



## Shipston Medical Centre Patient Participation Group (PPG)

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

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

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No 22: March 2024

### SPRING EDITION



#### STAFFING UPDATE

Dr McHale is on leave from the practice until the end of May.

Nurse Lauren is now the proud Mum of a lovely baby boy.

Nurse Hayley is sadly leaving us at end of April as her family are relocating. We wish her every happiness in her new location and we will miss her. We are recruiting for her replacement, but until then Nurse Alison Butler is joining the nursing team. She will have a particular focus on asthma reviews.

#### OUR NEW TRIAGE SYSTEM

We launched our new triage system at the beginning of February and we have been very encouraged by the positive feedback we have received from many patients to date. Thank you for working with us through this implementation and we continue to appreciate feedback to help us improve. Before we embarked on this change we asked a number of our patients to complete the 'access questionnaire' which helped inform us about the changes we needed to make and have since followed up with another questionnaire to see what the feedback is about our new system.

This feedback indicates an increased level of satisfaction with the service following the change:

- 68% of respondents said it was easy to access the service by telephone, compared to 46% before the new system
- 56% of respondents reported having a face to face appointment compared to 43% previously.
- 90% of respondents said they were satisfied with appointment type compared to 73% before the new system
- 84% of respondents said they were satisfied with the urgent appointment wait times compared to 60% before the new system
- 66% of respondents said they were satisfied with the routine appointment wait times compared to 31% before the new system
- 83% of respondents said it was easy to use the new Accurx triage form, which compares to 49% of users saying it was easy to use the previous eConsult form.

This new system introduced a simple online form for patients to complete about their health concern or to raise a request for administrative help.

This form is 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 are 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 then decides 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.



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We are aware that patients have previously felt appointments could be longer, and we have therefore increased the length of our appointments and standardised them to 12 minutes whether this is a phone or face to face appointment. We also have more face-to-face appointments available.



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...

### **Jan Flynn, Frailty Nurse Practitioner**

Jan, and Liz Crabtree (Frailty Nurse), may well be familiar faces since they are often out and about in the community providing support to those who are frail and their families.

Following a career in general nursing, Jan's initial experience of working in General Practice was in Wiltshire when for the first time her job focus was helping people who were becoming frail to remain independent in their own homes and where possible, avoid an admission to hospital.

Having relocated to Warwickshire in 2017, Jan joined Shipston Medical Centre (SMC) also as a Frailty Nurse but, knowing that frailty services across the UK are very variable, I wanted to properly understand what the SMC team offers and how that compares with other areas.

Jan explained that the service has developed a great deal since she first joined the Practice as part of a three-year pilot funded by the League

of Friends to assess the value of Frailty Team support for the Shipston community. With that value well and truly demonstrated, the service continues today as a result of ongoing investment by the Practice Partners.

Nowadays, GPs or families are able to refer individuals who are becoming frail to the Frailty Team. Jan and Liz also provide a drop-in service on the third Thursday of the month (10am – 12 midday) at the Community Warm Hub which takes place at the Scout Hut, New Road, Shipston.

Between them, Jan and Liz are able to provide the full cycle of clinical assessment, treatment, follow up and review, according to need. Enabling that, Jan described how she has developed her skills and knowledge over the last few years, leading to the achievement of prescribing and advanced nurse practitioner qualifications.

As a PPG we regularly hear how much those who are frail appreciate the opportunity to have a continuing point of contact with the Practice; someone who gets to know them and their family members and can recognise and act when there is a need for a specific intervention. Supporting people to remain independent in their own homes, avoiding the need to be admitted to hospital, freeing up GP time, signposting to other services such as the social prescriber, and just giving people peace of mind are all seen as very worthwhile benefits.

Well ahead of any contractual requirement, the SMC Frailty Team have also for a long time provided clinical support to residents in Low Furlong and more recently, Shipston Lodge. Again, that has proved to be an invaluable service meaning that with frequent ward rounds at both, Jan and Liz are able to be proactive in advising staff (or families) who have health concerns about any of the residents.

Jan described the range of their activities during an average day starting at 8am. Included are;



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checking of blood test results, visits to patients either in their own homes or at one of the care homes, phone calls, referrals to and liaison with relevant hospital personnel, teaching (student nurses and doctors), communication with other staff and patient's families. The working day ends at 6pm with all patient related notes updated and actions completed.

So – what did I learn is different about the SMC frailty service?

The fact that between them, Jan and Liz take responsibility for the full cycle of care for the moderately and severely frail patients identified within our community. Also, unlike other areas, they continue to provide a clinical point of contact and appropriate follow up for those patients according to their level of need, something which I mentioned before is highly valued.

Coming to the end of our discussion, I asked Jan to comment on what she likes best about her job. Without hesitation she described her satisfaction in helping patients to resolve a clinical or other problem – the 'opportunity to have a positive impact on someone's life'.

