



Shipston Medical Centre Patient Participation Group (PPG)

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

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

Facebook: <https://www.facebook.com/ShipstonMC>

No 16: September 2022

Staffing update

Happy news - Dr Tim McGivney and Dr George Naylor are now proud fathers of new baby boys.

We welcome back Corinne Beirne as an Advanced Clinical Practitioner (ACP) for a couple of days each week.

Dr Debbie Morgan will sadly be leaving the practice in November to enjoy an early retirement.

Statement from Shipston Medical Centre regarding development of new premises

The development of a new medical centre was identified as part of the wider development of an integrated care facility at Ellen Badger Hospital in 2018. The new Medical Centre cost was originally estimated at £4.5m. A steep increase in the cost of construction, materials and associated expenses of the build, caused by factors outside of the control of the practice, has resulted in these costs increasing by almost 50%, and they are continuing to rise.

This increase in costs means that the new medical centre project is no longer financially viable in its current design. This is extremely disappointing to the Partners of the Practice* who have invested significant amounts of money in the pre-building stage. Our priority remains ensuring the patients of the practice and the people of Shipston and the surrounding areas have access to high quality primary care services and we are working with the Integrated Care Board and South Warwickshire NHS Foundation Trust to review all available options.

** Partners at Shipston Medical Centre are Drs. Paul Daniel, Tim Marshall, Richard Levison, Emily McHale and Rachel Vial, Business Manager*

Surgery Closures

For Staff Training

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

Thursday 22nd September

Wednesday 19th October

Thursday 24th November

For Staff Meetings

The surgery is closed between 1 and 1.45pm on the following dates for staff meetings:

Thursday 13th October

Tuesday 8th November

Changes to our phone line options

Our telephone main menu order has been changed to support more patients being referred to the Community Pharmacy Consultation Service, and to also enable a dedicated flu booking line.

The new order on the main menu is:

1. Emergency line
2. *Minor ailments – to book an appointment with the Community Pharmacy Consultation Service
3. Reception
4. Medication queries
5. Test results (open after 11am)
6. Secretaries/medical records sub menu
7. Flu line
8. Divert to coronavirus booster booking line

* Minor ailments includes problems such as colds, earache, stomach upsets, rashes, pain or swelling.



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COVID-19 VACCINATIONS - AUTUMN BOOSTER CAMPAIGN

The Covid-19 vaccination booster program for Autumn 2022 began on 12th September.

Patients are being invited from the following groups based on guidance from JCVI:

- All adults aged 50 and over
- Those aged 16-49 in clinical risk Group (including pregnancy)
- Those aged 16-49 who are household contacts of people with immunosuppression
- Those aged 16-49 who are carers
- Residents in a care home for older adults and staff working in care homes for older adults.
- Frontline health and social care workers

Invites will be sent out in age group priority and patients will be offered an appointment at either:

LOMAS SUITE, Stratford Hospital:

On Thursdays, Fridays, and Sundays or

SOUTHAM CLINIC, Southam:

On Mondays, Tuesdays, Wednesdays and Sundays.

The appointments **are not** managed by the surgery so please wait to be contacted by the appointment booking service. If you think you should have been invited and haven't then you can call the booking line on 01926 962718.

FLU VACCINATIONS

This year we will be delivering around 5000 flu vaccinations in total. The first adult vaccinations will be delivered at the end of September, and thus the majority of adult vaccinations will occur in October and early November. As flu usually starts to circulate just before Christmas, this means your immune system will be fully protected in good time, despite the slightly later than usual timescale.

Please do not contact us to book a flu appointment until you receive an invite to do so. We will be inviting people in groups as follows in line with NHS policy:

- those aged 65 and over
- pregnant women
- carers
- household contacts of immunosuppressed individuals
- those younger than 65 in the 'at risk' groups (chronic kidney disease, chronic heart disease, chronic respiratory disease, chronic liver disease, diabetes, immunosuppression, chronic neurological disease, learning disability, splenic dysfunction or splenia)

Flu vaccinations will ONLY be offered to the group who are aged 50 and over on 31st March 2023 (unless in an at risk group as outlined above) AFTER the groups above. We expect to be offering vaccines to this group in late October.

