



Shipston Medical Centre Patient Participation Group (PPG)

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

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

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

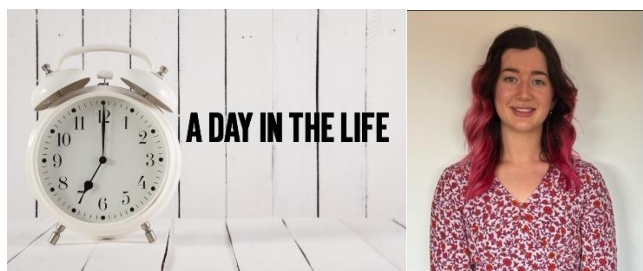
No 18: July 2023

SUMMER EDITION



STAFFING UPDATE

We welcome Chloe to the Nursing Team this month as well as Denisha to the Medical Records Team.



Our 'Day in the Life Of' series continues by investigating another of the new roles at the medical centre.

What can a Physician's Associate, a relatively new role in the UK, offer to Shipston patients?

Caitlin Lahive – Physician's Associate In Caitlin's case, her route to becoming a Physician's Associate (PA) began with a degree in medical genetics at Swansea University, following which she soon realised her preference for clinical rather than lab work. After considering her options, Caitlin embarked upon PA training, at the University of Birmingham, which involved two years of intensive 'medical model' training across the range of clinical specialities including A&E, paediatrics, mental health etc. However, Caitlin always wanted to work in General Practice once qualified. Now working at Shipston 4 days/week between 8.30am and 6pm, Caitlin carries out

both routine and 'on the day' appointments, the latter after patients have been allocated to her by the duty GP following triage.

After taking the patient history and carrying out relevant examinations, she can order blood tests and other investigations and make referrals if needed. She can also recommend medication if required, although the latter needs to be checked and issued by the supervising GP in accordance with the current regulations for her role. Be aware that this need for checking might lead to a slight delay (perhaps a couple of hours) before the prescription can be sent for dispensing.

Caitlin also has specialist interest and training in a number of specific areas. She is currently running regular joint injection clinics; for those seeking a repeat injection, clinic places can be booked direct via reception; if a joint injection is needed for the first time, it is likely the referral to this clinic will follow an initial consultation with either a GP or Caitlin. Likewise, Caitlin can offer gynae consultations (e.g. HRT discussions), annual reviews such as rheumatoid arthritis and learning disabilities reviews, and is also able to carry out home visits for those on the housebound register.

In a given day, she undertakes 25 patient appointments, which helps reduce the pressure on GP time. I asked Caitlin to explain how her role differs from that of a GP from the point of view of a patient who is seeking a consultation. I understood that for a relatively straightforward condition, where what is required is perhaps a blood test, or referral or discussion of scan results, then an appointment with Caitlin might well mean the patient gets to see a clinician more quickly. GPs however, are better placed to offer guidance to patients with multiple or complex long-term conditions.

Caitlin has only been part of the Shipston Medical Centre team for 6 months. Feedback from patients following an appointment with her



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during that time has been very positive – worth considering the next time you are needing to book a consultation with a healthcare professional at the Medical Centre.

Carole Nossiter, Chair, Shipston PPG

SURGERY CLOSURES

Staff Meetings

The surgery is closed for these between 1 and 1.45pm on:

Tuesday 18th July

Wednesday 13th September

Staff Training

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

Wednesday 20th September

AUGUST BANK HOLIDAYS

The surgery is closed from 6.30pm on the Friday 25th August until 8am on Tuesday 29th August.

The practice team do not work on the Saturday, Sunday or Monday and therefore requests for repeat medications or booking appointments need to be made in standard working hours.

Medication **must** be requested ahead of time as we need **3 working days** to complete your requests.

Please be mindful that the Tuesday after the Bank Holiday will be very busy so we'd appreciate it if you could only call on the Tuesday morning if your request is urgent.

There is the option to complete an e-Consult from 8am on the Tuesday morning so if you can use this method of contact that would free the phones for those who are not able to use the on-

line systems. eConsults are treated with the same priority level as if you are put on the triage list following a phone call to Reception.

ROUTINE APPOINTMENTS AND TEST RESULTS

We politely remind patients to call after 11am for their test results.

It would also be welcomed if you could wait until after 11 to book routine appointments so that urgent or on the day requests are able to be dealt with first.

NHS APP REPEAT MEDICATIONS ORDERING

Where possible please use the NHS App to request your repeat Medications. You can view your repeat prescription status and history and also choose your nominated pharmacy.

If your address is a mile or more from the surgery you can choose to have free delivery from ourselves. Call Dispensary on 01608 665502 to be added to the delivery service.

There is useful information on request medications etc on this NHSApp on:

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/prescriptions#request-a-repeat-prescription>

ARE YOU A CARER?

We want to make sure that we are in a position to offer support to our patients who also have caring responsibilities.

NHS England defines a carer as follows: 'a carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or addiction and cannot cope without their support. The care they give is unpaid.'



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If this applies to you, please notify the practice by completing the Carer information form on our website which can be found under Reception Enquiries.

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

FEEDBACK FROM THE PATIENT MEETING HELD ON MAY 23RD



'Good information on the night, and an excellent service from the surgery'

Just one of the quotes from Shipston patients who attended the Patient Meeting held back in May at the Primary School, but this quote reflected the vast majority of feedback from members of the audience. This was a really good opportunity to meet face to face with the Partners and other members of the practice team to learn of the latest changes to services, to ask questions and provide feedback. A chance to find out how they are responding to the significant challenges of running a primary care service nowadays – and to meet some of the new members of the team who now provide care for the Shipston community. Caitlin Lahive, Physicians Associate; Rachel Ryan, Active Monitoring Practitioner, and Lucy Green, Health and Wellbeing Coach described their new roles and the specialist care they can provide.

