



#### **Dr Sue Pritchard**

We were incredibly sad to announce that Dr Sue Pritchard died in the early hours of Friday 29th January from a non-pandemic related illness.

Sue was a very special part of our team at Shipston Medical Centre and was loved by us all. We will remember her as the beautiful, kind and compassionate person she was; traits which have shaped and influenced us all over the years and will continue to do so.

An incredibly kind doctor with a holistic, caring approach, Sue always put others before herself and went the extra mile to support her patients. Sue was passionate about the health and wellbeing of our community and this could be seen through her work with Drug Action Shipston and in raising dementia awareness.

Sue was a highly intelligent and talented GP trainer for many years helping shape another generation of GP's. This was recently recognised as she was awarded a Fellowship of the Royal College of General Practitioners.

Attested by the hundreds of wonderful messages we have received, Sue left a positive influence on everyone she met brightening all our lives with her infectious smile, positivity and kindness and she will always be with us.

We have opened a virtual book of condolence so if you do wish to send a message via this route, which we will share with her family and friends, then please send this to

[condolences@shipstonmc.nhs.uk](mailto:condolences@shipstonmc.nhs.uk)

#### **COVID Vaccinations:**

We massively appreciate the help and support we have had from the community with this vaccination programme. In our first week of vaccinations in January we provided the first vaccine dose to more than 2000 people across our primary care network (Shipston, Meon and

Hastings House Surgeries), which was above 8% of the population. We have continued to work our way through the priority groups and should meet the national target of vaccinating all 4 priority groups by mid-February.

#### **Why do you have to go to Hastings House in Wellesbourne?**

The vaccinations can only be done in approved vaccination centres, of which Wellesbourne is one. Shipston Medical Centre is not a vaccination centre which is why we need you to travel. Please remember that VASA can assist with transport to Hastings House. They can be contacted on 01789 262889 Option 1, or [transport@vasa.org.uk](mailto:transport@vasa.org.uk)

We have now booked appointments for most of our over 75s and will soon move on to the under 75s and those who are Clinically Extremely Vulnerable.

We appreciate everyone's patience as they wait to hear from us. It is very difficult for us to plan too far ahead as we don't know with much more than 3 days notice as to when we are getting our vaccine deliveries and the logistics behind providing this service are incredibly complex - it is nothing like the flu vaccine. This is why you will be contacted at fairly short notice. The appointments are precious so please do attend unless you are unwell on the day. Please let us know if you can't attend so we can offer the appointment to someone else - it is imperative that we don't waste any vaccine!

All over 80s, unless you are housebound, should have been contacted. If you are over 80 and think you have been missed then please call the Medical Centre. Vaccinating those who are housebound takes more resource and will take us longer to do but we have started.

We are moving to a different system to book appointments. Eligible patients for whom we have



mobile phone numbers will receive a text and be able to book their own appointment by following a link. The text will have Shipston Medical Centre and your name on it. If you don't have a mobile phone number then you will be phoned on the landline number we have on your record.

Please make sure we have your up-to-date contact details.

If you have had a letter from the NHS inviting you to have your vaccination at a mass vaccination site then you can choose whether you would prefer an appointment at the mass vaccination centre or Hastings House.

#### **Second Vaccinations**

We are aware there has been discussion in the media about second doses of vaccinations. We have to follow government guidelines, so at the current time, we have not booked second vaccines doses for the majority of people as we need to know when the vaccines will be delivered. We will be in touch nearer the 12-week mark.

#### **Scams**

We are aware of a number of scams relating to coronavirus vaccination at the moment. We will never ask for bank details or personal information from you.

#### **Building Update**

In collaboration, Shipston Medical Centre and South Warwickshire NHS Foundation Trust have submitted a planning application to develop the Ellen Badger site, which in the first phase will include a new GP surgery and community Health and Wellbeing centre.

This is an exciting, innovative project that will bring our community together in promoting wellbeing. It will not only be a facility treating illness, but a place for Shipston and the wider community to come together and help support health promotion and wellbeing, mentally and

physically. It will also be a place for community groups to meet with access to the river and views beyond.

With the wonderful sense of support and community spirit we have we are sure this can be an exceptional facility, making a real difference in reducing chronic physical and mental health issues.

Recently there has been some concerns within our community around the fact that a two phase approach is being pursued, with the inpatient facility planned to be part of the second phase. The phased approach has become necessary as there are several projects happening outside of this development that will impact on future plans. We also expect that there will be learning from the pandemic which may change the physical requirements of inpatient beds. This needs to be understood before the building of the facility occurs.

The whole project could have been delayed pending the above, but it was felt better to build in two phases with the GP surgery and Health and Wellbeing Centre (with some hospital services continuing) and further hospital-based services coming in a second stage. Planning permission has been sought for both phases.

The Medical Centre desperately needs more space to provide safe and effective services, and the pandemic has highlighted further this need.

The partners at the Medical Centre have been trying to provide a new Health and Wellbeing Centre for Shipston and the surrounds for well over 10 years. This is the closest we have been with funding approval for the GP part and we need this project to go ahead in order to continue providing a wide range of services for our community.



