



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: July 2022

Staffing update

Sadly, in August we will be saying goodbye and 'enjoy your retirement' to Nurse Yvonne who has been with the practice for nearly 20 years.

A few words from Yvonne:

"I have worked as a nurse in the NHS for nearly 40 years with nearly 20 years at Shipston. I started on a maternity cover as a favour really for Janet Ashley!

After training in London I spent a few years there working in women's health. I then moved to Gloucester where I was the breast care nurse, and then moved to Warwickshire and met Janet while working in the family planning clinics and started at Shipston!

I have developed my skills from women's health to include long term conditions especially diabetes and taught diabetes to health care professionals for several years alongside working at Shipston. While at Shipston I helped develop the travel service with Karen O and we won several national nursing awards!

Alongside Karen and Corrine we developed our innovative pre diabetes program for many years supporting our patients.

I became a Queen's nurse with Karen and Corinne (and Leanne) and thank the patients who showed their encouragement and who wrote testimonials to support this role.

I feel now that I need different challenges and a little time after the hectic time of Covid and Covid vaccine clinics to catch my breath.

It will be different but I have lots of things that have been on hold until I have time so I am hoping some of this list gets tackled!

I will miss the team of people I work with, many who are friends, as well as colleagues and I will

miss all the patients I have got to know so well - I will miss catching up on their lives and of the laughter and tears we have shared."

Yvonne has been a great nurse and colleague over many years and we wish her every happiness for the future.

This month we welcomed Katie to the nursing team.

Dispensary have a new team member – Becki and Reception have a new team member – Sam.

Dr George Naylor, who has been on placement with us for the last year will become a permanent GP in August.

Babies are a theme at the moment, as Dr Alex Shields has now gone on maternity leave and has a beautiful baby daughter; Abi Coombs, one of our Advanced Clinical Practitioners will also go on maternity leave in mid-August and Dr Helen Shipley will be going on maternity leave at end of October. Two of our male doctors – Dr Tim McGivney and Dr George Naylor are also due to be fathers' again in September.

Other happy news ...our Clinical Nurse Manager – Lauren got married this month.

Corinne is changing her role and has been offered a fantastic opportunity supporting improvement in quality of care for children and young people with asthma across Herefordshire and Worcestershire. This means she will be leaving her role as long term condition Advanced Clinical Practitioner (ACP), but we aren't saying 'goodbye' as she will be helping to cover for Abi Coombs' maternity leave for 1.5 days per week.

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



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We are and have recruited locum GPs to cover in the interim time.

How many GPs is enough?

Nationally there are 0.45 whole time equivalent fully qualified GPs per 1000 patients. This has dropped from 0.52 WTE in September 2015. At Shipston Medical Centre we have around 0.55 WTE GPs per 1000 population, which is higher than the national and regional average. We also have the highest level of practice nursing in the Coventry and Warwickshire area. As a practice we have invested as much money as we can in ensuring provision of front line services.

Despite being better staffed than the majority of practices, it is now not uncommon for demand for our services to be higher than our clinical capacity. The European Union of General Practitioners and BMA have recommended a safe level of patient contacts per day in order for a GP to deliver safe care at not more than 25 contacts per day. Our GPs and Advanced Practitioners, along with most others practitioners across the country, consult at levels significantly higher than this. Each day the 'on the day' demand is over 1% of our practice population, recently topping 160 in a day. Alongside this we are also providing appointments for more routine care.

On days of exceptional demand we have to limit services to ensure that we are able to deal with those who access the service in a safe manner. This is not something that we want to do, but our top priority has always got to be ensuring that we are doing the right thing for each individual patient we see. We cannot be making mistakes due to fatigue – pilots and drivers have defined safe limits for a reason, and we have to ensure our clinicians also have these.

We would very much like to be able to offer a shorter waiting time for routine appointments and additional care, but we do not have additional funds to invest in more clinicians. We

support the national campaign for long term investment in increasing the workforce of the NHS.

Travel Clinics

If you are thinking ahead to your holidays then please consider any vaccinations you may need.

The practice does offer a travel health service. We ask that you complete a travel risk assessment form (available from reception or on line on our website) and when you return this we will book you a slot for it to be assessed.

Following assessment our nurse will be able to advise you on vaccinations and book you in for these. Please bear in mind that there can be a wait for a travel risk assessment appointment and thus you need to ensure you leave plenty of time before travelling to use our service. We are unlikely to be able to help if you have less than **12** weeks between returning a risk assessment and your travel date.

Please be aware that following a recall of stock, due to a manufacturing defect, there is a national shortage of injectable Typhoid vaccination. All practices are severely restricted in the numbers they are able to acquire. We now have a waiting list for this, or there is an oral alternative.

Surgery Closures

For Staff Training

Each month Warwickshire GP surgeries are closed for one afternoon from 12.30pm for staff training. The next date is:
Thursday 22nd September

For Staff Meetings

The surgery is also closed between 1 and 1.45pm on the following date for a staff meeting:

Tuesday 13th September



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What is an ACP?

