

Patient Annual Meeting 2019

Introduction (by Dr David Williams)

Dr Jane Gilder is to leave Shipston Medical Centre at the end of the year.

Dr Emily McHale is to become a partner

Overview of staff changes (by Rachel Vial – Practice Manager)

Staff who have left in the last 12 months include:

Sister Janice Ashley

Sister Heidi Williams

Sister Lucy Pickering

Also Donna Hall (dispenser), Len Morley (dispensary driver), Katie Herbert (medical records)

And registrars Dr Sophie Mills, Dr Sam O'Neil, Dr Anisha Ananthram

New staff include:

Sister Liz Crabtree, Sister Niamh Davis, Sister Hannah Disbrey

Also Kim Pinnock (dispenser), Mary Sabin (dispensary driver), Barbara Quinn (medical records),

Samantha Penney (medical secretary)

And registrars Dr Catherine Brock, Dr Farah Sunassee

Development of new premises (by Dr Paul Daniel)

South Warwickshire CCG has identified Shipston Medical Centre as a priority site for new development. With the new residential developments Shipston has an estimated population increase of over 3000 individuals. The current size of the medical centre is 536m², it has been calculated that the requirement for the predicted practice population is 1419m².

There are two potential sites for development. North side of the Campden road, and following the purchase of land adjacent to the Ellen Badger Hospital by the League of Friends, there is an opportunity for a joint venture on the Ellen Badger Hospital site with a new medical centre and new community hospital.



As this will require a significant investment in Primary Care the CCG need to go through a detailed process to ensure the proposed build is appropriate for the needs of the community and value for money for the NHS. The CCG have therefore commissioned an options appraisal with three options: stay put, develop at the Ellen Badger Hospital, or develop at the Campden road site. In the context of the NHS long term plan the Ellen Badger Hospital site has clear advantages.

Part of the NHS long term plan is to increase integration and collaborative working with secondary care to improve services and patient pathways. Shipston Medical Centre has already started meeting with South Warwickshire Federation Trust (SWFT) to look at working more closely, for example a more integrated community frailty service. Shipston Medical Centre also provide the medical cover at the Ellen Badger Hospital so being on the same site makes sense.

The current timing with the NHS long term plan could also be a fortunate boost to gaining approval as it would fit with the NHS strategy.

Q: Is there sufficient space at the Ellen Badger Hospital site?

A: SWFT have commissioned a survey which confirms there is enough space for the Ellen Badger Hospital, Shipston Medical Centre, and parking

Comment: Concern raised about sufficient car parking space at Ellen Badger Hospital site.

A: Shipston Medical Centre will take advice but will ensure adequate parking provision.

A from SWFT: SWFT have commissioned a feasibility study for the combined development. Additional land has been purchased to the right hand side of Ellen Badger Hospital and behind.

Comment: It would be beneficial to have Ellen Badger Hospital and Shipston Medical Centre on same site to enable collaborative working and joint services.

A: It would also be an opportunity for new services to be provided.

Q: If the Ellen Badger Hospital development goes ahead, is there a possibility of using the Campden Road site for satellite clinics?

A: Extra funding would need to be found for this to happen.

Q: If the Ellen Badger Hospital site is used would the Campden road site be lost.

