



Shipston Medical Centre Patient Participation Group (PPG)

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

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

Facebook: <https://www.facebook.com/ShipstonMC>

No 17: January 2023

STAFFING UPDATE

Dr Helen Shipley has temporarily left the practice on maternity leave and is now Mum to a baby boy, who was born at the end of November

Sadly we said goodbye to a few team members in November and December. Dr Debbie Morgan left the practice in November after 20 years with Shipston Medical Centre – she's looking forward to doing things she's not had time to do and pursue new hobbies and challenges.

Dr Nathan Mulligan, GP Trainee and Nurse Leanne left in December. We thank them for all they have done whilst they have been with us and wish them well in the future.

Many of our patients will know Karen Olorenshaw. Karen has decided to move to new opportunities and we wish her every happiness in wherever the future takes her.

A note from Karen Olorenshaw:

After twenty one and a half years working at Shipston Medical Centre, I will be leaving at the end of March.

It has been an immense privilege to get to know so many of you and be your nurse. I take with me many wonderful memories of stories shared, thank you for your kindness and support over the YEARS.

I'm not sure what the future looks like for me as yet - other than I'm going to be a Granny in March; but I'm looking forward to whatever comes next.

With love and blessings

Karen

Karen Olorenshaw RGN QN

On a more positive note, we welcome 2 new members to the team. Dr Jess Stafford has joined us as a GP Trainee and Caitlin is a Physician's Associate. A Physician's Associate is a new role for the practice and a new role in the country. A Physician Associate has a previous undergraduate BSc degree and completes a 2 year intensive post-graduate degree which follows the medical student's model. Physician Associates are practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support and can see a wide range of conditions in a similar way to a GP.

Last year Shipston Medical Centre won an award from Warwick Medical School for being an excellent place for medical students to do their GP placement. Congratulations to Dr Naylor and Dr Dunn on completing their GP Tutor training, so they can now assess Warwick Medical Students in addition to Dr McHale, Dr Barcoe and Dr Levison.

HOW LONG DO I HAVE TO WAIT ON THE PHONE?

A common complaint for GP surgeries is the wait to get through to someone. At Shipston, 65% of our calls are answered within 5 minutes. Patients who do find themselves waiting in a queue have the option to request a call back from reception, and the telephone system will ensure you are called back when you reach the top of the queue. This only works when patients take this offer at the point it is made (you cannot remember which buttons to press to request at any time, as this does not work). Like any organisation we are dependent on being able to recruit and retain high calibre staff, and are affected by illness and other unplanned absences; that plus the unprecedented level of demand for our services at the moment means that at times the wait before we can answer is longer than we would like. Sadly we do not have the resource to maintain excess capacity within our staff team.



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So what are the alternatives to the phone?

When there is a longer wait you may wish to complete an eConsult, or use the NHSApp for requesting medication or looking up information on conditions etc which may point you to another source of help - such as a pharmacist. If your need is relating to a bite, sting, cold, earache, tummy upset, hay fever, cystitis or mild skin issue then the Community Pharmacy Consultation Service may be an option – press option 2 on our phone system between the hours of 9am and 5pm.

So what happens when I complete an eConsult?

When you complete an eConsult it is given the same degree of priority as if you had phoned reception requesting to be put on the triage list. This is so that regardless of your route of contact our patients are provided with the same level of service.

eConsults are reviewed by a duty clinician and they either respond to the eConsult directly, or they will assign to an appropriate colleague. The majority of our eConsults are responded to on the same working day, which is ahead of the target that you are advised when you log an eConsult. Our response could be directly from a clinician, a text message with advice or an update, e.g. advising of a prescription, or advising to book a specific appointment -- this could be for 'on the day' or routine, depending on the urgency of the need.

Did you know that nearly 500 of our patients completed eConsults in December.

How do you complete an eConsult?

Go to our website and at the top of the welcome page is 'Contact Our Practice on line'. Select this and then the Get Started option. It would really help us if you could log in with your NHS log in. You can then select either Adult Health Problems or Child Health Problems. You are then prompted to put in what your problem is and the

page will display potential options for you to choose from. So, for example, if you enter Tummy Ache as the problem, it will show you Tummy Ache as well as other options such as Vomiting and Diarrhoea, Constipation. Once you've selected the appropriate problem it will ask you to complete related questions. These are questions that would be asked in a phone conversation but you completing them enables the clinician to have the information to make his or her decision on next steps.