When asking for an appointment at the surgery you may be given an appointment with an Advanced Clinical Practitioner – known as an ACP. We thought it would therefore be useful to provide you with some understanding of the skills of these Practitioners and what their role embodies.

Advanced Clinical Practice is a level of practice that healthcare professionals can attain coming from a range of professional backgrounds such as nursing, paramedics, pharmacy and midwifery, to name just a few. ACPs are educated at Master's level and have developed a wider range of skills and knowledge. This enables expansion of their role, which is to support existing clinical care, enhance capacity and improve continuity by providing high level patient-focussed care.

At Shipston we are fortunate to have a number of ACPs who are from nursing and paramedic backgrounds but undertake different roles within the practice.

So who are our ACPs?

Jan Flynn – is a qualified ACP. She specialises in frailty and leads the frailty team whose job it is to provide a home-based service for the over 65s, that encompasses all aspects of care including physical, psychological and social needs. Jan also provides a service to the local residential care and nursing homes, in conjunction with Kate.

Kate Pearson – Kate is a qualified ACP whose remit is to work with the 'on the day' duty clinical team in response to triage calls, as well as providing routine clinical review clinics. Kate also has responsibility for the undertaking annual reviews of people with learning disabilities.

Abigail Coombs is a trainee ACP and fully qualified Emergency Care Practitioner (ECP) who has a paramedic background. Abi works with 'on the day' duty clinical team as well as offering follow

up appointments. She is currently studying for a Master's qualification in Advanced Clinical Practice.

As mentioned previously we are sad to see Corinne, who has been the long term condition ACP, leave us in August.

Each Practitioner works autonomously, making decisions based on assessment, diagnosis and formulating a treatment plan. All can prescribe medication, thereby enabling a timely and efficient service.

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.

We were very pleased to be the winner in the last year of the GP Practice of the Year Award which recognises the value of the training we provide.

Dr McHale presented a video about medical students in our practice and this is available on our website, <https://shipstonmc.warwickshire.nhs.uk/> and will also be 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.

FLU AND COVID VACCINATION UPDATE

Covid Vaccinations - Autumn booster campaign

The groups below have been identified by the Joint Committee on Vaccination and Immunisation (JCVI) in their interim guidance as likely eligible groups for the autumn campaign:

- Residents in a care home for older adults
- Staff working in care homes for older adults



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- Frontline health and social care workers
- Housebound and immunosuppressed patients
- All those 65 years of age and over
- Adults aged 16 to 64 years in a clinical risk group.

Detailed guidance is not yet available, and possible sites and times for vaccination have yet to be identified. Further information will be made available as soon as we have it.

Flu Vaccinations

In terms of flu vaccinations, delivery of the vaccine is not expected until the end of September. This is still plenty of time for the community to have their vaccinations and for them to become effective as flu doesn't usually arrive in the community until about week 50, i.e. mid December. More information about clinics and booking will be available nearer the time.

Medication Delivery Service

Did you know we offer a medication delivery service?

If you live outside of Shipston and request medication via ourselves then we can deliver to you. Please let us know if you'd like to take advantage of this service by calling 01608 665502.

When ordering, either on line or via our Repeat Medication phone line, please advise if you wish for delivery.

We deliver Monday - Friday between 12 & 6pm.

For those who collect their medication we have also extended the collection time to 8pm on a Thursday.

Are you or anyone you know need support with Dementia?

Did you know that there are groups within Shipston that could help?

Shipston Dementia Friends Café:

This is held on 2nd, 3rd and 4th Tuesday of each month, 10.30am – 12.30pm in Shipston Lodge, Armistice Close, Shipston-on-Stour, CV36 4QG. Contact Heather or Paul on 01295 688376

Down Memory Lane: An enjoyable singing experience for those with memory problems and their carers.

This is held on 3rd Wednesday of the month 2pm – 3.30pm Rainbow Fields, The Driftway, Shipston-on-Stour, CV36 4BU.

Contact Barbara Smith 01608 662433

Support Group for all carers:

This is held every 2nd Wednesday 10.30am – 12.30pm at Shipston Lodge, Armistice Close, Shipston-On-Stour CV36 4QG. Contact Janis 01789 777986 or Janis@vasa.org.uk

Diabetic Eye Screening

The NHS provides **FREE** eye screening for people with diabetes aged over 12 years old. Eye screening is an important part of your diabetes care as retinopathy often has no symptoms until the disease is advanced. If left undetected it can lead to blindness.

To book an appointment call 0333 456 7670 or visit <https://neccare.necsws.com/your-local-provider/arden-herefordshire-worcestershire/>

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.



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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

Save The Date – Annual Patient Meeting

The annual patient meeting has not occurred for the last few years, due to the andemic. However, we are reinstating the meeting, which will 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!

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 on the website.