise our appointments in order to improve access to the doctors.

While most practices have regular appointment times of 10 minutes, and often 5 minute urgent appointments, we have 15 minute appointments, with some 10 minute ones for acute, short notice consultations. We believe we can better serve the needs of our patients by spending this time on each appointment, but of course can then see fewer patients on each day. This is a constant source of tension for us as we try to find the balance between our patients expectations of appointment availability and time spent with a doctor, as well as the doctors' need to manage their workload in a sensible way.

Anyone  
requesting a  
same day  
appointment will  
be put on a list  
for the doctor to  
call back

Over the years we have made various adjustments to our appointment system, introducing some 10 minute appointments and changing the mix of ones available to book in advance and ones that only become available on the day (intended for use for acute conditions that cannot wait). We have also become more organised in how we work with requests for phone consultations with GPs, allowing the doctors to manage their time more effectively.

Currently we have a system which allows patients to book to see a doctor for a 10 minute appointment on the same day or

book ahead for a 15 minute appointment. While this has worked well for a time, we have recently reviewed our appointments and have decided to introduce a new way of responding to requests for same day appointments.

### GP telephone consultations

We will soon introduce a new approach to requests for same day appointments. Anyone who calls requesting to see a doctor on the same day will be put on a list for the duty doctor to call back. The doctor will then telephone the patient and briefly discuss the problem. Having taken the relevant details they will either deal with the problem on the phone, giving advice and perhaps issuing a prescription as appropriate or, if they need to see the patient, book them into an appointment later in the day.

We believe the benefits of this will be:

- a more convenient service to patients, as not everyone will need to come to the surgery
- better access to GPs
- more efficient use of doctor time
- more appropriate use of same day appointments

### Patient co-operation

While we see someone who needs urgent treatment on the day, it is important that you do not call too late in the day if you think your need is urgent. The earlier we know about your needs the better we can meet them in an appropriate way.

We therefore request that, wherever possible, you call us before 10.00 if you think you need to be seen on the day. If you call later than 10.00 you will still be able to speak to a doctor if your case is considered urgent but it

will be harder to give an appointment should that be necessary.

Remember that our phone line is now open from 08.00 every weekday morning.

The doctor will start making their calls at 09.00, and although it will depend on the nature and number of calls, we expect them to take between one and one-and-a-half hours. We therefore expect patients to be available to receive a call between 09.00 and 10.30.

Patients wishing  
to book ahead  
can call  
reception and  
make an  
appointment.

Patients wishing to book ahead can call reception and make an appointment.

### Remember

- **All patients requesting to see a GP on the day will be put on a list to receive a phone call first**
- **Please contact us before 10.00 if you think you need to be seen that day.**

Adam Beard  
*Practice Manager*

## Online appointment booking:

We now have many patients who are making use of the facility to book appointments online. Please write to Adam Beard (online appointments) at the surgery or send an email to [adam@stlukesmedicalcentre.org](mailto:adam@stlukesmedicalcentre.org) with online appointments as the subject. You will then be sent a letter with a PIN and instructions on how to register.

# Patient feedback

**D**uring June of this year we carried out our annual survey of patients attending the surgery to see a doctor.

The results showed that satisfaction with our opening times has increased significantly, as has satisfaction with phoning through to the practice and with phoning through to a doctor for advice. This reflects the work we have done bringing more structure into how we deal with phone calls in the practice.

Overall  
satisfaction with  
the practice has  
increased

The results for satisfaction with the availability of the doctors has decreased, and we are below the national average in this area. One of the questions is to do with availability of a particular doctor, for which we have a low satisfaction rating. Given that all the GPs who work at the practice do so part time, this is not surprising and is hard to improve upon.

We continue to look at how we can best meet the demands that come from the NHS as well as the expectations of our patients and our wish to provide excellent service and medical care. It is with this in mind that we have taken the decision to introduce a new way of dealing with requests to see a doctor on the day (see page 1). We hope that this will prove to be more efficient, thereby allowing the

## Comments:

"The combination of holistic approach with orthodox medicine is particularly good"

"The waiting times [could be improved] but it does mean we can talk and are not herded in and out..."

doctors to see more patients.

