Shipston Medical Centre
Patient Participation Group (PPG)
Website: https://shipstonmc.warwickshire.nhs.uk/
X: https://x.com/ShipstonGP
Facebook: https://www.facebook.com/ShipstonMC
Instagram: shipstonmedicalcentrenhs
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SUMMER EDITION



STAFFING UPDATE

Dr Clare Boyle began her maternity leave in June. She has welcomed a little baby girl into her family. Congratulations to Clare!

Donna Fisher, Dispensary Manager, left us in June and Kim Pinnock, our current dispensary supervisor has been promoted to the position of Dispensary Manager. Congratulations Kim!

Tarni Parker, our PCN care coordinator left in late June to pursue an opportunity as a children's wellbeing worker for Oxfordshire MIND.

Lucy Green, a Health and Wellbeing Coach who was employed by our Primary Care Network but provided a service to our patients, left at the beginning of July.

Cat Haine, one of our medical secretaries/administrator leaves us to take an opportunity as a remote clinical coder. Good luck in your new role Cat!

We will say goodbye to Dr Deborah Eapen and Dr James Mackintosh, as they finish their placement with us at the beginning of August. We also say goodbye to Dr Tom Stroud, who is transferring to Reading to finish his GP training. We wish them well in the rest of their training.

We welcome Dr Ibrahim Jeries, a registrar who will be completing his final year of training with our practice.

Following our advertisement for a GP assistant we are delighted to appoint Wendy Hillyerd to the position. Wendy will start at the beginning of August. Welcome Wendy!





This month the focus for this series turns to…
Dr George Naylor, GP Partner and Clinical Director, Dene and Stour Valleys Primary Care Network

Regular readers of the newsletter will know that I have previously interviewed Dr Paul Daniel to help our understanding of a typical day in the life of a Shipston Medical Centre (SMC) GP, so the focus of my discussion with Dr Naylor was in relation to his new additional role as Clinical Director for Dene and Stour Valleys Primary Care Network (DSV PCN). The PCN, as you may recall, is essentially a grouping of three practices; SMC, Hastings House Medical Centre and Meon Medical Centre, working together to enhance services (an example being the improved evening and Saturday appointment system) for their 32,000 patient population.

First things first though, I was curious to understand some of Dr Naylor's background. He explained he had wanted to be a GP since the age of 7 and after A levels in Dorset, went to medical school in Cardiff where he met his future wife. A move to South Warwickshire for postgraduate training followed with Dr Naylor ultimately undertaking his final GP training at SMC with Dr David Williams as his trainer. Following a period as a salaried GP, he became a GP Partner at the Practice in January 2024.

Dr Naylor described how much satisfaction he gains from his GP work – both in terms of the opportunity to interact with patients, but also in helping them solve or manage their clinical problems. It became evident during our discussion though that throughout his career he has always sought additional opportunities to develop his

skills and at the same time, change things for the better in terms of patient care and experience.

I heard that one of his first tasks as a GP Partner was to lead the project to improve the Practice appointment system which resulted in implementation of the current AccuRx system in February 2024. Patients regularly report back to the PPG that they much prefer this system to the previous one and by all accounts SMC staff find it much more efficient and equitable, and user friendly too.

Becoming clinical director of the PCN means taking on a much wider remit though – possibly daunting for some, especially with limited time in his working week to dedicate to this role, but Dr Naylor said that he sees this as an exciting opportunity to make a real difference for the patients registered at the three practices.

The timing is excellent. As I write this article, details of the government's NHS 10 year health plan are starting to emerge with headlines describing the planned shifts in investment 'from treatment to prevention' 'from analogue to digital' (which essentially means the targeted use of more technology), and 'from hospital to community', all of which will influence how the PCN seeks to improve services for patients in the future.

But why make these changes?

Dr Naylor explained the need to take action to better serve and support a growing population with increasingly complex needs whilst making much more efficient use of available resources. He said that the model of healthcare in the UK has traditionally been based around hospitals but that modern thinking is to move away from firefighting – and towards a new, more pro-active and collaborative way of working across the health and care system helping people of all ages live healthy, active and independent lives for as long as possible.

