Shipston Medical Centre
Patient Participation Group (PPG)

Website: https://shipstonmc.warwickshire.nhs.uk/
Twitter: https://twitter.com/ShipstonGP
Facebook: https://www.facebook.com/ShipstonMC
Instagram: shipstonmedicalcentrenhs

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SUMMER EDITION



STAFFING UPDATE

Liz Crabtree, a nurse in our frailty team is retiring this month. We thank her for the excellent service she has given our patients during her time here.

Dr Wajid Hussain and Dr Luke Alexander move on to their next placement in August and we welcome our new registrars Dr Deborah Eapen and Dr James Mackintosh in their place.

Dr Polly Wadsworth also finishes her time with us in August and we welcome Dr Shubhi Kishwan (GP registrar) who will be with us until February 2025.

AUTOMATIC PRESCRIPTION ORDERING BY BOOTS

Many of you will be aware that Boots are no longer ordering prescriptions on behalf of patients. If you collect your medication from Boots you will need to order your prescription with us first. We will then send the electronic or paper prescription to Boots and they will dispense your medication.

Our team require a up to 3 working days to process the prescription request and then the team at Boots need time to actually prepare the medication. Please ensure you leave sufficient time between ordering and collection.

To order a prescription:

1. Use the NHS app
2. Ring our prescription order line 01608 662733 and leave a message
3. In writing by dropping a note in our post boxes at the front of the building to the right of the automatic door or just inside the front door (see images below)





Please include your name, date of birth, medications needed and which pharmacy you would like to collect the medication from.





This month the focus for this series turns to…
Sukhi Sidhu, Clinical Pharmacist

After 4 years of study, Sukhi gained her Pharmacy Masters qualification at Aston University in 2015. This was followed by an additional year of pre-registration training at which point she was able to register as a pharmacist. Sukhi's initial experience was based in community pharmacy, but she became increasingly interested in the emerging new role of clinical pharmacist.

One of three clinical pharmacists working across the three practices in the Dene and Stour Valleys Primary Care Network, Sukhi's work is now entirely focused on supporting Shipston Medical Centre (SMC) patients – she has been part of the team since December 2019.

In planning for this interview I was interested to read on the NHS England website about the vital role that clinical pharmacists, as medicines

experts, play in improving the quality of patient care and in ensuring patient safety. How does this work for SMC patients?

You may, if you have a long-term condition or conditions, have been prescribed a range of medications; if so, once a year Sukhi will carry out a medication review with you – to check whether a given medication is still appropriate for your condition, formulation (eg, any difficulty in swallowing tablets), any potential side effects, any potential interactions with other medication including over-the-counter medicines. A prior blood test is frequently needed beforehand, and you will be asked to book that and have your blood pressure checked before meeting with Sukhi. With 20 minutes set aside for the review itself, there is plenty of time to ask any questions, check your understanding of each medication and what benefit it is designed to provide. At the end of this process, which can also include HRT and contraceptive pill reviews, Sukhi is able to authorise continuation of the medicines for a further year.

Structured medication reviews (which take 40 minutes) are carried out specifically for patients on 'polypharmacy', that is more than 10 medicines, or those where the medication they have been prescribed for their condition carries a high risk of harm. In the former case it may be that one or more medicines can be de-prescribed, and in the latter, careful monitoring is needed to ensure an appropriate risk/benefit balance.

Sukhi explained that she has continued her professional development since joining SMC by becoming an independent prescriber in hypertension, which means she is qualified to carry out autonomous reviews for patients with high blood pressure, to discuss cholesterol results and cardiovascular risk and to prescribe as needed. She continues her training in other clinical areas, currently focused on being able to qualify as an independent prescriber for patients with heart failure.

As part of her responsibilities, Sukhi supervises and supports Kam Sangha, Pharmacy Technician. One of Kam's tasks is to carry out safety audits – for example checking that patients who are taking a particular type of antihypertensive in tandem with a diuretic (or 'water tablet') have the necessary blood checks each 6 months. Or, in another example, for patients on two blood thinning agents, checking if both are still needed. Sukhi and Kam jointly carry out regular medication reviews for residents at Shipston Lodge.