Uniforms

We are starting to introduce uniforms for our patient-facing staff to help you identify roles. Our dispensary team are wearing black uniforms, our Reception team aubergine uniforms and our Health Care Assistants pewter grey. The uniforms also have the team member's name on them.

SURGERY CLOSURES

Staff Meetings

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

Wednesday 8th February

Thursday 9th March

Staff Training

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

Thursday 16th February

Wednesday 22nd March

BUILDING UPDATE

Regarding the new build, sadly we continue to be caught in a very volatile market place with inflation and increased costs of materials and borrowing making a new medical centre financially unviable with the current funding model. This is a situation similar projects up and down the country are finding themselves in.



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We are acutely aware of the need for new premises and are continuing to explore all options with the Integrated Care Board and South Warwickshire Foundation Trust and will keep you updated as we know more

FLU VACCINATIONS

If you haven't had your flu vaccination and would like one then please call the surgery and speak to Reception and they will book you in.

FITTER FUTURES

Have the Christmas and New Year indulgences given you 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 will be inviting 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 shortly 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

A DATE FOR YOUR DIARIES!

Our next **PATIENT MEETING** is planned for the evening of Tuesday 23rd May 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.



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. This includes gentle seated exercise, indoor curling and Pilates for complete beginners. The classes are based in Shipston and surrounding villages and are friendly, social and



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free and suitable for anyone no matter how unfit or immobile you think you are!

New Classes

Check the SHWP website for details of new classes which this month are:

- Tuesday mornings in Shipston, Strictly Fitsteps FAB (For All Bodies)
- Tuesday afternoons in Ilmington, Zumba Gold
- Wednesday mornings in Shipston, Standing Tai Chi

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

Remember: Every Movement Matters!

WHAT ABOUT DOING COUCH TO 5K?

Stratford upon Avon Athletics Club have a group for total beginner runners or those looking to get back into it. It's fun and totally free.

The group follows the NHS Couch to 5k running plan. There are 3 runs a week to complete and across the 9 weeks of the plan we will build you up to running continuously for 30 mins / 5k.

The next course starts Monday 30th January 2023. The group will meet as follows:
Mondays at Stratford High School by the running track meeting at 6.30pm
Wednesdays at Stratford Sports Club (next to the cricket ground) meeting at 6.30pm
Saturdays again at Stratford Sports Club meeting at 9am

People can join for all three runs or you can do one or two in your own time. To find out more information or to sign up please email martyn.sergeant@hotmail.co.uk or chrisbloomfield@googlemail.com, putting Couch to 5k as the subject.

WINTER WARM HUBS

These Warm Hubs have extended into other villages and other times:

In Shipston:

Monday – Shipston Library, 10am – 12pm

Tuesday – Methodist Church, 2 – 4pm

Wednesday – St Edmunds Church, 11am – 4pm

Thursday – Scout Hut, 9am – 1pm

Friday – Rainbow Fields, 1.30pm – 4pm

Sundays – St Edmunds Church, 11am – 4pm

NB: Friday sessions are January 27th; February 10th & 24th; March 10th & 24th

Why not go along - there's plenty of FREE hot drinks, squash, biscuits and cakes. You can be any age to come along and enjoy a game, some crafting or just a chat.

In Ilmington:

The Community Shop and Café have offered their facility for the January warm hubs on a Monday:

23rd January – tea/coffee and cake 10.30 – 12

30th January – lunch 1pm – 3pm

In Newbold at Newbold Village Hall:

Every Wednesday – 1 – 3.30pm

In Alderminster at Alderminster Village Hall

Every Monday 2 – 4pm

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 -



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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/>

Shipston Stroke Support Group

**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 2nd and 4th Tuesday of the month at 10.30 at The House of Bread
1 Mill House
Burmington
Shipston on Stour
Warwickshire
CV36 5AF

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 Business Partner, Rachel Vial at the surgery. Alternatively, you can call her via the main surgery number.