



## Shipston Medical Centre Patient Participation Group (PPG)

Website: <https://shipstonmc.warwickshire.nhs.uk/>

Twitter: <https://twitter.com/ShipstonGP>

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No 17: March 2023

### STAFFING UPDATE

March is the month that we say goodbye and all the very best to nurse Karen Olorenshaw.

In April we welcome a few new people to the team:

Hayley joins the nursing team. She is an experienced Practice Nurse, with a special interest in respiratory conditions.

Becky joins the Reception team.

We will have a new Health Coach - Lucy. A Health Coach tries to understand patients' lives holistically, use personalised coaching techniques to build up their motivation to change, and then supporting them to realise their own goals. Lucy will work alongside our GPs to educate patients on diet and lifestyle, helping them to set and achieve realistic health goals by mentoring and supporting them through the transition. To better enable this, Lucy will have a good knowledge of local resources, and help to identify gaps and develop resources for individuals, such as peer support groups.

Next month we also say farewell to Dr Kiani who is taking a parental break in his GP training and at the end of April we welcome Dr Polly Wadsworth another trainee GP to the practice.

As we mentioned in our January newsletter, the practice was pleased to welcome Caitlin LaHive to the team. Caitlin is an experienced Physician's Associate, who has previously been working in practices in Birmingham. Physician Associates (PAs) are relatively new roles in healthcare, and are medically trained at degree level. They are generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Physician Associates are practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support. Amongst other things, PAs can take histories,

undertake examinations, make differential diagnoses, formulate management plans, request, and interpret tests.

Roles such as Physician Associates and Advanced Clinical Practitioners are extremely valuable in helping us care for our patients. Nationally there is a shortage of GPs, and our practice has been affected by this, as we have yet been unable to recruit a replacement GP when Dr Morgan retired in November and also have not been able to recruit maternity cover for Dr Shipley. In order to continue to provide the best service we can we have supplemented our service with locums, and continue to do so, but we cannot always source locums for the days that we would wish to have them.

The British Medical Association recommend that a safe level of consulting for a GP is 25 patients each day. We routinely offer a significantly higher level than this. However, sadly, demand often outstrips capacity and in order to ensure we can offer a safe service we do need to put a cap on the level of consultations each day. It is important that our clinicians can make appropriate and considered decisions for each patient they see.

Increasingly we are finding that the demand for our services each day is higher than our capacity. Using additional roles such as Physician Associates and Advanced Clinical Practitioners helps increase the capacity we have to care for patients and we appreciate the support our patients give us and that these roles have been embraced by many. We appreciate it is frustrating not to be able to speak to a GP as quickly as one might wish, and we share the frustration. Sadly the level of NHS funding received by general practice is around 8% compared to 2005/06 when it was closer to 10%. In that time we are seeing more patients and our aging population often have more complex issues.



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Feedback from our last Patient Meeting indicated that patients would find it useful to have more information about the various roles in the practice. Our new 'Day in the Life' series starts with an insight into the role of the Practice Nurse Manager, Lauren Hope:



Perhaps you have a wound that needs dressing, your blood pressure needs to be monitored, or your child needs an immunisation? If so, you will be looked after by Lauren, or another member of her team of 4 Practice Nurses and 2 Healthcare Assistants. In addition to undertaking the whole range of treatment room duties, Lauren also has specialist interest in the management of respiratory conditions such as asthma and chronic obstructive airways disease (COPD).

Her day starts with checking team availability: in the event that someone is ill, then decisions have to be made about how to prioritise the time of remaining team members. Patient safety is uppermost in these decisions which are undertaken in liaison with a GP. Which patients must be seen on the day to avoid direct impact on their quality of care? An example might be a patient who needs a blood test due to a change in medication, whereas a routine annual asthma review can be safely postponed. Likewise, wound

care is a priority to avoid the risk of infection and therefore these may need to be moved to alternative services such as an extended access appointment.