**Carole Nossiter, Chair, Shipston PPG**

### **SURGERY CLOSURES**

#### **Staff Meetings**

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

Tuesday 16<sup>th</sup> April 2024

Wednesday 22<sup>nd</sup> May 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 21<sup>st</sup> March 2024

Wednesday 24<sup>th</sup> April 2024

Thursday 16<sup>th</sup> May 2024

### **COVID BOOSTERS**

These will be available from late April, eligible persons being those aged 75 and over and those aged 6 months and over who have immunosuppression. We will provide additional information nearer the time.

### **SKYDIVE FOR MYTON HOSPICE**

Caitlin our Physician's Associate is doing a Skydive on June 1<sup>st</sup> 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:



### **HALF MARATHON FOR DIABETES**

Faith, one of our Practice Nurses is running her first Half Marathon in Edinburgh on 26<sup>th</sup> May 24. She is raising money for Diabetes UK. If you would like to sponsor Faith please donate via Just Giving at <https://www.justgiving.com/page/faith-lewis-1709152717501> or scan the QR code below





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### TEXT MESSAGING

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

We are continually extending the use of this medium 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 long term condition review information. These could also be sent from the surgery following your Total Triage review.

**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)

### ANNUAL BREAST SCREENING FOR WOMEN WHO HAVE RECEIVED RADIOTHERAPY FOR HODGKIN LYMPHOMA

Some women are at a higher risk of breast cancer because they have received radiotherapy above the waist to treat Hodgkin lymphoma when aged between the age of 10 and 35 years. Annual breast cancer MRI screening is advised, starting 8 to 15 years after radiotherapy depending on age.

If you are eligible for this screening your local breast screening service will now offer you an appointment for an MRI scan, and if needed, a mammogram. You should be contacted by our local service to arrange an appointment within the next few weeks. If you have any questions, or if you don't receive an appointment letter, please contact the dedicated helpline Tel: 0345

8778962. This will initially operate 7 days a week Monday to Friday, 9.30am – 5pm and weekends, 10am to 4pm (local charges apply).

### SHIPSTON PATIENT PARTICIPATION GROUP (PPG)

#### PATIENT MEETING

SHIPSTON MEDICAL CENTRE

SHIPSTON MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP (PPG)

**MEET THE PARTNERS**

**Patient Meeting 2024**

Tuesday 21st May at 7.15pm  
Townsend Hall, Telegraph Street, Shipston

**Tell us what you think**

*We welcome your feedback on current services  
Help us to shape future services*

Any questions can also be submitted in advance  
Carole Nassiter, PPG CHAIR [shipstonppg@gmail.com](mailto:shipstonppg@gmail.com)

Come along and meet the Partners and other members of the Practice team. YOUR feedback helps us to shape future services.

### Do you have the qualities we are seeking in additional PPG Committee members?

Committed  
Thoughtful  
Objective  
Trustworthy  
Collaborative





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We are actively seeking new volunteer members of the PPG committee to widen our representation of the local patient community. Shipston Medical Centre Patient Participation Group (PPG) has a proud record of working closely with the Shipston Medical Centre team and other local healthcare organisations to help continuously improve patient experience and outcomes.

If you are registered as a patient with Shipston Medical Centre, have a keen interest in healthcare improvement beyond a single issue, and would like to know more, please contact:

**Carole Nossiter, PPG Chair**

[shipstonppg@gmail.com](mailto:shipstonppg@gmail.com) or 07786 238455

We meet 8-10 times a year, usually late afternoon on a Monday, but are willing to flex that if needed.

### THE DR SUE PRITCHARD MEMORIAL CHALLENGE

These FREE memorial challenge activities delivered by the Stour Health and Wellbeing Partnership (SHWP) are funded by the UK Government through the UK Shared Prosperity Fund with Stratford-on-Avon District Council as the lead authority.

In addition to ongoing activities, three new activities have been added for 2024: Pickleball at Brailes Village Hall on Tuesdays has been recently extended and is now 11.30am-1.30pm, the Dance and Exercise class at Tysoe Village Hall is on Thursdays 10.30-11.30am and at Ilmington Village Hall there is Table Tennis each Tuesday, 2-3pm.

To find out more, take a look at the website (<https://www.shwp.org.uk/>) or call 01608 663320 or email [admin@shwp.org](mailto:admin@shwp.org)

### 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.

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

If you prefer to write to us then you can do so via our website or 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



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from Mind are on hand to assist with any health and wellbeing needs.

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

**2<sup>nd</sup> and 4<sup>th</sup> Thursday** of each month there will be cooking sessions with Wendy. Ideally, please book a place the week before.

**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**.

### 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 - [healthwatch\\_warwickshire](https://www.instagram.com/healthwatch_warwickshire) and Twitter. - [@healthwatchwarw](https://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](mailto:getonline@nhs.net)