If this sounds familiar, then that is because it is not a new idea! It has previously failed in part due to top down NHS reorganisations, whereas this time the ambition laid out in the 10 year plan is for such initiatives to be locally led by PCNs as part of 'integrated neighbourhood teams'.

The goal is to make sure that all the different people potentially involved in a patient's care – for example GPs, nurses, specialists, local authority staff, mental health, occupational therapists, the voluntary sector - are working closely with each other to provide the best support. This team approach helps with early intervention, prevents health problems from becoming serious, empowers patients and makes sure that the care provided is as convenient and personalised as possible.

Unlike many communities, we now have the benefit of the new Ellen Badger facility with space for both clinical and health and wellbeing services - essentially designed to accommodate and support these changes in our area. This Dr Naylor described as a fantastic opportunity for better, more coordinated care to be delivered locally - whilst enabling people to play their part in keeping themselves healthy too.

It is early days for Dr Naylor in his clinical director role but I was struck by his enthusiasm for leading the changes necessary to turn this concept into reality for patients across the three practices.

As he said, there is much to do so the focus to start with will be on just one group of patients, (perhaps those who are frail), proving the concept works and learning along the way – *with* patients - so that the principles can then be applied to further patient cohorts.

So what difference should that make for us all in the future?

It means receiving the right care at the right time, closer to home, without the need to try and navigate multiple services. So only having to tell your story once in order to receive support tailored to your needs.

It means more immediate access to the correct help with emphasis on preventative care and early intervention thus helping to reduce the likelihood of being admitted to hospital.

Finally – it means giving us the best chance of living a long and healthy life and improving our health and quality of life as a community.

This is just the start of the journey towards more modern healthcare delivery for Shipston, Hastings House and Meon patients - but I will touch base with Dr Naylor and his colleagues at regular intervals so that progress can be shared in future newsletters.
Carole Nossiter, Chair, Shipston PPG

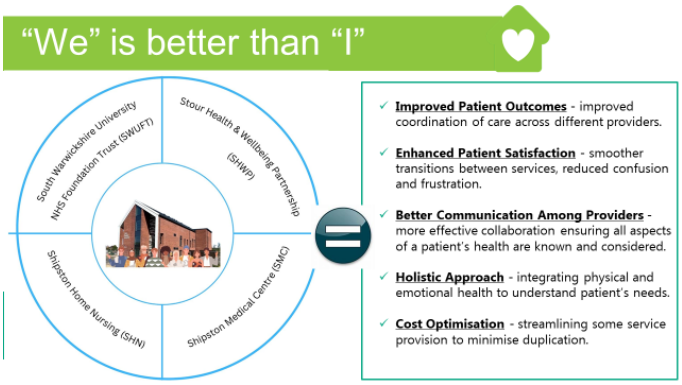
FEEDBACK FROM THE PATIENT MEETING, 3RD JUNE 2025
We were delighted by the turnout to this year's Patient Meeting – it's always good to see a packed Townsend Hall!

There was definitely a buzz in the air with presentations from the GP Practice, the Primary Care Network, the Patient Participation Group, the Stour Health and Wellbeing Partnership and last but not least, Shipston Home Nursing.

Against a backdrop of the (now published) NHS 10 year health plan and enhanced local opportunities for modern healthcare delivery offered by the re-opening of the Ellen Badger Hospital and Health and Wellbeing Hub, the mood in the room was very upbeat.

The news that the Practice is expecting to be renting rooms at the Ellen Badger - operating from a split site from the Autumn - was particularly well received, as was the prospect of better integration of local services which can only in turn improve patient care and experience.

All beautifully summarised in this slide from the Shipston Home Nursing team…



For a full report on the Patient Meeting please follow this link to the SMC website: https://shipstonmc.warwickshire.nhs.uk/patientnews
Carole Nossiter, Chair, Shipston PPG
shipstonppg@gmail.com

COVID VACCINATIONS – SPRING BOOSTER 2025
The Spring Booster campaign has now ended and we are no longer able to offer COVID booster vaccinations. The nursing team vaccinated 1005 eligible patients this campaign. Well done team!

CHANGE TO CHILDHOOD VACCINATION SCHEDULE – JULY 2025
We have been notified by NHS England and Public Health England that from the 1st July 2025 the routine vaccinations we offer all children will be changing.