Nurse clinics run from 8am – 12.30 midday, and again from 13.30 – 18.00, appointments are every 15 minutes, or every 5 minutes for blood test appointments. Time is needed during each appointment to check the patient's notes for information which could affect treatment options and update patient notes after the appointment too. Half an hour of admin time follows each clinic – time to complete referrals to other teams and to specialist care and to ensure that stocks are replenished. Emergency equipment needs to be checked on a regular basis and after any use – likewise there might be a need to carry out an emergency ECG or other more urgent care if requested by the Duty Doctor.

### ***How can patients get the most out of their appointment – and from the nursing team?***

- Turn up on time! We don't have long for each appointment and we want to ensure every patient gets the time they need, late arrivals have a knock on effect for the rest of the clinic and for that reason it is not always possible to see you if you arrive late for your appointment. We recognise that sometimes we don't run to time but this will be because essential unplanned care was needed to someone else, which we trust you understand and we would provide the same to you if needed.

- If attending for a diabetes, asthma or COPD review – please take time to complete the pre-appointment questionnaire if sent to you and return by at least the day before your appointment. This allows the nurse to read your responses prior to your visit and offer you the best possible care.

- Many people find it helpful to write down any questions beforehand to get the most out of their



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appointments. However please be mindful that if you have multiple concerns about different ailments then you need to let reception know when booking your appointment that you will need a longer appointment.

- Drink plenty of water if you are attending for a blood test – the nurse will find it much easier to take blood from you if you are well hydrated. Taking your coat off also saves time!

### **CERVICAL SCREENING**

Cervical screening, is available for those between 25 and 64 with a cervix. This can be an appointment you're not wanting but it is really important for the early detection of cervical cancer. There is an excellent website – Jo's cervical cancer trust – that offers lots of advice and information for all and we would recommend you look at this.

We want to encourage our patients to have their smears. Did you know we do smears at the practice but you can also book to have these done at our extended access clinics? These run at the weekend and in the evening, and are either at Shipston or at other local practices. Call Reception to book your smear.

Please note that if you are a transgender man and are registered with us as a male the screening service won't automatically send you invites, but we encourage you to have the test if you haven't had surgery to remove your cervix.

### **SELF HELP GROUP FOR PROSTATE CANCER**

#### **A message from Shipston Prostate Cancer Support Group**

We are a small group of up to 8 prostate cancer sufferers who have come together locally after initially attending a larger group in Stratford on Avon. We meet every couple of months at the George in Brilles to discuss our respective journeys through our treatment. Help and support is given to any one of us with any

difficulty in our treatment. We have all benefited from our group thoughts and experiences. We would wish to welcome anyone to join us for help or a chat or support. We have two "conveners". I am at [frank.cooper8019@gmail.com](mailto:frank.cooper8019@gmail.com), mobile number: 07467 205676 and Malcolm Pendery is at [mapendery@outlook.com](mailto:mapendery@outlook.com), mob. no. 07966 575140. We look forward to meeting you. Next meeting is on the 17th April at 10.30.

### **ON LINE ACCESS TO RECORDS**

The NHS wants to give people better ways to see their personal health information online. We know that people want to be able to access their health records. It can help you see test results faster. It also lets you read and review notes from your appointments in your own time.

We're now offering you the option to see all the information within your health record. If you are over 16 and have an online account, such as through the NHS App, NHS website, or other GP online services and apps, you should now automatically be able to see all **future information** entered on your medical record. Some people can already access this feature, this won't change for you. For a limited number of patients this access won't automatically be provided. Please contact us on [swg-tr.shipstonrecords@nhs.net](mailto:swg-tr.shipstonrecords@nhs.net) regarding any queries.

This access means that you will be able to see records from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your GP, not from hospitals or other specialists, although you may be able to see any letters that hospitals or specialists send to the practice. You will only be able to see information from December 2022, or your date of registration if it was after December 2022. For most people, access will be automatic, and you won't need to do anything.



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Your GP or other clinician may talk to you to discuss test results before you are able to see some of your information on the app. Your GP may also talk to you before you are given full record access to make sure that having access is of benefit to you.

These changes only apply to people with online accounts. The changes also only apply to personal information about you.