The option of retaining all or parts of the existing Ellen Badger Hospital have been extensively explored but unfortunately it is not viable to do so and provide a facility fit for the communities needs for the future from the existing estate. We are therefore looking at other ways we can preserve its heritage.

Community support is needed to get this to the finishing line producing the best facility the community deserves.

Healthwatch are currently running a survey to gather views on the Health and Wellbeing Centre – to take part please visit <https://www.surveymonkey.co.uk/r/7RZXBXZ>

#### **Medications**

As a reminder, medication requests need 5 **working** days for the Medical Centre to dispense.

#### **Staffing Update**

With the ongoing concerns around COVID and transmission, we, like many organisations, are having to base staff at home to protect them and others. We'd like to reassure you that patient confidentiality is maintained by people working at home as we have strict protocols to ensure your information remains confidential.

However, as you can appreciate, you may occasionally hear some unusual background noises, or there may be line quality issues, so please bear with us.

This remote working means that our turn round time for some things is longer than we would prefer to be able to provide, so we ask you to bear with us as we are doing what we can in the restricted environment.

If you've submitted requests for letters or other documentation, then these will be done as soon as possible but can take up to a month.

We are pleased to welcome Dr Carolyn Barcoe back to the practice following her maternity leave. Nurse Debbie Taylor has also joined the practice. Dr D Williams is taking a break from the practice at the moment but will be returning in March. We have Dr Ruth Dixon and Dr Abu Aslam with us during this time.

Many of you will have had contact with Sukhi our Clinical Pharmacist. She has now started maternity leave, so we wish her all the best for this lovely experience. A new pharmacist will be joining as part of our team during her absence.

#### **Medical Students**

Shipton Medical Centre is an approved centre for medical student education. We host places for those in their second and third years of training.

Whilst they are with us they are fully supervised by our GPs who are approved assessors. As part of their experience with us they will be asked to either accompany a clinician on a phone/video or face to face consultation, or do consultations on their own. We hope that you will support their training, but if you don't wish them to be involved in your consultation please let the clinician or them know.

Shipston Medical Centre has been nominated for a GP Practice of the Year award by Warwick Medical School which recognises our excellence of teaching within primary care. The students nominate the practice which reflects the positive experience the students have had.

#### **Students at Home from College or University**

If you are at home due to not being able to return to college or university please ensure you register with us as a temporary patient so we can provide care to you if needed. If for example, you're on medication and will need a repeat, then you'll need to be registered with us. To do this then please call Reception.



## Shipston Medical Centre

### Patient Participation Group (PPG)

Newsletter No 11: February 2021

#### **Blood tests**

With staff assisting with vaccinations our resources are reduced for blood taking and therefore we are asking patients to go to Stratford if at all possible.

#### **eConsult**

We're seeing an increase in the use of our Contact Your Practice online via our website <https://shipstonmc.warwickshire.nhs.uk/> which is very positive.

Whilst we fully appreciate it's not suitable for all aspects of care, we would encourage you to use this facility as your first port of call to contact the surgery if you can.

These are triaged by a clinician as you would be if you called the surgery on the day.

#### **Cervical Screening**

A national drop in cervical screening attendance has been seen. Even in these challenging times it is vitally important that you attend these appointments. When you are sent a letter inviting you for a cervical smear that you contact us to arrange this. Don't delay! We are also contacting patients who have missed their screenings by phone or text.

#### **Flu Vaccinations for 50 – 64 year olds**

If you haven't had your flu vaccination and would like one then please contact us to arrange an appointment.

#### **Other Health Concerns**

Please remember that we at the Medical Centre are still open. We have clinicians in the building, as well as remotely, to look after the health of our community, so if you have a health concern then do contact us.

#### **Mental Health**

There are a number of services available if you are struggling. There is a lot of information on the

Warwickshire County Council website:

<https://www.warwickshire.gov.uk/mentalhealth>

Examples include:

**Young Minds**, for both young people and their parents/carers -

<https://youngminds.org.uk/contact-us/>

**Cruse Bereavement Care** - 07730 216700

**Samaritans** - <https://www.samaritans.org/> or [jo@samaritans.org](mailto:jo@samaritans.org)

Don't also forget if you, or someone you know is experiencing domestic abuse then they can call:

**Refuge** 0808 2000 247

#### **Shipston Patient Participation Group (PPG)**



The PPG exists to represent patients when decisions need to be made about local healthcare services. Current examples include the planning for new Medical Centre premises and a health and wellbeing hub on the Ellen Badger site, and the COVID vaccination programme.

We are always pleased to hear your feedback and ideas so that they can be shared with the practice. Please contact Carole Nossiter, PPG Chair, [shipstonppg@gmail.com](mailto:shipstonppg@gmail.com)

#### **Social Media**

We are working on improving our patient communication and therefore you may have seen more activity on Facebook and Twitter. Whilst we appreciate that not everyone uses these, they are routes to share information with a wider audience.

We are also increasing our updates on our website for those who are not on social media - <https://shipstonmc.warwickshire.nhs.uk/>