



Dr Sue Pritchard

Thank you for all your kind words on cards, emails and on line condolence book entries in memory of Sue. At the Shipston Town Council meeting in March, Sue was posthumously awarded a High Sheriff Award for the outstanding contribution she made to our community. Her husband, Michael, spoke emotionally about Sue's life and passion for her job and community.

Thank you also for everyone's generosity in contributing to the Stour Health and Wellbeing Partnership in Sue's memory.

A Message from Stour Health and Wellbeing Partnership

The Stour Health and Wellbeing Partnership is honoured that the family, friends and colleagues of the late Dr Sue Pritchard are collecting donations for us, "a charity close to her heart".

Sue was at the heart of many initiatives and actions to improve the health and wellbeing of our community, which is the Partnership's objective.

We have brought together nearly 50 organisations and individuals to address residents' health and wellbeing priorities as identified through the recent Joint Strategic Needs Assessment and other surveys.

The partners include the county, district and town councils, Warwickshire Public Health, SWFT, Shipston Medical Centre, its Patient Participation Group (PPG), Ellen Badger League of Friends, Rotary, the Lions, Age Concern, Timebank and VASA.

The Partnership is led by the community to deliver the community's priorities - and any organisation or individual can join. So if you would like to get involved, do contact me on t.w.russel@hotmail.com

We are discussing with Sue's husband and colleagues how we can best recognise her immense contribution to improving the health and wellbeing of the local community and we will let you know what is decided.

Staffing Update

We mentioned in our last newsletter that Sukhi our pharmacist had left to have a new baby, and we're pleased to let you know that she's now the mother of a lovely baby girl. She's not the only staff member to deliver a new baby either – Agnes, a member of the administration team has also delivered a new baby boy. We are also expecting a couple of other deliveries in the next few months! In addition one of our secretaries, Lesley has also left the team to spend more time with her family and enjoy her hobbies and we wish her every happiness.

Dr Williams is back in the practice now and Dr Ruth Dixon is remaining as a permanent member of the team ☺. Therefore, sadly Dr Abu, who has been a locum with us over the last few months is leaving.

'3 Men in A Boat'

Dr David Williams foolishly agreed 2 years ago to re-enact the book 'Three men in a boat' by Jerome K Jerome and try and row from Oxford to London whilst sleeping on the rowing boat! The event was cancelled last year because of the pandemic but it is hoped that it will go ahead this year from 24th May to 29th May. More information is available on the Shipston Home Nursing website <https://www.shipstonhomenursing.co.uk/event/3-men-in-a-boat/>.

We are fundraising for Shipston Home Nursing and whilst we fully appreciate what a tough year it has been for everyone we would appreciate any pennies/pounds you could spare. You can donate on line at <https://uk.virginmoneygiving.com/charity-web/charity/displayCharityCampaignPage.action?charityCampaignUrl=3meninaboat> or drop a donation in to the Medical Centre.

Many thanks, David Williams, William Dockar-Drysdale and Jonathan Davies



New Pharmacists & New Medication and Condition Review process

Two new part time Clinical Pharmacists – Mousa and Adila - have joined the team, covering Sukhi's maternity leave, along with a new Pharmacy Technician – Kam. They will be conducting medication reviews and also reviewing medications on hospital discharge.

We are introducing a new annual review system for all patients who have one or more long-term conditions or take any regular medication.

This new review system has been designed to ensure we are working in the most efficient way to offer you the best care.

The aim and benefits of this new system are to:

- Reduce the number of times you are asked to have a review
- Make it easier for you to know when your review is due
- Brings as many of your medications to the same review month as possible.

What happens next?

We will contact you by text message or letter around your birth month to invite you for your review. This will specify what appointments you will need to make. The appointment does not necessarily have to be face to face, we will be offering telephone appointments and/or also ask to you do an online review, if that is felt appropriate.