### **Proxy Access:**

If you are a carer and would like to see information about someone you care for, email Medical Records on [swg-tr.shipstonrecords@nhs.net](mailto:swg-tr.shipstonrecords@nhs.net). You will then be asked information about you and the person you care for as part of our review process.

If you are a parent/guardian with parental responsibility and wish to access to your child's medical record then email Medical Record on [swg-tr.shipstonrecords@nhs.net](mailto:swg-tr.shipstonrecords@nhs.net). You will then be asked information about you and your child/children as part of our review process.

Please note that NHS Digital have advised that when your child reaches the age of 11 there is the option for the child to have access to their own records. Therefore the proxy will be sent an email advising that their proxy access is being limited to enable only one further appointment to be booked on-line, until the access is reviewed by the practice. Again, at the age of 16 proxy access will be revoked. In certain circumstances proxy access may be legitimate and this can be reinstated, subject to review by the practice.

The NHS App, website and other online services are all very secure. You'll need to make sure you protect your login details. Do not share your password with anyone as they will then have access to your personal information.

You can also read more by going to [www.nhs.uk/gp-record](http://www.nhs.uk/gp-record). There is also an informative video on Youtube called Your online GP health record.

[https://www.youtube.com/watch?v=cWfIW9\\_DHiU](https://www.youtube.com/watch?v=cWfIW9_DHiU)

### **OUTPATIENT REFERRALS**

If your GP refers you to a specialist on a routine basis please be aware that this referral can take about a week for the practice to process. This applies to both NHS and Private referrals as they are treated equally. We'd therefore really appreciate it if you didn't call the Secretaries chasing on referral progress for a week. Urgent referrals are prioritised.

We don't have control as to when you will get your appointment following the referral, as this is in the hands of the hospitals. We are aware there is currently a delay in 2 week wait appointments in Warwick for ENT, Haematology and Colorectal appointments so appointments will likely be after the 2 weeks.

We also understand that for both routine and urgent radiology appointments these appointments are between 4 and 6 weeks from referral.

### **SURGERY CLOSURES**

#### **Staff Meetings**

The surgery is closed for these between 1 and 1.45pm on:

Tuesday 25<sup>th</sup> April

Wednesday 17<sup>th</sup> May

#### **Staff Training**

Each month all Warwickshire GP surgeries are closed for one afternoon from 12.30pm for staff training. The next dates are:

Wednesday 22<sup>nd</sup> March

Thursday 22<sup>nd</sup> April



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### FITTER FUTURES

Do you have the motivation to improve your health and fitness? Did you know that you could be eligible for free Slimming World Membership and/or reduced fees at the gym?? More information can be found on this link, <https://api.warwickshire.gov.uk/documents/WCCC-684757548-430>

As you will see patients have to be referred by a health professional and fit certain criteria. We have started to invite patients who we think could be interested in this opportunity via a text message service initially. For those who don't have or aren't able to use the text messaging service, we will be setting up a phone line for patients to call to express their interest in being referred.

### SHIPSTON PATIENT PARTICIPATION GROUP (PPG)

We (PPG) meet regularly with members of the practice to represent patient views in discussions about the provision of local healthcare services – whether those are delivered in Shipston or further afield.

We really welcome feedback from Shipston Medical Centre patients.



Perhaps you have a question about local healthcare services and don't know who to ask or you have views which you would like to share:

**If so, please contact Carole Nossiter, Chair, Shipston PPG on [shipstonppg@gmail.com](mailto:shipstonppg@gmail.com)**

### A DATE FOR YOUR DIARIES!

Our next **PATIENT MEETING** is planned for the evening of Tuesday 23<sup>rd</sup> May at 7.15pm at Shipston Primary School.

Like the last meeting in September, this will provide an opportunity to meet the Partners and other members of the practice team, to hear the latest updates and ask your questions.