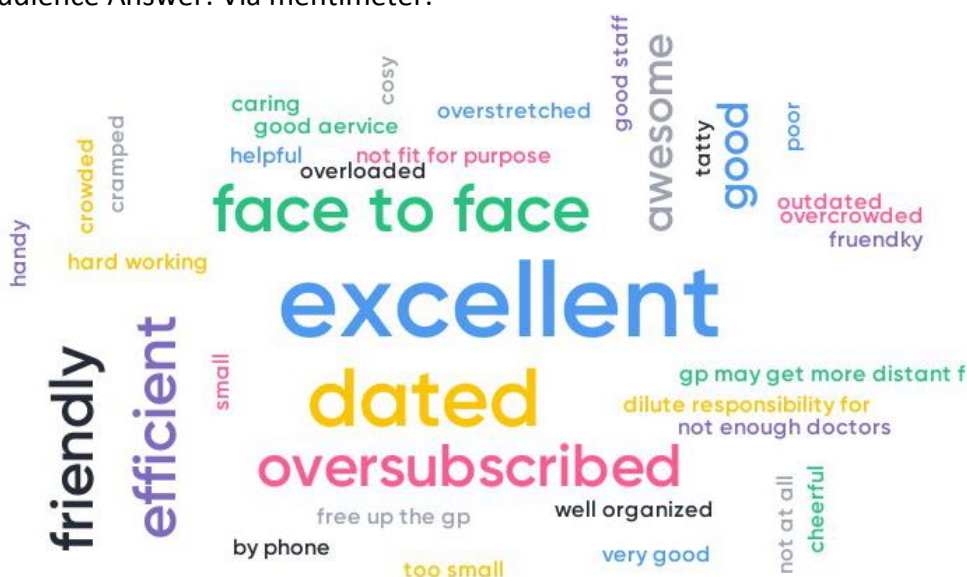
A: The Campden road site is for community use and currently agreed for it to be used to build a new medical centre. It may be possible to use the land in a different way to benefit the community.

Q: Whilst the Ellen Badger Hospital is redeveloped will the patient wards be closed?

A: From SWFT: The Ellen Badger Hospital will be redeveloped in phases and patient's wards will remain available.

Question from Shipston Medical Centre: What words would you use to describe the Medical Centre?

Audience Answer: Via mentimeter:



Question from Shipston Medical Centre: How would you prefer to consult with your doctor?

Audience Answer: Via Mentimeter: 62% Face-to-face / 24% by telephone / 14% online

The NHS Long term Plan

The NHS Long Term Plan was published in January 2019 and is going to have far reaching impact on general practice.

<http://www.longtermplan.nhs.uk/>

Investment and Evolution: A five-year framework for GP contract reform to implement The NHS Long Term Plan was also published in January 2019

<https://www.england.nhs.uk/wp-content/uploads/2019/01/gp-contract-2019.pdf>

- Different ways of working

Shipston Medical Centre has been part of a federation of practices (South Warwickshire GP Federation) for some time; this enables efficiencies and shared service provision.

Extended Access (by Amanda Colton from SWGP)

The GP+ service provides additional evening and weekend appointments for patients registered with a Practice in South Warwickshire. These additional appointments are available at 6 hubs with the closest to Shipston being Stratford and Wellesbourne. The majority of staff are from local South Warwickshire practices and the GP+ clinicians have access to your patient records so your medical history is known and kept up to date. The appointments must be pre-booked via reception of your practice or via 111.

Primary Care Networks (by Dr Tim Marshall)

Shipston Medical Centre has often worked differently to many other practices in the Warwickshire area, reflecting the different needs of our community; the new NHS long term plan gives more recognition to these differences in need.

The formation of GP networks is a big change that will allow Shipston Medical Centre to be more responsive to the community needs. Shipston Medical Centre have formed a Primary Care Network with Hasting's House at Wellesbourne, Meon Surgery and Bidford Surgery. This network will also work collaboratively with the Central Stratford network. Each network represents 30,000 – 50,000 patients and will enable Shipston Medical Centre be able to access funds for shared services such as social prescribing and clinical pharmacist roles, as well as facilitating efficiencies of scale.

Increased support for those living in care homes

Shipston Medical Centre has been working toward a new model for provision of care to residents of care homes. Shipston Medical Centre nurses visit our care homes regularly to provide routine care and conduct acute reviews of patients who are unwell; they are backed up by the duty doctor or the patients' usual GP. This model works effectively, and continuity of care has improved.

Improved responsiveness within community services

Dr Marshall also noted that there is a new rapid response overnight (8pm-8am) palliative care service up and running which is a collaboration of SWFT, Shipston Home Nursing and Shakespeare Hospices.