We are only able to provide flu vaccinations for children aged 2 and 3 and children of any age who are at risk of flu complications (the same 'at risk' groups as the adults, as listed above). Flu vaccinations for all other children will be offered via the school service. Please do not contact us for other age children who do not have the conditions listed above as we are not be able to do them.

Vaccine supply for these children is capped each week, meaning it will take us some weeks to vaccinate all eligible children. Your patience is appreciated – we will invite every eligible child in due course and there will be sufficient vaccine supply.



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Ordering Medication

When you are requesting repeat medication either on the phone line, via the NHSApp or Patient Access, please do not include any other requests or information. If you need to provide or request any further information then please use an alternative route, such as completion of an eConsult, or phone Reception.

When you get an approval on the app this means that we have received your request. It does **not** mean that your medication is ready. Please wait for the text to advise to collect or wait a minimum of 3 working days before coming to the dispensary to collect.

Dogs and medications deliveries

If you are expecting a medication delivery please can you help us by ensuring we can deliver without incident. Our drivers often have dogs jump up at them and this is not always appreciated. Please ensure dogs are kept under control when accepting a delivery.

NHSApp and viewing documents

Please be aware that if you have been provided access to your medical records via the NHSApp you may not be able to see letters from hospitals and other third parties. This is a limitation of the NHSApp and is not in the control of the medical centre.

To see documents from hospitals and other third party organisations these can't be seen on the NHSApp. To view these documents then you need to use PatientAccess which is available on the web or as an app from the respective app store. You can register with this using your NHS login.

Blood Pressure monitoring

If you've been invited to have a blood pressure check, and you know your BP will be up if you have this done in the surgery please let Reception know when you book your appointment. We can

then offer the loan of a BP machine, and a form to complete with your readings. If you have a BP machine at home then you can also send in your readings to shipstonsecretaries@nhs.net – please remember to include your name and date of birth when you send us the information.

Managing Upper Respiratory Tract Infections

Respiratory tract infections (RTIs) are infections of the parts of the body involved in breathing, such as the sinuses, throat, airways or lungs. There are a number of things that you can do to help yourself – see the information on the link: www.nhs.uk/conditions/respiratory-tract-infection.

Most RTIs get better without treatment, but sometimes you may need to see a clinician.

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**



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Annual Patient Meeting – 27th September

The annual patient meeting has not occurred for the last few years, due to the pandemic. We have now scheduled one to take place on Tuesday 27th September at 7.15pm in the hall at Shipston Primary School.

The meeting is an opportunity for the practice to update our community on key issues and for those present to ask questions and comment on the service provided by the practice. Everyone is welcome! No need to book in advance.



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) and Everyone Active, our delivery partners, to devise a programme to help the local community. This includes gentle seated exercise, indoor curling and Pilates for complete beginners. The classes based in Shipston are friendly, social and free and suitable for anyone no matter how unfit or immobile you think you are!

To find out more take a look on our website (<https://www.shwp.org.uk/>) or call 01608 663320.

Remember: Every Movement Matters!

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/>

Wellbeing Team

The Wellbeing Team is a service to help patients with non-medical aspects of their health and lifestyle. Our Social Prescribers are Jacqui Close and Kate Nelson who specialise in helping patients with financial, housing and employment concerns. They also signpost patients to various services in South Warwickshire such as bereavement and carers support.

We are pleased to welcome our new Health and Wellbeing Coach, Laura Williams, who will join Vicki Guise in late September. Our Health Coaches specialise in helping patients with weight management, sleep, stress and low level mental health problems.

Referrals to the Wellbeing Team should be made through a healthcare professional such as your GP or nurse.

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.



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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.

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 Business Partner, Rachel Vial at the surgery. Alternatively you can call her via the main surgery number.