



Shipston Medical Centre Patient Participation Group (PPG)

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

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No 21: January 2024

NEW YEAR EDITION



STAFFING UPDATE

January saw us say 'au revoir' to Nurse Lauren Hope as she starts her maternity leave.

Julia Thornton has joined us as a Practice Nurse whilst Lauren is on maternity leave. She is an experienced practice nurse who has worked in a number of local practices. She was the clinical manager of our covid vaccination centre when we started that work in 2021 and she has an interest in menopause and diabetes.

WHAT'S NEW

As Dr Daniel mentioned in our last newsletter, we are to implement new simpler system to help improve our service to our patients. This will happen on **19th February 2024**.

This includes the introduction of a simple online form for patients to complete about their health concern, to address the comments about the eConsult forms being too long with inappropriate questions being asked.

This form will have 3 condition related questions. You will also be able to use a simple form to request administrative help, e.g. sicknotes, insurance reports, online access.

This form will not only be available from our website, but also from the NHS App which wasn't the case for eConsult. This means you can complete your submission on mobile devices.

Where patients can't complete forms online, the same questions will be asked of you by our reception team who will complete the form on your behalf.

All these will be triaged and assigned appropriately. The duty clinician will then decide on the priority of the condition, and you will be notified of their assessment within 24 hours. Dependent on your condition this could be an appointment on the day, or one further ahead, assignment to another healthcare practitioner or self-care advice.

We are aware that patients have found the length of an appointment very short, and we will therefore be increasing the length of our appointments and standardising them to 12 minutes whether this is a phone or face to face appointment. We will also have more face-to-face appointments available.

We'd like to say 'thank you' to all those that completed the 'access questionnaire' which helped inform us about the changes we needed to make. We will be following this up in a few months with another questionnaire to see what the feedback is about our new system.





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Our 'Day in the Life Of' series continues by investigating another of the roles at the medical centre. This month the focus for this series turns to...

Sue Sturgess, Medical Records and Special Projects Manager

Working behind the scenes at Shipston Medical Centre (SMC), Sue's full contribution to the effectiveness of the Practice team may not be immediately obvious so I welcomed this as a great opportunity to find out more. I was fascinated first of all to understand the skills and experience Sue brings to her role which she explained ranged from nursing (as a Ward Sister in Portsmouth) to various IT business analyst, implementation and product management roles. All very helpful as it turns out for the responsibilities she has undertaken as one of the managers within the Practice team for the last six years.

One of Sue's first tasks at SMC was to set up a document management system in an effort to reduce the workload of the GPs and allow them to focus their time on patients. These days, the demand is such for efficient administration and freeing up of GP time so that they can focus on their clinical responsibilities, that Sue is now managing a medical records team of three people.

Sue explained the scope of their role which is all about making sure that records are accurate and that specific information can be quickly retrieved when needed; that clinicians are alerted to important information relating to a patient's ongoing care (particularly where they are required to take some action), and ensuring that any incoming on-line patient requests for help are forwarded to the appropriate member of the Practice team for their attention.

There is a lot more to efficient record keeping than I realised!

Hospital letters all need to be interpreted and those that are 'just for information' are recorded on the relevant patient's notes with any admin tasks being forwarded appropriately. This means that GPs only need to attend to those containing specific new clinical information or where there is a

request for clinician action. A similar process is followed for reports following an A&E visit or other interventions such as an ambulance call out.

The medical records team also take responsibility for summarising patient notes – that is, ensuring that when a new patient registers with the practice, their medical records are captured accurately on the SMC systems. It can apparently take up to 6 months for some notes to be transferred from a previous Practice via Primary Care Support England, a delay which is frustrating both for patients and the Practice. Notes should transfer electronically but the team have to check for the need to add paper records, particularly where patients have moved from a Practice outside Coventry and Warwickshire. For all members of the patient population, any Power of Attorney arrangements or advanced care planning decisions also need to be recorded accurately.

Sue went on to explain that in addition, the medical records team take responsibility for processing patient requests for GP endorsement of travel cancellations and insurance claims, or a copy of historical records. Likewise, they provide a summary of a patient's medical history to a private provider when that is requested. In the event of a death, Practice systems are updated and messages sent to (for example) relevant hospital departments to avoid insensitive communications after a family member has passed away.

All of this takes time if it is to be done properly so it became clear to me that we as patients need to have a bit of patience when making demands on the medical records team.

I asked Sue what came under the heading of 'Special Projects' in her job title..