- **Managing workforce pressures (by Rachel Vial – Practice Manager)**

The nationwide shortage of GPs and practice nurses has impacted South Warwickshire significantly less than in other areas but is still becoming a more pressing concern. Over the coming months and years the NHS and Shipston Medical Centre will be introducing health care professionals with different skills to help address the increased demand.

- Clinical Pharmacists – Shipston Medical Centre already employ Prabjot Mahal
 - For medication optimisation and reviews
 - For management of chronic conditions
 - Certain acute ailments
- Advanced Clinical Practitioners - Brin Sahota and Abigail Coombes join Shipston Medical Centre this year
 - For acute 'on the day' care
- Social Prescribing Link Worker - from July through the Primary Care Network
 - Social signposting to local services to improve physical and mental wellbeing
- Other roles for the future: Physician associates (2020), first contact physiotherapists (2020), first contact paramedics (2021), nursing associates

Question from Shipston Medical Centre: What benefits do you see from having a wider range of healthcare professionals within the practice?

Audience Answer: Via mentimeter:

- Person with appropriate knowledge sees patients
- Frees up GP time / More GP appointments
- Shorter waiting time

Question from Shipston Medical Centre: Do you have any reservations about having a wider range of healthcare professionals within the practice?

Audience Answer: Via Mentimeter:

- Lack of continuity and not seeing own GP so often
- Could become more impersonal with less awareness of patient history

Response: Possibly there would be multiple people with whom patients would see regularly, i.e. nurse specialists (diabetes)

- Confusing for more elderly patients
- Misdirection to wrong person for problem and possible misdiagnosis

Response: GP will still triage acute/new problems that need to be seen on the day

- Clinical data being shared between many people

Response: All Shipston Medical Centre staff are trained and will only look at a patient record if there is a specific need. There are strict rules and frameworks in place and staff can be dismissed for viewing records inappropriately. Patients can ask for information from a consultation not to be included in notes. Patients can put in a request to view their record.

- Adequate rooms in the medical centre

- **Increased focus on prevention and reducing health inequalities (by Dr Sue Pritchard)**

Shipston Medical Centre offers a number of services to help prevent ill health:

- Older people's team
 - the over 75s frailty team tries to help people age well and stay at home through holistic assessment
- Pre-diabetes education events
 - Helps people at risk of diabetes to change lifestyle and reduce risk.
- Smoking cessation services
- Weight management
 - Nurses can refer to Fitter Future programme
- Reducing alcohol consumption
 - Referrals can be made to Change, Grow, Live
 - There is a desire to restart clinics in Shipston
- NHS Health checks
 - For healthy people over 40 with no existing conditions
- Supporting carers
 - Shipston Medical Centre keep a carers register
 - There are many services available
 - Carers can be referred for a carers assessment to access further support
- Screening services
 - Breast/mammogram (women 50-75yrs), SWFT hope to bring the service back to Shipston
 - Cervical (women 25-65yrs)
 - Bowel (60-75yrs), one of the commonest cancers, if detected early life expectancy is much higher
 - Aortic aneurysm (men 65+)

There are also multiple community partnerships in Shipston:

- DASH – drugs action
- Rotary – provide CPR and First Aid training
- Lions – fund pre-diabetes events
- Bob Figures – Walking for Health initiative – Mondays at 10am from The Mill car park (overseen by Stratford District Council)

- **Improved technology and digitally enhanced care (by Dr Richard Levison)**

With the challenges faced by the NHS with a shortage of staff, there will be an increase in the use of technology to access healthcare and self-help services, to help alleviate pressures.

The NHS app is currently in testing but will provide:

- A-Z of medical problems
- Booking appointments (from July)
- Access to medical records (from July)
- Ordering repeat prescriptions (from July)
- For the future: Ability to add to medical records (i.e. height and weight measurements)
- For the future: Mobile monitoring for long term conditions (i.e. blood pressure)

There are currently multiple patient data systems in the NHS, over the next two years there is a plan to improve interoperability to enable better sharing of information between services, initially for child welfare purposes.

