



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

Newsletter No 14: October 2021

Staffing update

Dr Tim McGivney has now joined the team and in November, Dr Helen Shipley, who has been with us as a trainee, will join the team as a qualified GP. Dr Verity Dunn also starts in mid-November.

Zoe joined the medical records team in September, following Luke's departure. Cat has joined the secretarial team, and we are looking for a new administrator to replace Jess.

Sukhi, our Clinical Pharmacist, has returned from maternity leave and will be conducting medication reviews, along with a couple of colleagues, Jo and Jas. Sam has joined the dispensing team, replacing Julia.

DWP 'Kickstart' scheme

The Practice has applied to host a young person looking to develop skills and experience in the workplace under the DWP 'Kickstart' scheme. We would encourage anyone interested to apply via <https://findajob.dwp.gov.uk/details/7020794>

Memorial Service for Dr Sue Pritchard

The memorial service for Dr Sue Pritchard was held on 18th September in Shipston. This was a lovely, heart-warming service attended by many from the community. A recording of the service is available on our website.

Sue's family and the practice would like to thank people for their donations in terms of after-service refreshments and donations to the Stour Health and Well-being Partnership.

Michael, Sue's husband, also participated in the Marathon de Sables, in aid of this charity. Should you wish to donate to the charity then you can do this via Michael's fundraising page, or directly to the charity via BACS. Details are below: <https://www.gofundme.com/f/running-the-marathon-des-sables> or Stour Health and Well-being Partnership. Sort Code: 30-95-96 (Lloyds Bank) Account no: 30792668

Donations to date amount to circa £11,000 which is fantastic – thank you 😊

Why isn't general practice like it used to be?

In the past, to see a GP all you had to do was ask. Now when you ring, a receptionist may ask you about your problem. You may be offered a phone call from a GP or help from a different professional. Many people think, "But I just want to see a GP!"

Here is the background to the problem. Patients are living longer, with more medical problems and many more medications. The complexity of General Practice has vastly increased, but the number of GPs has declined. General Practice was overwhelmed for years before the pandemic added further strain.

One solution was to introduce new roles, such as Nurse Practitioners, Pharmacists and Physios. These professionals are highly skilled and knowledgeable in the areas they specialise. The GP's particular role is to manage patients with complex or multiple medical problems and to support the team.

When will GPs start seeing people face to face?

Contrary to common belief, GPs have continued to work face to face throughout the pandemic. We triage patients prior to a face to face appointment, where we judge that the benefits outweigh the risks to the patient, to other vulnerable patients who need to come into the surgery and to medical centre colleagues. Clearly, where physical examination is required, a face to face appointment is needed, but there is a lot of care that can be provided via the telephone - and this can also be more convenient for patients. Going forward the amount of face to face appointments will continue to reflect the risks of COVID transmission. We are hopeful that both will improve.

All of our staff continue to wear masks at work and to socially distance where possible. We are very mindful that Coronavirus could transmit easily through our team and to our patients, leaving us unable to provide a service due to staff absence and/or exposing vulnerable people to a virus that could cause them significant ill health or death. This is why measures to control risk are important.



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Coronavirus has meant that we have experienced more staff absences than usual, i.e. where people have a reason to go for a PCR test they cannot come into work until a negative test result has been received. As we are following the guidelines for NHS staff this has caused additional strain as appointments and other work sometimes then needs to be reorganised - we appreciate your patience during these times.

Most patients and health professionals prefer face to face appointments. At times they are needed medically and to build the relationship between patient and clinician. Many surgeries increased their use of telephones and internet during the pandemic. At times this can be effective and safe and also save time. If we want to provide quality care in an underfunded General Practice, we are forced to make uncomfortable changes. To help cope with the pressures, we will need to balance the preference for face to face working with the efficiency of the alternatives.

Whilst appearing less visible, General Practice is actually delivering more appointments than ever. Achieving what's expected of General Practice, with the workforce we have is incredibly challenging. We continue to care deeply for our patients and want to help ensure that everyone still gets the care that they need.

eCONSULTS

It would be much appreciated if, where possible, you could use your NHS Login when completing an eConsult. This is the same login that you would use for accessing information on your NHSApp.

There is information on how to access the NHSApp is available here: <https://www.nhs.uk/apps-library/nhs-app/>

APPOINTMENTS

Late attenders

We are continuing to have patients turning up late for their appointments. If you do turn up late then you may be asked to re-book your appointment.