Overall satisfaction with the practice has increased, with 63% of respondents saying they are either very or completely satisfied, and 93% saying they are fairly satisfied or more (up from 59% and 89% respectively).

A number of the questions relate directly to patient's consultation with the GP. Almost all the indicators for this improved over the last year, putting us above the national average in 8 out of 11 areas.

We asked for the primary reason for choosing to register with the practice; 71% said it was for holistic care, and 11% for the time we spend with patients. For the majority of respondents, anthroposophic medicine is important, and likewise the availability of the therapies, with 62% saying this was either important or very important.

Looking at the comments written on the questionnaires, when asked about what is particularly good about your healthcare, 35% mentioned our caring manner, and 30% our holistic approach.

Asked about what could be improved, 21% said appointment availability and 17% the waiting times in the practice.

While some aspects of the results are encouraging and reflect the work we have put into improving our services, it is clear that this work needs to continue.

Thank you to all those who took the time to complete a questionnaire.

Adam Beard  
*Practice Manager*

# The Therapists

Working in the medical centre building, the therapists, with the support of St. Luke's Trust, treat patients who are referred by the GPs in the practice as well as those who seek out treatment themselves. The following therapists are part of the Therapy Group:

## Linda Aylward

### *Massage Therapist*

I've lived in Gloucestershire now for 31 years and have spent the last seven at St. Luke's working as a Rhythmical Massage therapist.



Even as a student in my late teens I had looked for holiday work in hospitals, and since then have always been happiest when working with people of all ages, from children right through to the elderly. Massage combines my love of caring with my interest in health and healing processes. For more information on massage therapy, see page 6.

## Eve Macgregor

### *Eurythmy therapist*

I have recently joined St. Luke's as a second eurythmy therapist. I trained initially in Nuremberg, Germany and more recently, took the therapy training in East Grinstead.



In Stroud I have taught numerous courses and have been working especially with children. My other work till now has included bringing up my family and remedial teaching.

All sorts of patients choose eurythmy therapy, my youngest patient being 3 years old and my oldest 90 years young! Because eurythmy is rather unknown in Britain I like to try to work

in a way which makes the patient feel comfortable and at ease with the style of gentle movements which eurythmy entails. Because the movements are drawn from those connected to the human organism, the language and gestures of eurythmy soon feel familiar and come to be trusted and valued.

Being able to work alongside doctors and therapy colleagues who share a common holistic, anthroposophic outlook is immeasurably enriching.

It is a great privilege to be part of the St. Luke's therapy team, which offers a unique service and opportunity for the St. Luke's patients.

## Ursula Browning

### *Eurythmy Therapist*

I am aware of how lucky I am to have work that I love doing and that never stops being interesting. The possibility that it offers to people to help themselves through movement is an



exciting and enabling direction of work. Through my knowledge of eurythmy therapy and a picture/ diagnosis of the individual I try to guide the patient into movements which can initiate a process of change and regeneration. The aim is that each person can learn these movements and therefore become strongly involved on their path of healing and renewal.

Eurythmy therapy is mostly done on a one to one basis in order to really be able to work individually. It is also possible to work in small theme related groups. To move in a group and share with others can be a healing and

fun way to work with an illness.

Over the last 26 years the youngest patient I have worked with was 3 weeks old and the oldest 94, which makes working life very varied. My wish now is to be able to support babies and mothers where Eurythmy is appropriate (in the work with babies I do the movements around them or with them and if possible involve the parent).

It is always possible to first come and meet me and find out more about this therapy before deciding to start a block of 7-10 sessions.

To be able to work at St Luke's with other therapists and doctors supports my work and I hope is also of benefit for the patient.

### **Pauline Marksteiner-Wilde**

*Counsellor*

I have been working at St. Luke's Medical Centre on a part-time basis since 2004 as a BACP (British Association for Counsellors and Psychotherapists) accredited biographical counsellor.



I offer individual counselling sessions and co-facilitate the Oasis group work with an art therapist. I feel inspired by these two ways of working and feel privileged to meet people in these contexts.

