



Shipston Medical Centre Patient Participation Group (PPG)

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No 20: November 2023

LATE AUTUMN EDITION



STAFFING UPDATE

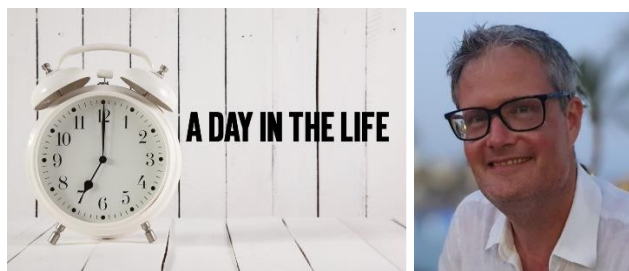
Since our last newsletter we have welcomed Dr Clare Boyle. Dr Boyle trained at the University of Warwick and qualified as a GP in 2022. Her areas of interest include palliative care and frailty medicine.

We also have 2 new HCAs Chloe and Clare. Chloe comes to us from the Central England Rehab Unit in Leamington Spa and Clare is from the patient transport team.

We also welcome Sally Cherry to the administration team and Helen Jackson to the Dispensary team.

At the end of November we will be welcoming back Dr Helen Shipley to the team following her maternity leave.

We will sadly be saying farewell to Kate Pearson (ACP) later in the year as she takes on a new venture, with which we wish her every success.



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...

Dr Paul Daniel, GP & Senior Partner

Much like many patients with a GP appointment I imagine, I approached the interview for this article with a long list of questions...

In response, Dr Daniel began by reflecting on how much has changed since he started work at the practice in 2005. With much smaller patient lists, GPs then had more opportunity to get to know their patients and provide that continuity of care which we all, GPs and patients alike, appreciate. Today the picture is very different: a national shortage of GPs, more patient demand, hospital backlogs and of course, for SMC, the constraints of very cramped premises. I wanted to understand what actions were being taken in the circumstances to ensure a safe primary care service is maintained for patients living in Shipston and the villages.

Dr Daniel explained that one important change has been the expansion of the practice team to include a whole range of specialists, examples being Advanced Clinical Practitioners, Physicians Associate, Clinical Pharmacist, First Contact Physiotherapist, Social Prescriber and Mental Health Practitioner all complementing what the GPs and Practice Nurses are able to offer.

Some aspects of the GP role remain the same though. Time spent in consultation with patients still accounts for the largest part of what is often an 11 hour day (on average, seeing 35 pre booked patients), but I hadn't realised just how many responsibilities GPs also have behind the scenes. Perhaps most obviously there are all the admin tasks associated with individual patient care, examples being interpreting and acting on test results, making referrals, responding to recommendations from secondary care, all of which can lead to many additional patient contacts each day. On a day that Dr Daniel or one of the other GPs takes on the duty doctor role, the total number of patient contacts can apparently double.



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Less obvious is the clinical supervisory role GPs play within the practice. Dr Daniel described the support that they routinely provide to the expanded practice team, including the GP registrars (qualified doctors who are training in General Practice). Acting as a sounding board, agreeing treatment decisions where necessary, but also providing feedback to facilitate the learning and development of the whole team. I understood that this team working approach also extends to the GPs, again learning from and supporting each other to provide a high quality service for patients in what can otherwise be an isolated and stressful job. Apparently, the GPs also cover each other's admin workload during holidays or sickness which means there is no delay to ongoing patient care.

Returning to the need to respond to increased patient demand nowadays, Dr Daniel shared that one of the few benefits of the Covid pandemic was that it had really forced the need to find new ways of working by learning to make the most of new technology. As an example of the latter, Dr Daniel explained that there are plans to introduce a fairer, simpler appointment system in the New Year. The 'Triage First' system will bring a whole range of benefits regardless of whether the patient makes first contact with the practice by telephone, on-line, via the NHSApp or by visiting the practice. It is anticipated that not only will this provide a better service for patients, it will also ensure that the practice team are being as efficient as possible. More information is to follow!

I asked if there were any updates on the premises front. Dr Daniel confirmed that discussions are ongoing with the Coventry and Warwickshire Integrated Care Board (ICB) looking at a compromise option of retaining and investing in the current building whilst renting additional space elsewhere. Renting that space at the Ellen Badger hospital site remains an option.

Turning full circle, I asked Dr Daniel to reflect on how it feels to be a GP working in Shipston in 2023.

He responded that the job is certainly much more pressured and that there is no spare capacity in the system but that at the end of the day working with the SMC team to provide a high quality service still provides plenty of job satisfaction. That and still having the opportunity to personally know and support as many patients as possible even if nowadays it means having to use technology to achieve that.

Carole Nossiter, Chair, Shipston PPG

This and our previous 'Day in the Life Of' articles can be found on our website under Practice Team and then under the individual person. To date we have these already for Lauren Hope, Nurse Manager, Caitlin Lahive, Physicians Associate, Heather Doran, Secretarial Team Manager and Karen Sampson, Reception Team Manager.

LIGHTHORNE KILIMANJARO CHALLENGE

Dr Daniel, his wife Jessica and 2 friends from Lighthorne trekked up Kilimanjaro, the highest free standing mountain in the world to raise much needed funds for 2 very special local charities, Shipston Home Nursing and the Myton Hospices.

