



## Shipston Medical Centre Patient Participation Group (PPG)

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

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

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No 19 : September 2023

### AUTUMN EDITION



#### STAFFING UPDATE

Since our last newsletter we have said farewell to Corrine Beirne (ACP) and this month we say farewell and good luck to HCA Mary Reid who is leaving for an exciting new health opportunity.

On a positive note, we welcome back Abi Coombs as an ACP to the team following her maternity leave. In August we also welcomed Owen, Luke and Wajid as our GP trainees, and Faye who joined us as a nursing student. We also look forward to October when Dr Clare Boyle, GP is joining the team.



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...

#### Karen Sampson - Reception Manager

Karen will be a familiar face to many patients having worked behind Reception for almost 14 years now. She became Reception Manager, managing a team of 7 receptionists, in November 2019.

I had assumed that the role of receptionist just involves handling queries and appointment requests but I learned in talking to Karen that her responsibilities extend well beyond that. Handling new patient registrations, directing patient and hospital letters within the practice and administration of e-consult forms also fall within the team's remit. However, I asked Karen to focus on describing some of the challenges she and her team face whilst acting as the first point of patient contact with the practice.

The biggest challenge nowadays is the unprecedented levels of patient demand for primary care services – considerably higher than pre pandemic. Like other GP practices across the country Shipston Medical Centre is constantly looking for ways to diversify and enhance the range of services available to patients to try and keep pace with this demand.

Matching patient needs to the most appropriate service frees up GP capacity for more complex cases but also means that less complicated queries can be dealt with more quickly. If you have ever wondered why the receptionist asks you to outline, in confidence, your condition, Karen explained that this helps ensure that they can safely direct patients to the most suitable healthcare professional for support.

Throughout our discussion Karen was keen to provide advice on how patients can reduce the time they spend waiting to get through to the practice – either by completing an e-consult if happy with communicating on-line, or by tailoring the timing of their call according to the query:

After calling the 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



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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)

Again she explained that this means there is greater capacity to handle more urgent queries earlier in the day, also helping to tackle the 8am 'rush' apparently experienced by all practices. One other tip – Karen mentioned that if you request a call back when contacting the practice and then miss the call – just call again and then you will go to the top of the queue.

Clearly managing current levels of demand can be stressful at times although 97% of Shipston patients surveyed this year found SMC receptionists to be helpful or very helpful (compared to an 82% average national score). I asked Karen what she enjoys most about her role despite the challenges and she responded 'I like being people facing in my job...I completely sympathise with people who are frustrated when trying to get an appointment – but, I just love helping people'

**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 and Heather Doran, Secretarial Team Manager

### **KILIMANJARO CHALLENGE**

Dr Paul Daniel and his wife Dr Jessica Daniel are joining 2 friends to undertake their hardest ever challenge to climb Mount Kilimanjaro! This 8 day trek, starting on 22<sup>nd</sup> October 2023 up the world's highest free standing mountain will see them hike through 5 different climate zones, from rainforest to arctic summit. Battling the altitude and freezing temperatures, they hope to make the

summit, at 5895m (19,340ft) and will be higher than Everest Base Camp!

They are hoping to raise much needed funds for both Shipston Home Nursing and Myton Hospice. These amazing charities provide compassion and personalised care for patients and their families when cure is no longer an option. They have all lost loved ones and hope to make a difference for the teams who make such a difference for their patients.

If you'd like to donate to this cause, then please go to their Justgiving page:

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

### **SURGERY CLOSURES**

#### **Staff Meetings**

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

Thursday 19<sup>th</sup> October 2023

Thursday 16<sup>th</sup> November 2023

#### **Staff Training**

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

Wednesday 20<sup>th</sup> September 2023

Thursday 12<sup>th</sup> October 2023

Wednesday 22<sup>nd</sup> November 2023

### **FLU & COVID CLINICS**

Flu season is fast approaching and the team here at SMC are working hard planning vaccination clinics. We have recently heard from our supplier and we are expecting our first delivery of vaccinations the second week of October

We are also working to offer Covid vaccinations at the same time as flu vaccinations to those



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eligible. There was late notification from the national NHS Covid campaign and thus we have yet to fully confirm the vaccine supply, but we expect to be offering Covid vaccinations to those eligible who want them at the Medical Centre.