Pressures of modern life challenge us to go back to the roots of our problems. The insights we gain through exploring our questions in relation to our individual biographies, recognising the phases and patterns releases energy for the creative answering and resolving of our own life questions. An awareness of body, soul and spirit enhances our ability to view our crises and turning points as opportunities for change, growth, meaning and healing. Greater understanding deepens our interest for others, and therefore our relationships.

The Oasis support groups at St Luke's offers this journey in a safe, group context, with

conversation, a sharing space and artistic activity

### **Karin Jarman**

*Art therapist*

I was born and grew up in the foothills of the Black Forest in Germany. Now I have lived more than half my life in Britain, and over 25 years in Gloucestershire.



I joined the therapy team at St. Luke's in January 1990 as an art therapist alongside helping to run Hibernia, an art therapy training, and running courses both in this country and abroad. It has been a wonderful experience to be part of a group of people dedicated to the development and research in anthroposophic medicine and therapy with the need of our patients always at the centre of our work.

7 years ago I started running Oasis Support Groups at St. Luke's together with a counsellor. This has proved to be a valuable addition to our therapeutic palette and many people have benefited from the 9 months programme on offer. I now work together with Pauline Marksteiner, one of our biographical counsellors at St. Luke's. We have added a shorter Oasis version of 3 months duration alongside the original one.

I love my work as no two days are ever the same. I learn an incredible lot from my patients with their enormous courage and dedication to their own healing process.

### **Marah Evans**

*Art Therapist and Counsellor*

I formerly worked at Park Attwood Clinic and have now been at St Luke's for nearly 20 years. I am a registered Art Therapist and Counsellor; having trained in anthroposophic



biography work, psychodynamic counselling and couples counselling. I offer art therapy and counselling separately and as a combined process if needed.

### Pia Poulson

#### *Singing Therapy*

Music has always accompanied me in my life – from singing traditional Danish songs as I walked with my grandparents in the countryside to the sense of wonder when my parents took me to a classical concert for the first time. Later as I worked in a curative home in



New Zealand I experienced music as a way of building community as well as a way of connecting to the Earth and its seasons. It was also here that I experienced the healing potential of music for the first time. Since then this has been my great interest and passion. It led me to study singing and music education at the Tonalis Centre for Music and later I did a singing therapy training in Germany. During these trainings I had personal experience of how the voice can both guide one on a deep inner journey as well as support one's physical health. Through my various experiences I am convinced that singing therapy is a powerful tool for healing

## Massage at St. Luke's

**R**hythmical Massage therapy has been offered, along with other therapies, at St. Luke's ever since the Medical Centre was expanded by the founding doctors holding their NHS surgeries. During this time many St. Luke's patients and others from the Stroud and Gloucester areas have come for courses of therapeutic massage, or have just dropped in for the odd one or two massages.

The doctors will often recommend therapies, including massage, and if the patient would like to take this up, they write a referral note, giving the therapist a few indications. Many people, especially those who have had sessions before, phone the therapists direct to make an appointment.

Rhythmical Massage itself was developed in the early part of last century by a Dutch physician, Dr. Ita Wegman, who wanted to extend the healing potential of Swedish massage, which she had already trained in. It is called "rhythmical" because the masseur seeks to strengthen and support the mobile interplay of rhythmical processes in the body, which is the basis of good health.

Every part of the body is permeated by rhythms, disturbances of which are indicative of potential or actual illness.

The sessions last between 25 to 30 minutes and are followed by a rest time, which is an important part of the treatment. The beneficial effects usually attributed to massage can help in a whole variety of cases ranging from cramping conditions such as asthma or angina to sleep problems, disturbances of the arterial or venous blood supply, headaches of various types, muscular skeletal problems and rheumatic conditions. Massage can also play a role in the care of cancer patients and in certain psychiatric conditions.

Massage appointments are generally available from Tuesdays to Fridays at the Stroud Medical Centre. Contact Linda Aylward (or leave a message) on 01453 755021 for more details or appointments.

Linda Aylward  
*Massage therapist*

# The Patient Therapy fund

**A**s many of you know, a fund is available to help make the therapies available to St. Luke's patients on a very low income, when a doctor has made a referral to the therapy. The cost of these therapies is not covered by the NHS, but if patients qualify to use the fund, they can negotiate a reduced payment.