From 1st July 2025

At 12 and 16 Weeks

- The 2nd dose of the Meningococcal B (MenB) vaccine will move from 16 weeks to 12 weeks.
- The Pneumococcal Conjugate Vaccine (PCV13) will move from 12 weeks to 16 weeks.

At the 1-Year Appointment

- The Hib/MenC (Menitorix) vaccine will be withdrawn for children born on or after 1st July 2024, as it is being discontinued by the manufacturer.
- Until 30th June 2025, practices may continue to offer the 4th dose of the 6-in-1 vaccine at the 1-year appointment.
- From 1st July 2025, the 4th 6-in-1 dose will no longer be given at 1 year and will instead be moved to a new appointment at 18 months (see below).

From 1st January 2026

A new 18-month vaccination appointment is being introduced for children born on or after 1st July 2024. This will include:

- The 4th dose of the 6-in-1 vaccine, replacing the withdrawn Hib/MenC.
- The 2nd dose of the MMR vaccine, which will be brought forward from the current schedule at 3 years 4 months.

Key messages from our nursing team:

- There are no new vaccines in the schedule it is just a change to the order
- The reason for removing vaccines from the schedule is because enough of the population have developed immunity to Men C/Hib therefore the vaccines are either no longer necessary or only a booster needed to achieve sufficient protection, therefore they have ceased manufacturing
- A chickenpox vaccination may be introduced at a later date but has not yet been approved

The GPs and Nursing Team here at the Medical Centre strongly encourage that all our patients are vaccinated to protect them from many serious and potentially deadly diseases. If you have any questions or concerns regarding vaccinations, please submit a 'Contact Us Online' form via our website https://shipstonmc.warwickshire.nhs.uk/ and a member of the team will contact you.

BUILDING NEGOTIATIONS WITH SOUTH WARWICKSHIRE FOUNDATION TRUST UPDATE ON GP SURGERY DEVELOPMENT

We continue to face a very volatile construction market, with building costs rising significantly. Unfortunately, primary care estate funding has not kept pace with these increases, making it highly unlikely that we will be able to build a brand-new GP surgery in the foreseeable future.

Our current premises are under significant pressure—we are operating beyond capacity and urgently need a solution. Eighteen years ago, we purchased the house opposite the surgery (No. 8) as a temporary measure. Despite its poor accessibility and unsuitability for modern care, we have continued to use it. Even with this additional space, we still do not have enough consultation rooms to accommodate all our clinicians and staff on a daily basis.

We have been working closely with South Warwickshire NHS Foundation Trust (SWFT) and the Integrated Care Board (ICB) to find an alternative solution to meet the needs of our growing patient population.

We are now very close to finalising an exciting development that we believe will benefit both our patients and our wider community. Our plan is to rent 11 additional consultation rooms on the first floor of the newly built EBH (Ellen Badger Hospital). This space was originally intended to complement a new GP surgery on the hospital site, which we've had to put on hold due to the current financial constraints.

The contractors have now been instructed to begin the final fit-out of this space and we are in the process of completing the legal work to finalise the lease. We are aiming to move in later this Autumn.

This expansion will relieve some of the pressure on our current premises and enable us to carry out much-needed renovations to make the existing building more functional and fit for purpose. Once operational, we will deliver services from both sites and will begin the process of disposing of No. 8, which is no longer viable due to accessibility and suitability issues.

We are also working through the logistics of running services across two sites, ensuring our delivery remains seamless, efficient, and patient-focused.

This is a very exciting opportunity. Co-locating with secondary care, community services, and voluntary sector partners will foster more integrated working, supporting prevention initiatives and helping tackle social isolation as part of the Wellbeing Partnership's wider objectives.

Additionally, the move will help ease some of the ongoing parking challenges we currently face.

CHANGE TO SMEAR TEST INVITATIONS – JULY 2025

From July, women aged 25-49 who test negative for HPV will be invited for their next test in five years, rather than three, following a

recommendation by the UK National Screening Committee. The programme is in line with major clinical evidence that shows if a person tests negative for the Human papillomavirus virus (HPV) they are extremely unlikely to go on to develop cervical cancer within the next decade. Anyone whose sample indicates the presence of HPV will continue to be invited to more frequent screenings at either three yearly intervals or more regular if clinically needed. Invitations are sent directly to patients by the Cervical Screening Administration Service when their test is due. Appointments can then be booked via reception with one of our practice nurses.