She reeled off quite a list:- 'process improvement' which includes at the moment, involvement in the roll-out of the new on-line access system, digitisation of medical records and review of the process for scheduling regular clinical reviews. She is also responsible for SMCs communications including social media, so website content (not design), newsletter production and Facebook, Instagram and Twitter messaging all fall within Sue's remit.



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In summing up her areas of responsibility, Sue commented on the sheer diversity of her role and the demands on her team. Reflecting on how much their work impacts the ability of the clinical teams to provide a safe service to the Shipston community, I could only agree.

Carole Nossiter, Chair, Shipston PPG

PHONE LINES

Please remember that there are various options once you have called the main Medical Centre number.

Press 1: Emergency (or hang up and call 999)

Press 2: Minor ailments line

Press 3: Reception. Ideally call after 10am for non-urgent queries

Press 4: Medication – orders or queries

Press 5: Test results (after 11am)

Press 6: Medical records or secretarial team

RingBack - you can take advantage of our Ringback service if your call is taking too long to be answered and you are conscious of the related phone cost. Listen out for the option as it is only offered once, and only kicks in when the queue is significant and only works at the time it is offered.

STOP YOUR ENGINES

When you're attending the surgery please can you refrain from leaving your engines running. The fumes are being blown into the surgery which isn't very pleasant for those inside, and it's not kind to the environment. Thank you.

BLOOD PRESSURE REVIEWS

We have improved the way we are requesting your Blood Pressure (BP) reviews.

As we have been receiving BP readings in various formats and they aren't legible and don't have

the patient's name on them so we can't add them to records we are changing how this data is gathered.

You will now be asked to complete these via your phone/tablet (if you can). You will be sent a text to record your BP in the morning and the evening for 7 days. These readings will then come back to the surgery electronically for review.

If you aren't able to record your BP via this method, you will be given a form to complete with the readings. Please ensure your name is clearly recorded on the form, and the readings are legible. Again these readings must be done for 7 days, in the morning and in the evening.

BP Machines

To help you record your BP we have been loaning out BP machines, but unfortunately a number of these haven't been returned after the 7-day loan.

We'd ask please that you check if you have one and return it to us so we can let another patient have it. For any that aren't returned we will invoice the patient.

RESEARCH PROJECTS

Shipston is a research active practice!

Clinical research is a core function of the NHS and is fundamental to improving the current and future health and care of the population. Clinical research means patients get access to new treatments, interventions and medicines.

At Shipston Medical Centre, we work with the NHS National Institute for Health Research (NIHR) to promote research and offer our patients the opportunity to take part in ethically approved research studies.



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For more information about NIHR please visit National Institute for Health and Care Research <https://www.nihr.ac.uk/>

This means that our patients, if suitable, may be asked to take part in clinical trials for new drugs or new uses of existing drugs to further our understanding of how best to treat certain conditions. By doing this research in a General Practice setting, rather than just in hospital patients, the results of a clinical trial can be more easily applied to the whole UK population rather than just to select groups.

The research is led by Dr McHale, who identifies patients who have the characteristics that the trial investigators are looking for. We then work with our local Research Nurses and approach patients to see if they would be interested in joining the trial.

We believe that patients who participate in research studies benefit from doing so. Patients who decide that they do not want to take part are totally at liberty to do so, and for these patients we will continue to treat them in line with current best practice.

Whilst no-one would be entered into a research study without their active consent, it is worth noting that the General Data Protection Regulation legislation provides a legal basis for health information to be used in research. This means that sometimes we may use anonymised aggregated data from across our population. If you would prefer that your information is never used in this way please do let us know by emailing swg-tr.shipstonrecords@nhs.net.

For further information regarding current clinical research trials we are taking part in, please see the links below. Patients will be contacted if they are suitable to take part in any of our current research projects.

SURGERY CLOSURES

Staff Meetings

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

Thursday 18th January 2024

Wednesday 14th February 2024

Thursday 14th March 2024

Staff Training

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

Thursday 18th January 2024

Wednesday 28th February 2024

Thursday 21st March 2024

SKYDIVE FOR MYTON HOSPICE

Caitlin our Physician's Associate is doing a Skydive on June 1st for Myton Hospice to help them fund their invaluable support to our community. If you would like to support her then please visit her Just Giving page –

<https://www.justgiving.com/page/caitlin-lahive-1704665821692>

or scan the QR code below:



FRAILTY TEAM DROP-IN SESSION

The Frailty team have a drop-in session, as part of the Community Warm Hubs programme, at the Scout Hut every third Thursday between 10am and 12 noon for information regarding support in



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the community and any health-related questions. No appointment necessary but there may be a wait!