From 2021 Shipston Medical Centre will offer video appointments online and a text appointment service. Shipston Medical Centre already offer timed phone appointments which can be more efficient and convenient than a face to face appointment for some types of need.

Shipston Medical Centre is trying to reduce paper and post by sending texts.

Commencing later this year, the 111 service will be able to directly book appointments with your GP practice.

Question from Shipston Medical Centre: Any other questions?

Audience Answer: Via mentimeter:

- If Shipston Medical Centre are wanting to provide information by text, what about those who live in area with poor reception?

Response: Permission will always be asked before texts are used as a method of communication.

- What is the difference between GP+ and 111?

Response: 111 is a government run telephone advisory service. GP+ provides a local GP service out of hours, if not an emergency this may be a better option as GP+ has access to your records. 111 can book a GP+ appointment at a local hub.

- Could all these proposals for the future change with a new government?

Response: Presumably it could; Shipston Medical Centre can only work with what is available and right for Shipston patients at this point in time.

- Is the redevelopment of the Ellen Badger Hospital duplicating the service available at the new Moreton hospital?

Response: Moreton is in a different county, although our patients can still use the Minor Injuries Unit.

- Until a new build is agreed, how will Shipston Medical Centre manage with the increased number of patients?

Response: Rachel Vial was talking with the Ellen Badger Hospital about taking rooms if this is safe for patients and staff and if the technology improves to enable laptop use with access to the patient database.

- With the extra demand, will there be extra GPs?

Response: Shipston Medical Centre are broadening staff specialities in the team as there is a GP shortage and as more patient contact time can be gained compared to one GP.

- With the new staff changes could there be longer 15 minute appointments available?

Response: There is a balance to be made between longer appointments and waiting times for future availability.

- Why do appointments run late?

Response: Some patients need more time than that which is allocated. Sometimes there is a medical emergency. There are valid reasons why the appointments run late and GPs often feel anxious when they are running late.

- Is it possible to make a double appointment?

Response: If a patient has more than one problem to discuss then a double appointment is advisable.

- Can an ill person just walk into the surgery and be seen?

Response: Shipston Medical Centre has a triage system which ensures that patients are seen quickly if needed; about 2/3 of people on the triage list will be seen on the same day. The triage system also allows the GP to see a patient immediately or to call 999 if there is a concern. Reception staff are also well trained to recognise serious problems and can flag this to the duty GP or call 999 if there is a concern. There may be a longer wait if coming in without being triaged.

- Social isolation and loneliness are as damaging as ill health. Is Shipston Medical Centre addressing these issues?

Response: Shipston Medical Centre is involved in a local partnership to help reduce loneliness and social isolation.

- Are there sufficient young people's services and women's health clinics?

Response: Shipston Medical Centre have meetings with the health visitors, and hold family planning and contraception clinic on Fridays. The female GPs keep knowledge up to date about women's health concerns, including menopause concerns.

- Should there be better mental health provision, particularly for young people?

- How do you let people know what services are available (i.e. for people caring for relatives with dementia)

Thanks were given to all for coming, to Amanda Colton (SWGP), and to Carole Nossiter (chair of the patient participation group).

Patient Participation Group (PPG) information is available through the Shipston Medical Centre Patient Group Facebook page and PPG newsletters are available on the Shipston Medical Centre webpage: <https://shipstonmc.warwickshire.nhs.uk>

A mention was given to Rachel Vial and Dr Tim Marshall for running the Edinburgh Marathon. Funds raised are to go the Shipston ELLEN BADGER HOSPITAL League of Friends.

The Sit and Get Fit low impact class for improving balance and strength is held alternate Fridays at 10.30am at the Catholic Church Hall. Contact Ann Smith on 238400.