We do know that some clinicians run late and keep patients waiting, but this will be due to a patient requiring urgent care and we would therefore appreciate your understanding when this occurs, as if this were yourself the clinician would afford you the same care.

'Hot' appointments

If you have been asked by a clinician on the phone to attend but to ring the bell and wait outside, PLEASE do this and DO NOT come into the building, even if you see others coming in. It is vital for the safety of our staff and other patients that you adhere to the advice given to you.

VACCINATIONS

COVID-19 and Flu vaccinations

Text messages are being sent out inviting patients to book their Covid-19 booster vaccinations. Patients will be called 6 months after their second Covid injection. Ettington Village Hall is our local site with vaccinations being offered on a Tuesday, Wednesday and Sunday. You will be offered your flu vaccine at the same time.

Patients who wish to have their flu vaccine before their Covid Booster (i.e. when Covid booster not due until much later in the year) can call and book for flu. The booking line number is 01926 962 718.

School age children should have their COVID and flu vaccinations at school. If they miss them then the school can advise about the Warwick 'mop-up' clinic. The surgery is not able to do missed vaccinations.

Flu Vaccinations

Patients are being called in age range/risk group order for these vaccinations subject to the availability of the vaccinations – which are currently delayed. Please do not call the surgery to arrange a flu appointment – contact 01926 962 718.

Shingles Vaccinations

We are sending out letters to patients who are in their 70's and therefore eligible for their shingles



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vaccination. Please call the surgery to book your vaccination. You don't need to wait for a letter.

Shingles vaccine can't be given within 7 days of a Covid vaccination.

COVID Vaccinations on the NHSApp

We are aware of a number of issues with vaccination information not showing on the NHSApp.

The vaccine information which appears on the NHS App is taken from the IT systems used in the vaccine centres around the country, not a patient's GP records. Therefore, if you have had your vaccination abroad then please note that your vaccine will not show on the NHSApp, even if we have input this into your record at the practice.

If you have missing or incorrect COVID-19 vaccination data then please call 119 and ask the agent to make a referral to the Vaccination Data Resolution Service (VDRS). The VDRS will then call you back within 5 working days.

You need to be over 16 to check your COVID-19 vaccine record on the NHSApp.

Breast Screening

October is National Breast Cancer awareness month: <https://breastcancernow.org/>

Anyone registered with a GP as female will be invited for breast screening every 3 years, between the ages of 50 & 71. Breast cancer can occur in men and women. If you're a trans man, trans woman or non-binary you may be invited automatically or you can call the local breast screening service to ask for an appointment. Regular breast screening is one of the best ways to spot a cancer that is too small to feel or see.

Breast screening saves around 1,300 lives each year in the UK.

Finding cancer early can make it:

- more likely that treatment will be successful
- less likely you'll need to have a breast removed (mastectomy)

- more likely you'll be cured

Patients with a Warwickshire postcode will be contacted by Warwickshire Breast Screening service. You will be invited to book your screening appointment on line, or you can call 02476 967200. You must have received your invitation letter before you call them. The nearest screening unit is in Morrison's car park, Stratford-upon-Avon.

Patients with a Gloucestershire postcode will be contacted by Gloucestershire screening service and will be offered an appointment in Cheltenham.

New Build update

Following a tender process a contractor has been appointed and will be working with the design team to complete the design processes prior to building commencing. At time of writing planning permission had yet to be received.

Blood Test Appointments

You can now book blood test appointments in advance by calling Reception. Although the national shortage of equipment is easing we can't book too far ahead as we need to ensure we will have the necessary equipment for the appointments.

If your blood test has been requested by a hospital then please have your bloods done at the hospital.

Please remember you can book on line to attend Stratford Hospital for your blood tests via this link: www.swiftqueue.co.uk/pre_timescreen.php?id=10335.

Please ensure that you have the blood test form to take with you to the hospital. If you don't then please contact reception. Don't travel to the blood appointment at the hospital without the form as they won't take your blood without it.

Dispensary Phone Line – 01608 665502

The Dispensary phone line hours have changed. Their line is now open for medication queries from 08.30 – 5.30 on working days.



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Out of Area Patients

We have noted that a number of patients who have moved from the area remain registered with us. Patients who have moved outside of the practice area you will need to register with another practice.

Where we note patients have moved they will be advised that they will be deducted from our list after 5 weeks. The NHS Choices website <https://www.nhs.uk/pages/home.aspx> is a useful resource to help identify which GP practices serve the area to which you now live and it also provides some information to assist you in making the decision about where to register.

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