We would love to see you!

Best wishes

Jan, Liz, Jacqui, Emma, Corinne and all the Stour Health and Wellbeing Team

TEXT MESSAGING AND EMAIL COMMUNICATIONS

The practice does a lot of communication with patients using text messaging, where patients are able to use this media.

We are continually extending the use of this media to capture health information so you may get a text message called a Florey Questionnaire, to input information, such as your Blood Pressure readings or Chronic Disease review information. These could also be sent from the surgery following your Total Triage review, as per Dr Daniel's article in our previous newsletter.

Please ensure you keep us updated with any changes in phone numbers or addresses.

If you don't want communication by either/both text or email then please let us know - either call Reception or send an email to getonline.shipston@nhs.net

THE DR SUE PRITCHARD MEMORIAL CHALLENGE

The start of a new year and once again there is much information in the media 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 Stratford-on-Avon District Council, the UK

Government and our delivery partners, to devise a free programme of activities to help the local community. This project is now funded by the UK Government through the UK Shared Prosperity Fund with Stratford-on-Avon District Council as the lead authority.

In 2023 SHWP delivered around 500 free activity sessions and are delighted that these continue into 2024. In addition, two new activities have been added for 2024: Pickleball at Brailes Village Hall on Tuesdays 12noon - 1pm and a Dance and Exercise Class at Tysoe Village Hall 10:30am - 11:30am on Thursdays.

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!

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.

Carers 4 Carers are an excellent self-help group of carers who find support through supporting each other. They support carers living in Kineton and the surrounding South Warwickshire and North Oxfordshire villages.



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They publish a regular newsletter on their site:
<https://www.carers4carersonthefosse.org.uk/Newsletters/>

Nurses Hayley Dudley & Katie Grantham are our Carers Champions here at Shipston Medical Centre. They are hugely passionate about ensuring our carers are well informed and well looked after. They have updated the carer information leaflet and this is available from Reception or the Waiting Room.

SHIPSTON PATIENT PARTICIPATION GROUP (PPG)

NATIONAL AWARD – HIGHLY COMMENDED



Our Patient Group achieved 'Highly Commended' in National Awards.

We are extremely proud of our patient participation colleagues who were Highly Commended by the National Association of Patient Participation for the work they have done with the patient groups from Hastings House Surgery and Meon Medical Centre. The three surgeries make up the Dene and Stour Valleys Primary Care Network, and our collective patient groups have led a project to improve the services offered to patients who care for others.

As part of the project the surgery has updated its list of patients who have caring responsibilities, together with the resources available for carers and implemented regular reviews for those with caring responsibilities.

If you would like to know more about PPG projects, or feel you could actively contribute to the work of the PPG please contact Carole Nossiter, Chair, Shipston PPG on shipstonppg@gmail.com

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

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 or you can leave a review on the NHS Website.



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<https://www.nhs.uk/services/gp-surgery/shipston-medical-centre/M84025/leave-a-review>

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

IMPROVEMENTS TO HEALTH INFORMATION GATHERING

As a practice, we have always sought to provide the best possible care to our community in a timely manner. You are all aware of the pressures facing healthcare at present and of the mismatch between demand and availability in primary care. It is important that as a practice we work as efficiently as possible to free up time and resources for the patient care that we all want to deliver.

COMMUNITY WARM HUBS

The Shipston Community Warm Hub continues to be open each Thursday 10am to 12 noon at the Scout Hut on New Street. You're assured a warm welcome, a good cuppa with cake and biscuits and the chance to make new friends. Keep an eye out for updates in future newsletters on regular events that will be hosted there on a monthly basis. Also why not check out the news page on Stour Health and Wellbeing Partnership's website: <https://www.shwp.org.uk/news/>



Every Thursday Jacqui Close, Social Prescriber from Shipston Medical Centre and a counsellor from Mind are on hand to assist with any health and wellbeing needs.

1st Thursday of each month there are tools and resources to help people get online. Staff will be able to run through basic digital questions.

2nd Thursday of each month there will be cooking groups.

3rd Thursday of each month the Frailty Nurse from Shipston Medical Centre will be there.

4th Thursday of each month Shipston Home Nursing staff will come to offer **bereavement support**.

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; Instagram - [healthwatch_warwickshire](https://www.instagram.com/healthwatch_warwickshire) and Twitter. - [@healthwatchwarw](https://www.twitter.com/healthwatchwarw)

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. We are also trialling emailing out to patients so if you'd like to be added to the email list then please contact us via the getonline@nhs.net