If you are asked to book a blood test and follow up review, please ensure you arrange to have the blood test at least a week before up have the follow up review appointment or complete an on line review. You can have also your bloods taken at Stratford or Warwick with their easy on line booking system. We can supply you the blood test form to take.

Once you have completed your review your medication review date will be updated; this date can be found on your repeat prescription request form.

Some medicines or long-term conditions will require more frequent monitoring than annually and you should be informed of this during your review so that you can arrange these appointments at the requested intervals. In order for us to continue to prescribe your medication safely, it is important you book your review appointments as soon as you receive correspondence inviting you to do so.

Why do I need to be reviewed every year?

It is essential to monitor anyone who is taking a medication regularly to ensure this is still the most appropriate treatment plan. It is also your opportunity to ask any questions you may have about your condition or medication.

A small number of people may not require a review in person and therefore you will not receive any correspondence asking you to arrange an appointment. If this is the case but you would like a review, please speak to reception to arrange an appointment.

What if I have had my annual check-up recently?

We appreciate that some people will have already had their annual checks done quite recently. However, in order to get the new system working well and everyone reviewed in the correct month, we would ask that people still arrange the requested reviews/appointments when they are asked to do so. This way, the system will be up and running smoothly in the quickest possible time. If you think you are due for an annual review but have not been invited to the practice in your birth month please contact us; working in partnership with you is fundamental in achieving the best care.

Blood Test Appointments (Phlebotomy)

We have appreciated your understanding with the difficulties in getting bloods taken at Shipston. We have increased our capacity, but we would still encourage as many of you as possible to use the services of Stratford Hospital and Warwick Hospital for this.

If you've attended a hospital appointment and your consultant wishes you to have some blood tests then please try to have these done at the hospital rather than at Shipston Medical Centre.



When you book your blood test appointment please let Reception know if you've also been asked to have a BP check or any other checks so they can book the correct appointment with you to avoid a return visit to the surgery.

On Line Access

We continue to encourage you to have on line access to your records. This access is either via the NHSApp or PatientAccess – both of which are available to use on PCs, mobile phones or tablets.

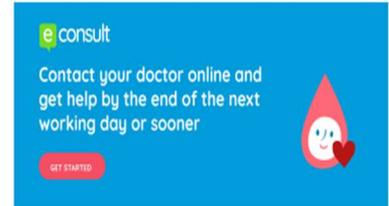
We know that the NHSApp asks for you to prove your identity with a photo from a passport or driving licence. If you don't have either of these you can still register but you need an access code from us so contact getonline.shipston@nhs.net

As part of the registration process, you are asked to complete a New Patient Questionnaire which asks if you would like online access. This will give you access to amend your demographic information, view your test results, immunisations and allergies and request medications.

As part of the NHS England's agreement we will also be increasing the access to your medical records for patients who have registered with the practice in the last year. This will be for access to information about health issues from the date of registration. If you wish to have retrospective records access then this needs to be formally requested by email to swg-tr.shipstonrecords@nhs.net for our review.

Parents/guardians/carers can also have access to do things such as requesting medication and viewing immunisations for those they care for. These requests should be made to the email address above. Please bear in mind that these requests can take a few weeks to action.

eConsults



We are seeing an increase in the use of eConsultations which as a practice we are very pleased about. We do know that this isn't a route for everyone so if you can't use it then **you can call the practice.**

eConsults can be submitted at a time to suit yourself and can be completed for adults or children over 6 months old.

Whether you call the practice or complete an eConsult you will be triaged before a clinical decision is made as to whether you need a call on the day, whether you need to be seen in the surgery on the day, or need a planned appointment. If the clinician wants you to have a future routine appointment then you will be sent a text message to advise you of this.

Not all eConsults require an appointment and advice can be sent via text message.

Our aim is to respond to the eConsult before the 48 working hour target that you are advised on when you do the eConsult. We currently respond to the majority of eConsults on the same working day as it is submitted, if we receive it before 4pm.