The fund is maintained by donations and fundraising. A small group of St. Luke's patients and therapists has been formed to share ideas and organize events, so please join us if you would like to be part of this team, or let us know if you have any good ideas.

Some of us are now working on producing seasonal cards to sell at the Stroud practice and at stalls before Christmas, so look out for these. We will also be repeating last year's very popular afternoon session to make these on Saturday 19<sup>th</sup> November between 2 and 5pm at St. Luke's in Stroud. No previous skills needed. Please come along and help us.

**Wanted!** Donations of good quality wooden toys for a toy stall. Bring in to the Stroud surgery or phone one of the numbers on page 9 to arrange collection.

## Moving towards Health

### Stress management through Eurythmy movements

A course of seven sessions with Ursula Browning

starting on Tuesday September 27, 5.30- 6.30pm

at **St Luke's Medical Centre**, 53 Cainscross Road, Stroud Cost: £50

To apply: please contact: **Ursula Browning**

01453-750137 (h)

01453-753450 (w)

*Participants will learn movements that support relaxation and "breathing out". Our aim is to minimize any stress related symptoms such as high blood pressure, tension and sleeplessness.*

*As part of the process the work with Eurythmy can also help us to become aware of our everyday movements and encourage any changes we might want to make.*

## Tuffley

Following the appeal in the last newsletter for help with taking the strain of the Tuffley surgery loan, two well-wishers have offered a total of £5,000, for three years, for which very many thanks. Such loans are legally confirmed with a solicitor, so if others can join them, it will mean that those now holding loans for the three years since the Surgery was saved, can be relieved.

At least one lender would like to be relieved of £15,000 and this will fall to the original purchaser to cover if no-one comes forward,

since they had promised to cover anyone's repayment. They are not only carrying the inevitable loss in the building's capital value but also some of the original deposit money, so more support would be welcome from all who value Tuffley Surgery. If you have money in a savings account which could be lent, your contribution would mean a loss of that interest for three years - £1000 would cost you around £30/year at current interest rates.

Please contact Adam Beard at the surgery if you can help.

# Sponsored Mandala Walk and Workshop

with Karin Jarman

A walk and workshop of blessing

**Mandala Walk** - Saturday 29<sup>th</sup> October – at 9.30, from St Luke's car park

**Mandala Workshop** - Sunday 30<sup>th</sup> October 2011, from 2.00pm to 5.30pm at St Luke's

*'The circle is the archetype of archetypes in the geometric sphere. It embraces all other shapes and is thereby all-inclusive. It is the shape of the two most important bodies of light in the heavens; the sun and the moon.'* (Quote and image from Keith Critchlow The Geometry of Flowers)



The circular Mandala walk around Stroud will have St Luke's at its centre. Rambling through autumn landscapes, we will send our blessing to the surgery and our footsteps will pave our own St Luke's Patient Therapy Fund Walker's Mandala, followed by a creative exploration of the Mandala in nature on Sunday afternoon.

To take part you will need to raise or donate at least £70 sponsorship for the walk and the workshop, or £50 for the workshop only. Those who just want to walk are also very welcome and need to raise £30 per adult, £15, per child or £50 per family.

**All sponsorship will go to the St Luke's Patient Therapy fund.**

Bring your weatherproofs, sturdy shoes and a picnic and plenty of fluids. You can walk all the way or walk part of the way. Please bring your completed sponsorship forms. Forms can be picked up from reception at St Luke's or at Tuffley.

Minimum sponsorship:

Walk and Mandala workshop: £70.00 per person

Mandala workshop only: £50.00 per person

Walk only: £50 per family, £30 per adult, £15 per child

***We need your support and company, pick up your sponsorship form, make a donation and join us!***

## A day out in the car in aid of the patient therapy fund

A New (Ad) Venture!

I am offering a choice of 3 trips, for a gentle 'day out', for 3 people per trip.

Ogmore, Wales: Coastal and sea views (paddling optional!)

Burford: Church and River Windrush

Tewkesbury: Abbey and Saxon Village Church

Suggested contribution: £25 – to include coffee/tea in a café. Bring a packed lunch.

If you are interested to come along: ring me to discuss.