The Government also announced recently that those patients that are not participating in regular cervical screening will be offered 'at-home' testing kits. The offer will come from the Cervical Screening Administration Service, we are unable to provide these tests. If you are a registered patient and are unable to come to the surgery due to being housebound please contact reception as we are able to offer home visits to perform this test if you are unable to leave your home.

WEIGHT MANAGEMENT DRUGS

You may have seen in the media recently that it has been announced that GPs will be able to prescribe the GLP-1 weight loss injection Tirzepatide (otherwise known as Mounjaro). These are not yet available locally in Coventry and Warwickshire. The Integrated Care Board (ICB) have issued the following statement explaining how and when these drugs will become available to those patients that meet the very strict criteria.

https://www.happyhealthylives.uk/integrated-care-board/resources-and-services/weight-management-services-and-pathways/weight-management-drugs/

WEIGHT MANAGEMENT DRUGS AND INTERATIONS WITH HORMONE DRUGS

There has been evidence to show that Monjauro (Tirzapezide) can contribute to reduced efficacy of oral contraceptives, both Combined and Progesterone only pills. The Faculty of Sexual and Reproductive Healthcare has produced the following leaflet that outlines the interaction: https://www.fsrh.org/common/uploaded%20files/documents/patient-information-glp-1-agonists-and-contraception.pdf.

Please book a telephone appointment with a clinician if you require further clarification or advice.

NHS APP

Have you downloaded the NHS App yet? It is a quick, easy and safe way of accessing information about your health, including viewing your health record to see information such as your allergies and medications. You can also use it to request your repeat prescriptions and nominate a pharmacy where you'd like to collect them; book and manage appointments and view test results. You can download it for free on the App Store or on Google Play.



We are very lucky to be joined by the Digital Champions on the **7th August, from 10 - 12 noon at the Warm Hub, Ellen Badger Hospital**. The Digital Champions are a team who are coming to help with any IT queries, but especially with the NHS App roll out. We have all seen in the press how the NHS 10-year plan involves having a doctor in your pocket, and these guys can help make that easier for all. **Come along with your device and any queries you may have and a friendly expert will be able to help.**

IGPR PARTNERSHIP

To improve our responsiveness to patients and efficiency, the practice is now working with iGPR, an NHS Digital accredited company which will support us with non-NHS medical reporting work, such as insurance reports and Subject Access Requests - the latter being when an individual makes a request to see their medical information which is held on their patient record. iGPR are providing online access via their secure encrypted portal for patient enquiries and to track their requested report.

iGPR is fully compliant with all NHS security standards and Data Security so patients can be reassured that their personal information is handled correctly.

You can find more information on iGPR governance by visiting: https://www.igpr.co.uk/information-governance/ or by emailing managedservice@igpr.co.uk

YOUR REPEAT PRESCRIPTIONS

Our dispensary is a valuable element of the practice; they provide an important and convenient service for patients and having a dispensary helps to provide funding and stability for other elements of the practice. For routine prescriptions we ask patients to give sufficient time for us to prepare their order, but where does this figure come from and what goes on behind the scenes?

Step 1 – Medication Requested by Patient

- Requests can come in paper form, via our website, via the NHS app or via our phone line
- A dispenser reviews the order to ensure the request is valid and there are no concerns
- If there are concerns (regarding safety, over-use etc) this is flagged for GP review
- Requests are reviewed until 2pm; orders after this time are reviewed the following day

Step 2 – GP Signature

- All dispensary requests are printed and sent to our GP team for signing
- On average the dispensary prints around 250 forms a day for this purpose
- The dispensers need to wait until a GP has had time to review, sign and return the forms
- Prescriptions to go to local pharmacies are generally sent electronically after the GP has signed them. On average 150 electronic prescriptions are processed daily.