Dr Paul Daniel confirmed that progressing an improvement in the premises available for the medical centre remains a priority for the Coventry and Warwickshire Integrated Care Board and that all available options are being considered. Significant rises in construction costs continue to present a barrier, so in the short term, the current premises are being decorated, recognising that these are likely to be used for a few years yet.

For more detail on all of the topics covered at the Patient Meeting, please refer to the minutes which are available on our website; Patient Group – PPG Documents – Patient Meeting Notes 2023.

Any thoughts about topics for the next Patient Meeting (to take place in May 2024), or indeed for the next newsletter (September 2023) are always very welcome.

Carole Nossiter, Chair, Shipston PPG
shipstonppg@gmail.com



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IMPROVEMENTS TO HEALTH INFORMATION GATHERING

As a practice, we have always sought to provide the best possible care to our community in a timely manner. You are all aware of the pressures facing healthcare at present and of the mismatch between demand and availability in primary care. It is important that as a practice we work as efficiently as possible to free up time and resources for the patient care that we all want to deliver.

NEW BP MACHINE IN THE WAITING ROOM

We have been looking at how to reduce the amount of time spent on simple tasks to make space for more appointments. We are therefore pleased to announce that we now have a new blood pressure machine for the waiting room for the use of our registered patients.

This machine is easy to use and can check your height, weight, blood pressure and pulse in a short period of time. The results are printed for you to take away and will be automatically added to your medical record for the clinician to review. You do not need to make an appointment to use this device – simply pop in to the practice.

We are confident that this will prove not only convenient for patients but will also free up staff time to spend caring for those who need us. As a practice we are determined to adapt and meet the needs of our patients, and as this shows we are willing to invest in order to do this. Feedback is always welcome; please let us know how you find this new service via the Patient Participation Group or our Friends and Family survey.

TEXT MESSAGING AND EMAIL COMMUNICATIONS

The practice does a lot of communication with patients using text messaging, where patients are able to use this media.

We are extending the use of this media to capture health information so you may get a text message called a Florey Questionnaire, to input information, such as your Blood Pressure readings.

We can also communicate with you via email for things like referral information. We may also use email for sending out our newsletter going forwards, as well as having it available on our website.

As we do use these routes then please ensure you keep us updated with any changes in phone numbers or addresses.

If you don't want communication by either/both text or email then please let us know - either call Reception or send an email to getonline.shipston@nhs.net

PARK RUN

We are now officially a Park Run practice which is an exciting initiative to promote the health and wellbeing of both staff and patients. This is a way for our GP practice to connect with our local community and encourages individuals to make positive lifestyle changes.

Our nearest Park Runs are Wolford Wood and Stratford-upon-Avon where participants can either walk, jog, run, spectate or volunteer with everyone welcome. Being a Park Run practice allows GPs and practice staff to socially prescribe physical activity by referring to a park run.

All events are free with the overall aim to improve the health and wellbeing of both staff and patients, support the growth of social prescribing activities and develop the local community.



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DROP IN CLINIC RUN BY FRAILTY TEAM

The Frailty team are restarting their drop-in-clinic on Thursday 20th July. This will be held at the Warm Hub in the Scout Hut in Shipston between 10:00 and 12:00 and will run every third Thursday of the month in conjunction with Stour Health and Wellbeing Partnership. Please note that no appointment is needed but you may need to wait!!

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), FitSteps and Everyone Active, our delivery partners, to devise a programme to help the local community.

To find out more take a look at the website (<https://www.shwp.org.uk/>) or call 01608 663320 or email admin@shwp.org.uk

Remember: Every Movement Matters!

COMMUNITY WARM HUBS

The Shipston Community Warm Hub continues to be open each Thursday 10am to 12 noon at the Scout Hut on New Street. You're assured a warm welcome, a good cuppa with cake and biscuits and the chance to make new friends. Keep an eye out for updates in future newsletters on regular events that will be hosted there on a monthly

basis. Also why not check out the news page on Stour Health and Wellbeing Partnership's website: <https://www.shwp.org.uk/news/>

HAVE YOU HEARD OF HEALTHWATCH WARWICKSHIRE?

Healthwatch Warwickshire is an independent service for everyone who uses health and social care services. Together with their volunteers they help make your voice heard and improve services including GP surgeries, Hospital Services, Social Care Services, Dental Practices and others. Tell them about your experience of local NHS and social care services. This is their webpage <https://www.healthwatchwarwickshire.co.uk/> but they can also be contacted on phone - 01926 422 823 and on email - info@healthwatchwarwickshire.co.uk; Instagram - [healthwatch_warwickshire](https://www.instagram.com/healthwatch_warwickshire) and Twitter. - [@healthwatchwar](https://twitter.com/healthwatchwar)

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/>



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HAVE YOU HAD A STROKE OR DO YOU CARE FOR SOMEONE WHO HAS HAD A STROKE?

Do you care for someone who has had a stroke?

The Shipston Stroke Support Group are a small but safe and supportive group who meet for companionship in a relaxed environment on the 2nd and 4th Tuesday of the month at 10.30 at

The House of Bread

1 Mill House

Burmington

Shipston on Stour

Warwickshire

CV36 5AF

If you'd like to talk to someone about the group then call Val on 01608 662336.

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. We are also trialling emailing out to patients so if you'd like to be added to the email list then please contact us via the getonline@nhs.net

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 Practice Manager, Rachel Vial at the surgery. Alternatively, you can call her via the main surgery number.