### HEALTHY AGEING EVENT - FRIDAY 21ST APRIL

**Shipston Medical Centre Frailty Team** would like to invite you to join us for a morning of information sharing on subjects such as:

- Local activity groups
- Carers support
- Dementia support
- Advice on Health and Wellbeing and how to stay well
- Local transport services

There will also be the opportunity to take part in:

- Local defibrillators and how to use them
- Have your blood pressure checked!
- The chance to tour the Virtual Dementia Bus

**Plus: free light refreshments!!**

Come and join us on **Friday 21st April between 09.30am and 1pm at the Catholic Church Hall, Darlingscote Road**

No appointment needed – just drop in.

If you wish to have a tour of the Virtual Dementia Bus then either collect a form from Reception or print from our website. Forms **must** be returned to Reception.





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### **ARE YOU A CARER?**

We want to make sure that we are in a position to offer support to our patients who also have caring responsibilities.

NHS England defines a carer as follows: 'a carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or addiction and cannot cope without their support. The care they give is unpaid.

If this applies to you, please notify the practice by completing the Carer information form on our website which can be found under Reception Enquiries.

### **THE DR SUE PRITCHARD MEMORIAL CHALLENGE**

There has been much written of late about the benefits of increasing physical activity to both physical and mental health. This was a belief held very strongly by Dr Sue Pritchard.

The Stour Health and Wellbeing Partnership (SHWP) have worked in conjunction with Sport England/L&Q Housing (funding providers), FitSteps and Everyone Active, our delivery partners, to devise a programme to help the local community.

To find out more take a look at the website (<https://www.shwp.org.uk/>) or call 01608 663320 or email [admin@shwp.org.uk](mailto:admin@shwp.org.uk)

**Remember: Every Movement Matters!**

### **WINTER WARM HUBS**

These run in a number of locations in the area – keep an eye out on social media for further information about these.

### **HAVE YOU HEARD OF HEALTHWATCH WARWICKSHIRE?**

Healthwatch Warwickshire is an independent service for everyone who uses health and social care services. Together with their volunteers they help make your voice heard and improve services including GP surgeries, Hospital Services, Social Care Services, Dental Practices and others. Tell them about your experience of local NHS and social care services. This is their webpage <https://www.healthwatchwarwickshire.co.uk/> but they can also be contacted on phone - 01926 422 823 and on email - [info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk); Instagram - [healthwatch\\_warwickshire](#) and Twitter. - [@healthwatchwarw](#)

### **DEMENTIA CONNECT**

Dementia Connect in Warwickshire is available for everyone affected by dementia. It offers practical and emotional support and can ensure people are linked in with, and supported to, access the wide range of additional support that can help them to live well with dementia (for example, community support services, assistive technology, training and awareness sessions covering how dementia can affect a person and what can help overcome challenges, financial support etc.).

This service is commissioned by Warwickshire County Council and delivered by Alzheimer's Society across Warwickshire.

People affected by dementia (whether they have a diagnosis or are a carer) can self-refer to Dementia Connect. Further information is available on the website:

<https://wellbeingforwarwickshire.org.uk/>



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### **HAVE YOU HAD A STROKE OR DO YOU CARE FOR SOMEONE WHO HAS HAD A STROKE?**

Do you care for someone who has had a stroke?

The Shipston Stroke Support Group are a small but safe and supportive group who meet for companionship in a relaxed environment on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of the month at 10.30 at

The House of Bread

1 Mill House

Burmington

Shipston on Stour

Warwickshire

CV36 5AF

surgery. Alternatively, you can call her via the main surgery number.

If you'd like to talk to someone about the group then call Val on 01608 662336.

### **SHARING THE INFORMATION**

If you know of patients who aren't on Facebook do let them know that the newsletter is available for collection from Reception, Dispensary and in the Waiting Room.

If they have their medication delivered they can also ask the delivery driver for a copy.

The newsletter is also published on our website under Patient News and we alert on Facebook and Twitter when it's published.

### **PRACTICE FEEDBACK**

We want you to have the best possible experience of care from the Medical Centre team and therefore we welcome feedback on the service you have been provided. You can send us feedback via the feedback form on our website.

We are aware that things can go wrong. There is also a complaint form on the website if you wish to raise concerns about your experience.

If you prefer to write to us then please address your feedback/complaint to the Practice Manager, Rachel Vial at the