The format of the questions for completion is not something in Shipston Medical Centre's control but we do know there is work across a number of practices, via members of the Patient Participation Group (PPG) to recommend improvements to the company who provide the software. You also have the opportunity to feedback when you complete an eConsult as to how you have found the experience. If you want to send feedback please send it to the PPG contact at the end of this newsletter.



Medical Students

We are a GP training practice and receive very favourable feedback from medical students about their experience with us. These are our future doctors so our practice feels that this is a valuable activity. Dr McHale has done a video about medical students in our practice and this is available on our website,

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

and has also been published on Facebook. Please do remember that if you don't wish a medical student to be involved in your consultation just let us know.

Organ Donation

English Organ Donation law means that Adults, with some exclusions, are now considered to have opted into organ donation unless they have recorded a decision to opt out – fully or partially on the Organ Donation service. **The practice does not and cannot do this for you.**

To record your wishes then please go to <https://www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england/>. Please remember to share your decision with your nearest and dearest.

Ophthalmology

There are local opticians who offer a free NHS service for eye conditions, which you can access without contacting the surgery. 2 local opticians who offer this service are Walford and Round in Shipston on 01608 661649 and SpecSavers in Stratford upon Avon on 01789 262606.

Arden, Hereford and Worcester Diabetic Eye Screening Programme have launched a new portal to enable patients to book, change or cancel their appointment. The website is <https://appointments.eyehosted.net/ahw>. If you have an issues with this then please contact **them** via the Contact Us option on their website or calling 01905 362 777.

COVID Vaccination Update

We are pleased to report that we have had a good uptake of vaccines in the priority cohorts (those aged 50 and above and those with

underlying health conditions). 65% of our adult population has now received their first vaccination dose!

We have recently started offering 2nd vaccination doses to patients. These will typically be offered between 10 and 12 weeks after your first vaccination dose. Unfortunately we don't know terribly far in advance about delivery dates for vaccines, and as such are not yet able to book second doses too far ahead. We will receive enough vaccine doses and the necessary appointments will be available to ensure 2nd doses are possible within the required timescale. We will either text you inviting you to book your own appointment, or call you to arrange a time, where we have no mobile number on file for you. Please do make sure we have the most up to date contact details for you.

Nationally, there has been less vaccine stock available for 1st doses during the month of April than previously. However, we are expecting that additional stock will start to flow again in May, and we will therefore be looking to move to cohort 10 (those aged 40-49) in due course.

COVID VACCINATION VOLUNTEERS

A massive thank you to the wonderful volunteers who are helping us to deliver the COVID vaccination programme. They have already braved everything the weather can throw at them – and always with a smile - to support their community.

Our volunteers are vital team members who enable us to deliver this programme smoothly and safely. We cannot thank them enough for their support.



Volunteers at Hastings House Vaccination Centre, Wellesbourne



No Smoking Day

March 10th was National No Smoking Day. There is a lot of on line help available to help you stop smoking – <https://www.nhs.uk/better-health/quit-smoking/> but if you'd prefer to talk and get advice from our Smoking Cessation Nurse, then please contact the surgery to arrange an appointment.

DNA's and Late Cancellations

We are seeing an increase in the number of people who either do not attend the appointment or cancel it within short notice of the appointment time. If you can't attend an appointment cancel it – either by replying to the text or by calling us. Our appointments are valuable to the whole community and this non-attendance and late notice cancellation means that the appointment is not available to someone else who needs it.

If you are newly Pregnant

You **MUST** contact the practice and have a telephone consultation with a clinician as soon as possible. This review will be a pre-midwife booking assessment and once this has been completed you will be advised to how to contact the midwife booking service.

Shipston Patient Participation Group (PPG)

We 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. Current topics are 'e-consult', plans to develop the Ellen Badger site (including provision of new medical centre premises and a health and wellbeing hub) and of course, delivery of the COVID vaccination programme.



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