



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 18: May 2023



CORONATION MONTH EDITION

STAFFING UPDATE

Since our last newsletter we have sadly said farewell to Lou, who has been in the practice as a Health Care Assistant for many years. We wish her well in the next chapter of her life.

On a positive note we have also welcomed a few new team members:

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

Becky joined the Reception team.

Dr Polly Wadsworth joined us as a trainee GP.

We also 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.

If you are interested in a role at the medical centre then our vacancies are advertised on our website and also on www.nhs.jobs. We are currently recruiting clinical and non-clinical staff.



Feedback from our last Patient Meeting indicated that patients would find it useful to have more information about the various roles in the practice. The PPG have therefore been instrumental in providing a patient perspective for our new 'Day in the Life' series. This continues with an insight into the role of:

Heather Doran – Secretarial Team Manager

Not many of us get to meet Heather or the other two members of the secretarial team in the course of their work – but you may well seek their help over the telephone or on-line if you have a query about a hospital or other referral.

Heather has worked at Shipston Medical Centre (SMC) for eleven years now and as you might expect has seen some significant changes in that time. Heather's current responsibilities are all about ensuring that patient referrals made by a GP or other clinician are followed through accurately and efficiently – 'right information, right person, right time'. Most referrals are made within Warwickshire but with the level of demand for NHS services increasing all the time, Oxfordshire, Gloucestershire and even Worcestershire hospitals are options for patients willing to travel. Where necessary the team also handle any patient/GP/Consultant queries such as chasing follow-up, sending additional information to consultants, retrieving test results from other hospitals etc.

One of the big changes over the last few years has been the improvement in technology - designed to streamline the complex and confidential flow of information between GP



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practices, hospitals and community-based healthcare providers. Gone are the days when referrals were made by telephone, by courier and by post. Most now go through an electronic referral system which is quicker, more reliable, and allows tracking of progress through the system if there are any queries. Having said that, routine referrals usually take up to a week for SMC to process due to the high volume of work within the GP and secretarial teams.

In the course of her daily work, Heather handles both routine and urgent referrals. The 'Two-Week-Wait' referral system allows a patient with symptoms that may indicate an underlying cancer to be seen by a specialist within two weeks; this target is currently being met by all Warwick specialities other than Colorectal and Ear, Nose, Throat where the wait can be up to 4 weeks due to staffing levels and high demand for clinics. Patients can however be reassured that should they be referred under the Two-Week-Wait system, the secretarial team will constantly check to ensure the request is fulfilled according to these targets. For conditions other than cancer, if the GP signals that a patient's condition could be clinically urgent, Heather and her team will treat the referral as a priority and aim to complete the SMC part of the process as quickly as possible.

As current, wait times for NHS services can be lengthy, some patients choose to be referred to a private provider for either diagnosis or treatment. The referral process remains the same for the SMC team although it is the responsibility of the patient to determine which provider they wish to see, and if covered by insurance, and whether their insurance company will cover that provider. Be aware though, that should a patient choose to return to the NHS, for example, for surgery, following a private diagnosis, then they return to the list with no advantage over other NHS patients. Heather clearly takes a great deal of pride in her work, including handling any patient queries in relation to their referral and

providing reassurance at what can be an anxious time. She finished our discussion by offering the following advice to patients.

If you have been referred under the two-week wait system – the secretarial team will track your referral and make sure you get an appointment within the target time.

For other routine referrals (including private) – it is worth noting that it will likely take around one week but can be longer before the SMC team have processed your information and forwarded it on to the relevant provider.

Referrals to Warwick Hospital can be chased after that time – please call SMC on the usual telephone number (01608 661845) and choose option 6 followed by option 3 to be directed to the relevant line.

SURGERY CLOSURES

Staff Meetings

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

Thursday 15th June

Tuesday 18th July

Staff Training

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

Thursday 29th June

Wednesday 20th September

MAY AND AUGUST BANK HOLIDAYS

The surgery is closed from 6.30pm on the Friday until 8am on the Tuesday of each of the Bank Holidays.

The practice team do not work on the Saturday, Sunday or Monday and therefore requests for



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repeat medications or booking appointments need to be made in standard working hours. Medication **must** be requested ahead of time as we need **3 working days** to complete your requests.

Please be mindful that the Tuesday after the Bank Holiday will be very busy so we'd appreciate it if you could only call on the Tuesday morning if your request is urgent.

There is the option to complete an e-Consult from 8am on the Tuesday morning so if you can use this method of contact that would free the phones for those who are not able to use the on-line systems. eConsults are treated with the same priority level as if you are put on the triage list following a phone call to Reception.

SURGERY PHONE NUMBER

We have now stopped withholding the number of the surgery when we call you and therefore the call won't come through as No Caller ID.

ROUTINE APPOINTMENTS AND TEST RESULTS

We politely remind patients to call after 11am for their test results.

It would also be welcomed if you could wait until after 11 to book routine appointments so that urgent or on the day requests are able to be dealt with first.

COVID VACCINATION UPDATE

Those eligible for a spring booster are people aged 75 and over and those who are immunosuppressed. Immunosuppression is when someone's immune system does not work as well as it should. This could be due to specific medications they are taking, such as high dose steroids or chemotherapy, or it could be for another reason, for example where someone does not have a spleen.

In our area this spring's vaccination programme is being run by the South Warwickshire GP

Federation. We had a full clinic on Saturday 13th May and will be providing appointments at Shipston Medical Centre on Saturday 10th June. Alternatively there will be appointments available for our patients at our neighbouring practices, Meon Medical Centre and Hastings House Medical Centre.

Those eligible for vaccination will be contacted to book an appointment, or you can choose option 8 on the Medical Centre telephone system main menu to be put through to book.

If you are housebound we will be able to offer you a vaccine at home. If you have previously been vaccinated at home then you will likely be on the list already. If you are newly housebound please ensure that those booking appointments are aware to ensure you are scheduled for a visit.

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 WEEK - JUNE 5TH – 11TH 2023

This national campaign raises awareness of caring and highlights the challenges of unpaid carers. Within this it also provides information on much-needed support.



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The theme for Carers Week 2023 is 'Make caring visible, valued and supported'.

More information can be found on

www.carersweek.org and

[Carers Week 2023 - Awareness Days Events](#)

[Calendar 2023](#)

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 on the evening of Tuesday 23rd 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 and the Stour Health and Wellbeing Partnership would like to say a big 'Thank You' to all those who attended the event held on Friday 21st April 2023.

The feedback gathered was favorable with people benefiting from the information they gathered.

The Dementia Tour Bus was also a success being fully booked and giving those who took part a unique learning experience enabling them the chance to walk in the shoes of people diagnosed with dementia.

Thank you also to the exhibitors and to those who baked!

Best Wishes

Jan, Liz, Emma and Jacqui

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

Remember: Every Movement Matters!



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COMMUNITY 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; 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/>

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 Practice Manager, Rachel Vial at the surgery. Alternatively, you can call her via the main surgery number.