If we have a mobile number and your consent, you will receive a text message with a link to book. This is the quickest and easiest way to book into our clinics. Please ensure we have your correct mobile number. For patients with no mobile number on record we will be sending letters and you will be able to contact reception to book your slot in one of our clinics. Please do not call us until you have received your invitation.

Clinics will be held here at Shipston Medical Centre on selected Thursday evenings and Saturday mornings.

As part of our commitment to our patients and local community we will also be offering vaccinations to our local care and residential homes; staff and patients.

Our clinical team strongly advise those eligible for flu and Covid vaccinations to book to protect themselves and stay well this winter! If you have any questions, or if there are obstacles preventing you booking an appointment please do contact reception who will do their best to facilitate answers/solutions. We look forward to seeing many of you at our clinics!

### 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 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.

#### 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.

We would like to introduce you to our new Carers Champions, Hayley Dudley & Katie Grantham. 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!

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 which can be found here -



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Newsletters - Carers4Carers  
([carers4carersonthefosse.org.uk](http://carers4carersonthefosse.org.uk)).

There is also a link to this month's Carers 4 Carers newsletter on our website under Featured News  
<https://shipstonmc.warwickshire.nhs.uk/docs/M84025/C4C%20Newsletter%20September%202023.pdf>

### HEALTHY AGEING INFORMATION EVENT

**When:** Thursday 19th October between 10am and 12pm

**Where:** Scout Hut, New Street, Shipston-on-Stour  
CV36 4EW

No appointment needed – just drop in

Shipston Medical Centre Frailty Team would like to invite you to join us for a morning of information sharing with an emphasis on carers. There will be information on:

- Local activity groups
- Carers support
- Dementia support
- Advice on Health and Wellbeing and how to stay well
- Local transport services

We will also offer:

- Flu vaccines to those who are eligible
- Blood pressure checks!
- Chance to tour the Virtual Dementia Bus – **booking is required**

**Plus:** free light refreshments!!

### What is the Virtual Dementia Tour?

The aim of the Virtual Dementia Tour is to give people the experience of what it might be like to live with a dementia. By understanding dementia from the point of view of someone living with it, carers, families and healthcare professionals are then better placed to improve the care they deliver.

The tour takes place on a bus converted to replicate the rooms of a house and it gives participants the chance to experience a little of what it is like to live with dementia including the use of sensory equipment. Before entering the bus you will be fitted with headphones and other equipment and will be part of a small group of 3 – 4. A debrief will follow the tour to discuss your experience and how it might change your perceptions.

The experience will take 2.5 hours in total and you must be available for the whole time so please do not book a space if you are unable to commit to the full session.

To book a space on the bus please contact Reception and complete a form and return it to the medical centre for the attention of Nurse Jan. We are running two sessions with a total of 24 people and places will be given on a first come basis. We will contact you if you have a space with the time of the tour.

### 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.





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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](mailto: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.

### 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 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.

We can also communicate with you via email for things like referral information. We may also use email for sending out our newsletter going forwards, as well as having it available on our website.

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](mailto:getonline.shipston@nhs.net)

### 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.

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/](http://www.england.nhs.uk/personalisedcare/social-prescribing/)



### 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





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**1<sup>st</sup> 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

**2<sup>nd</sup> Thursday** of each month there will be cooking groups

**3<sup>rd</sup> Thursday** of each month the Frailty Nurse from Shipston Medical Centre will be there

**4<sup>th</sup> Thursday** of each month Shipston Home Nursing staff will come to offer **bereavement support**

### 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](mailto: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](mailto:info@healthwatchwarwickshire.co.uk); Instagram - [@healthwatchwarw](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 2<sup>nd</sup> and 4<sup>th</sup> 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.



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### **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](mailto:getonline@nhs.net)

### **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.