Below is Dr Daniel's summary of their experience:

'After 6 days trekking up the extinct volcano via the Lemosho route, camping in freezing conditions, we finally reached the summit (Uhuru peak) at an altitude of 19,341 feet on Sunday 31st October.

The summit night was tough leaving camp around midnight trekking in freezing conditions under a full moon and a clear sky full of stars. The altitude was challenging with even minimal exertion causing breathlessness with average oxygen



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saturations of low to mid 80's and headaches.

The trek down back to Mweka gate took a further 2 days and was especially tough on the knees which a much anticipated beer at the end helped to soothe!

We have managed to raise over £5,500 for the two crucial local charities.

The whole experience was incredible and life changing. The camaraderie with a wonderful team supported by a truly inspirational crew of local guides and porters. Friendships and memories were made which will stay with us forever.

Thank you all for your generosity, kind words of support and encouragement which helped us to the summit which was the toughest challenge we have ever faced!

The Just Giving page will be open for a few more weeks if you would like to make a donation to either of these wonderful charities.'

<https://www.justgiving.com/team/lighthornekilic/hallenge>

FLU & COVID CLINICS

We have now completed the majority of our winter vaccination clinics where we were able to offer both Flu and Covid vaccinations. We have our final clinics in the week commencing 20th November. If you are eligible and would like to get booked into have your vaccinations, please contact Reception.

Up to the 14th November we have administered:
2493 - Adult flu
128 - Child flu
2146 - Adult Covid

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

Press 7: Flu vaccination appointments – for those who have received an invitation (2-5pm)

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.

RESULTS

Please remember that different tests take differing durations to come back so you may not get all your results in one communication.

Texting of Results

We have introduced a new system that will text you your results if they are normal and do not require a clinician to discuss them with you. Please therefore ensure you have provided us with permission to text you your results. We will be sending out requests if we don't have permission.

Results Line

This option is available for use after 11am each day. **Please don't** call this option before this time as we want to ensure the phones are prioritised in the morning for urgent clinical calls. Thank you for your understanding and co-operation.



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APPOINTMENTS

As a polite reminder - please turn up on time for your scheduled routine appointments and if you're late then there is no guarantee that you will be seen and you may be asked to reschedule your appointment. This is because patient appointments are booked and the clinician is unlikely to have the space to see you if you miss or are late for your appointment.

Parking for your appointment

Please be considerate to our neighbours and don't block their drives.

URINE SAMPLES

If you're asked to supply a urine sample please ensure that you get a sample pot from Reception for this. The laboratory will not accept samples in jam jars or similar, even if you think you have cleaned them thoroughly.

When you have done your sample please ensure that the **sample pot** is fully labelled with your name, date of birth, date and time your sample was taken. It is a patient's responsibility to ensure this is done as if this information is not completed your sample will not be processed by the laboratory.

SURGERY CLOSURES

Staff Meetings

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

Thursday 16th November 2023

Thursday 18th January 2024

Staff Training

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

Wednesday 22nd November 2023

Thursday 18 January 2024

CHRISTMAS AND NEW YEAR HOURS

The Surgery and Dispensary close on Bank Holidays and we will be publishing our opening hours soon, so keep an eye on social media and in the surgery.

HEALTHY AGEING INFORMATION EVENT

Shipston Medical Centre Frailty Team and the Stour Health and Wellbeing Partnership team would like to say a **'big thank you'** to all those who supported the Healthy Ageing event held on 19th October at the Scout Hut.

The event was well attended and local care and support agencies were able to share the good work that they do – thank you also to those providers for giving up your time.

The Dementia Tour bus was well received by those who participated – an opportunity enabled thanks to a successful bid to the Warwickshire Council for a community grant. Thank you!

Don't forget...

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 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

DISPENSARY UPDATES

Dispensary queries

To save our patients waiting on the dispensary line when you call to make enquiries about your medications, Reception will take the details of your query and this will be passed to a



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No 20: November 2023

dispensary team member who will review the query and in most instances will text you with the response. If needed they will call you. You can expect a response within 2 hours.

Dispensing Medications

Please remember that Dispensary need **72 hours** from receipt of your order to your medication being ready to collect. This 72 hours applies Monday to Friday, excluding Bank Holidays and weekends. The team will text you when your medications are ready for collection so please ensure you give us permission to text you and that have kept us up to date with any changes to your mobile phone number. Thank you 😊

Please **do not order** additional medications for Christmas and New Year, just order as normal.

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 above.

We can also communicate with you via email for things like referral information.

As we do use these routes then **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

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.

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 are currently in the process of making sure that our list of carers is up to date, so you may hear from them soon!

WHAT IS SOCIAL PRESCRIBING?

Many things affect your health and wellbeing. GPs tell us that a lot of people visit them feeling isolated or lonely, or they might be stressed out by work, money and housing problems. Sometimes it's the stress of managing different long-term conditions.



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That's where social prescribing comes in. It starts with a conversation. It might be the conversation you've just had with your doctor or with another person in the practice team. They will refer you to a social prescribing link worker. The link worker is there to listen to you, and put you in touch with the people and activities that might help you to feel better.

For more information about social prescribing visit:

www.england.nhs.uk/personalisedcare/social-prescribing/

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**

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 on line. 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**



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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!

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://twitter.com/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. 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



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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.

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