Next date: Tuesday 25<sup>th</sup> October

Ring: Evelyn Macgregor: 01453 750326

## Art therapy exhibition

**A** while ago someone suggested that the large room below the medical centre would make a good exhibition space. At this time I was working with a patient who shared her very moving life's story with me. The art work was a help and a catalyst to enable her to place her personal experiences into a much larger context and view them with a different perspective.

The quality of her work was such that I suggested to her to show her art to a larger audience without going "public" in an unprotected space. Our "downstairs room" fitted this requirement perfectly.

We wish to invite you to have a look at the display knowing that she has not previously thought of exhibiting. We hope that you feel touched by it.

The work is not for sale but it is her expressed wish that any donations you may feel moved to give should go to support our Patient Therapy Fund (please donate at reception).

Karin Jarman  
*Art Therapist*

### *"One Flew Over the Cuckoo's Nest"* A Bird's Eye View of a Soul Journey.



Art Therapy Exhibition of 9 Drawings of  
Mandalas and Images from one person's biography.

Venue and Date: St Luke's Medical Centre.

53 Cainscross Road Stroud GL5 4EX

Saturday 8<sup>th</sup> October – Friday 11<sup>th</sup> November 2011

Voluntary donations (at reception) to the:

[St Luke's Trust Patient Therapy Fund.](#)

## Events

**Saturday, 5<sup>th</sup> November 10 to 11am:**

**Fundraising Group Meeting:** St. Luke's Stroud. New members very welcome.

**Saturday, 19<sup>th</sup> November, 2pm to 5pm.**

**A social afternoon making Christmas decorations and cards to sell for the Therapy Fund. St. Luke's Stroud**

For more details contact:

Pauline Marksteiner 01453 753593

Linda Aylward 01453 755021

Ursula Browning 01453 750137

# Clinicians in the practice

**A**s many of you will have realised, there have been further changes in the clinical team working in the practice. After a brief stay, Dr Bodo Gottschalk left to return to Germany.

We are fortunate to be able to welcome Dr Mike Gould, who has worked as a locum over the past two years, and has now joined the practice team. Dr Gould has many years experience as a GP, and has a special interest in muscular-skeletal medicine. He is currently participating in the anthroposophic doctors training course. As well as working at St. Luke's he runs a private clinic next to the Weleda factory and Gardens in Ilkeston, Derbyshire and in Leicester.

Zoe Peryer, who was part of our nursing team, has also left, having found the strain of the commute between Stroud and Birmingham too much.

We are pleased to welcome Belinda Heaven, who is now working alongside Sally Collins. Belinda brings many year's nursing experience to the practice, having previously worked as a practice nurse as well as in school nursing and health education.

## Congratulations

We are pleased to announce that Dr Hedda Schwarzenfeld was married in the Summer. She has now changed her name to Dr Joyce.

## The clinical team

### Doctors

- |                    |   |
|--------------------|---|
| Dr Michael Evans   | Dr Evans is the most senior member of the team. He has many years experience both practicing and teaching anthroposophic medicine in the UK around the world. |
| Dr Dietlind Elsner | Dr Elsner joined the practice in 2005. See opposite for more information.   |
| Dr Andy Pride      | Dr Pride joined the practice in 2008, having spent 16 years in general practice in Hertfordshire. He has completed the anthroposophic medical training.       |
| Dr Hedda Joyce     | Dr Joyce joined the practice in 2009, having previously worked at Helios Medical Centre in Bristol. She is experienced in anthroposophic medicine.            |
| Dr Mike Gould      | Dr Gould joined us in May this year (see above)   |

### Nursing

- |                |  |
|----------------|--|
| Sally Collins  | Sally joined the practice in 2001 and has been the mainstay of the nursing work since then. She does all the regular nursing procedures. |
| Belinda Heaven | Belinda does all the regular nursing procedures  |
| Nora McNamara  | Nora works as a receptionist as well as doing phlebotomy (blood tests), blood pressure checks and other nursing procedures               |

## Dr Dietlind Elsner

I joined St Luke's Medical Centre as a part time GP in 2005 and have been part of the clinical team ever since.

I qualified as a doctor in Germany in 1993 and spent more than three years working in internal medicine in hospitals in Birmingham (UK) and in Oldenburg (Germany). I continued my GP training in Herefordshire and Worcestershire in the UK which I completed in 2005.