Step 3 – Stock and Ordering

- Dispensers will now check if we have the required medication in stock at the practice
- As with most pharmacies, commonly used items are generally held in stock
- Less commonly used items need to be ordered in; this usually arrives same or next day
- Sometimes a medicine is nationally unavailable; in recent years this happens more often. Where this occurs the dispenser must identify a suitable alternative by discussing with a GP

Step 4 - Dispensing

- With the form signed and the drug in stock, our dispenser can dispense the medication
- The dispenser goes through a series of checks to ensure the medication is correct:
- Checks include drug name, strength, formulation and quantity
- Once our dispensers are satisfied they dispense, pack and store the medication
- A message is then sent to the patient advising that their medicine is ready to collect and if requested the medication is placed in our Automated Collection Machine so patients can collect their prescriptions anytime 24 hours a day

As you can see this is a complex process with numerous members of our practice team involved. Dispensing is a skilled role and our team undergo regular training in line with national standards. Our dispensary team do a great job; we dispense to over 5000 patients and process over 10,000 medications a month as well as emergency 'on the day' prescriptions which need to be dispensed urgently. We do so as efficiently as possible but all these steps require time; it is for this reason that **we ask patients to order medications at least 4 working days before they need them.**

We recognise there will be times when patients need medication at short notice, often when they have either forgotten to place an order or lost their medication. The team do their best to help on these occasions as they recognise how important medications are; however the number of urgent requests has grown significantly in recent times which makes it harder to work efficiently and maintain safe processes. If remembering to order is an issue please discuss with the dispensary team as regular monthly items can be ordered automatically for patients.

Legally the practice is only allowed to dispense to patients who live more than a mile from a Pharmacy, which means that people who live in Shipston cannot have their medications dispensed by us.

Please remember that the practice dispensary is closed on bank holidays which are thus not working days; note that on bank holiday weeks the team have fewer days to process the same number of requests. We hope this helps you understand the work done behind the scenes as well as the scale of work that our team undertake. Thank you for continued use of and support for our dispensary.

SURGERY CLOSURES

Staff Meetings

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

Tuesday 29th July 2025
Wednesday 24th September

Staff Training

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

Wednesday 17th September

THE DR SUE PRITCHARD MEMORIAL CHALLENGE

This is a huge legacy of the Stour Health and Wellbeing Partnership, supported by Shipston Medical Centre and the Stour community. It has been running free of charge for a number of years, however, as with all good things, this has had to come to an end and as a result these activities are now chargeable. A range of activities still continue both in Shipston and surrounding villages and as we are a not-for-profit charity the fees are nominal and designed to cover the cost of the instructor (if applicable) and venue hire.

Please note that due to high demand our popular Seated Exercise activity has been increased from one class to two. These are now held on the ground floor at the Ellen Badger Hospital at 10:30am and 11:30am on Mondays and there is the opportunity afterwards to have a cuppa and a chat with fellow attendees.

If you would like further information, please visit our website http://www.shwp.org.uk [shwp.org.uk] [shwp.org.uk%20[shwp.org.uk]]

TOY LIBRARY

Shout out to all young families. As the summer holidays approach, there is often a lack of stay and play sessions as many only run during term time. We at the Stour Toy Library, however, are running throughout the summer, with a session at the Ellen Badger Hospital from 11am to 12 noon every Thursday.

There is an online booking system in place to pre-order your toys in advance. http://borrow.shwp.org.uk [borrow.shwp.org.uk] [borrow.shwp.org.uk] [borrow.shwp.org.uk]. There is an initial administration cost for becoming a member of £5 but borrowing is then free of charge for the year. Initially the toys available will be for babies and preschool children. If you would like more information, please email thestourtoylibrary@gmail.com and we hope to see you there. To find out more, take a look at the website (https://www.shwp.org.uk/ [shwp.org.uk])

There is also a baby massage course at the Ellen Badger Hospital for 5 weeks over the summer holidays. This session will run on a Wednesday and if you would like more information, or to book on, please contact Barnardo's Stratford District Children and Family Centres.
Email: stratforddistrictcfcadmins@barnardos.org.uk
Phone number: 01789 266 624

COMMUNITY WARM HUBS

The Shipston Community Warm Hub continues to be open each Thursday 10am to 12 noon, however, we have a new home. We have moved it to the Ellen Badger Hospital on the ground floor. You're assured a warm welcome, a good cuppa 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/ [shwp.org.uk] [shwp.org.uk]

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 and X. - @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 X when it's published. If you would like the newsletter emailed to you please contact reception.