I have been studying in the field of anthroposophic medicine since 1988, I was part of the British Postgraduate Training in anthroposophic medicine from 2004 till 2007 and I obtained my certification as an Anthroposophic Physician in 2011.

Most of my time at St Luke's Medical Centre is spent in face to face or telephone consultations with patients and on coordinating and managing the medical care of St Luke's patients. I have particular responsibilities for patients with cancer, patients with kidney problems, patients who had a stroke, patients in need of palliative

care and for medicine for the older person.

I live with my husband and our three school aged children in Worcester. Home and family life have a bilingual flavour and I value reading, music and art as stimulating and enlivening aspects of my life.

### Clinic for Integrated and Anthroposophic Medicine

I started this private clinic in Worcester in June 2011 and offer the following services:

Health Assessments, life style advice addressing physical, emotional and spiritual health, prescribing of anthroposophic medicines, which are herbal or homeopathic diluted remedies, advice on external treatments, referral to other therapies and support for Chronic Health Problems with all of the above

For further information please contact me under [drdietlindelsner@aol.com](mailto:drdietlindelsner@aol.com) or on 07929189172.

## Flu vaccinations

The NHS recommends a vaccination against flu for all patients over the age of 65 as well as those suffering from certain long-term illnesses. These are:

- Chronic heart disease
- Chronic respiratory diseases
- Chronic renal failure
- Diabetes
- Immunosuppression due to disease or treatment
- Chronic liver disease

as well as for patients who are pregnant and people who are the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

The doctors at St. Luke's feel there are

potential disadvantages as well as benefits from all immunisations, and encourage patients to decide for themselves whether they wish to be immunised.

All those with any of the conditions listed above are at greater risk of suffering from 'flu', and could therefore benefit more from the immunisation.

If you wish to receive your 'flu' vaccination or to discuss it, please make an appointment. We have various appointments available with the practice nurses.

Thank you

Adam Beard  
Practice Manager

## Reception Help us to help you

**A**s a practice we have gone through many changes in the past year or so, and many of these changes have involved us in reception.

The biggest change has been the surgery opening times. We now take phone calls from 8 am for urgent appointments and our doors are open from 8.45 am right through to 6 pm.

Please do not to  
phone in for  
prescription  
requests

We would like to remind patients not to phone in for prescriptions as we need the request in writing. This can be either by letter, using our form, or through our website using the prescription link. We would also ask that for non urgent queries and results that you please phone after 10 am. Please note also that reception staff are not trained to interpret results and can only read out to you what the doctor has marked; if you have any questions regarding your results we need to arrange for a doctor to call you back. Please allow

enough time for your request to be processed.

Another change we introduced at St Luke's has been the Choose and Book system for referring patients to hospital. Choose and Book is intended to give patients choice of hospital, times and date. The patient receives paperwork through the post once the doctor has done the referral; you can then look at the choices on the website or telephone the central number and make your appointment.

A few other points we ask you to be aware of is that if you need photocopies of any information or a letter of support from the doctor, there will be a charge and again this request can take few days to process.

As you are aware we have a very full appointment schedule and should you feel you cannot keep your appointment then we urge you to cancel in advance so other patients who are waiting can be seen.

Please always check in at the reception desk when you arrive for your appointment.

We are here to help and always try to give the best service we can to our patients. Sometimes queries do take a while to answer, especially if we need to contact a hospital. There are times when we are extremely busy and we appreciate your patience.

Jane Clark  
*Reception Manager*

## Reception opening times

We are available on the phone between 08.00 and 18.00 Monday — Friday

The practice is open from 08.45 — 18.00 Monday — Friday

Repeat prescription requests can be posted to the practice (address below) or sent through our website [www.stlukesmedicalcentre.org](http://www.stlukesmedicalcentre.org) (follow the link on the left hand side of the home page). Please note that we do not accept requests over the phone.

# [www.stlukesmedicalcentre.org](http://www.stlukesmedicalcentre.org)



Gannicox Camphill  
Community  
57 Cainscross Road  
Stroud  
Glos. GL5 4EX



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53 Cainscross Road  
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Tel (01453) 763755