Responding to my query about other case study examples, Sukhi first described the difference it had made to a lady with arthritic hands when Sukhi organised for her to have her medicine dispensed in a dosette box, rather than in blister packs. And then – how by supporting a gentleman to move from warfarin (for atrial fibrillation, to avoid stroke) to an oral blood thinner meant less monitoring was required, fewer visits to the medical centre, fewer restrictions in terms of dietary or alcohol intake. All in all, two very satisfied patients.

Sukhi mentioned she is also able to provide advice and support for patients following discharge from hospital since as we know, an admission may well lead to a requirement for a change in medication. Whilst discharge letters are sent to Jan Flynn if the patient is elderly and frail, and others are sent to GPs for their attention, they may well refer to Sukhi for her input. In the event that patients are unsure of their medication post discharge, Sukhi confirmed she is able to offer direct advice if required.

Although I asked Sukhi to describe an average day it soon became clear that there is no such thing! In fact, she said that the variety in her role is something that she particularly enjoys – that and

knowing she has made a difference when it comes to ensuring quality, safe prescribing. Having had this opportunity to gain more practical understanding of Sukhi's role, it's hard to imagine a time before a clinical pharmacist became a key member of the Practice team.
Carole Nossiter, Chair, Shipston PPG

REPORT FROM THE PATIENT MEETING, 21ST MAY 2024
Thank you to those who attended this year's Patient Meeting, held at the Townsend Hall for the first time – it was a pleasing turnout to a meeting which included Partners and other staff members from the Practice, and representatives from the Primary Care Network (PCN) and from the PPG Committee.

Included in the updates were staffing changes, key Practice statistics, the new appointment system, the improved service for patients who are also carers, the services provided by the PCN wellbeing team and a report from Dr Paul Daniel regarding the premises situation. Details of all of these updates are available in the Patient Meeting Notes on the SMC website https://shipstonmc.warwickshire.nhs.uk/docs/shipstonmc.warwickshire.nhs.uk/SMC%20Patient%20Meeting%20Notes%2021052024.pdf

On the subject of premises, unfortunately, little has changed since the last report but Dr Daniel stressed the fact that discussions continue between the Practice, SWFT and the Integrated Care Board (ICB) to try and come up with a solution which provides more space for SMC services. He also stressed the need for any solution to work for the next 2 – 3 decades, which if it includes the existing premises, will need significant investment too.

Noting that the basic NHS funding per patient per year nationally is just **£107.57**, Rachel Vial, Business Partner, highlighted the need for the Practice to continuously look for ways to improve efficiency and make the most of all available resources. The new appointment system is a good example of this – it has proved to be a huge success, allowing more time to be spent on patient care and improving overall patient satisfaction levels with the service provided.

Ginny Tyler, PCN Transformation Manager, explained that thoughts are now turning to how enhanced access service appointments, that is, those which are made available some late evenings and on Saturdays, might be improved. She facilitated a session whereby attendees were asked for their feedback on a number of questions: these responses, and a summary of the Q&A sessions at the meeting can also be found via the link to the Patient Meeting notes above. Please look out for survey work which will now take place to further help inform the planning for a more locally tailored enhanced access service moving forwards.

Finally, in concluding this piece, I should mention that throughout the meeting, members of the audience were quick to express their appreciation for the service provided to the Shipston community by SMC and the wider team – warmly acknowledged by Dr Tim Marshall on behalf of the whole team.

We are always keen to hear your suggestions for topics for future Patient Meetings.
Please contact Carole Nossiter, Chair, Shipston PPG shipstonppg@gmail.com

COVID BOOSTERS
The Spring COVID booster campaign has now ended. 1184 patients received a vaccination. 106 vaccinations were given to patients in their own homes as they were physically unable to come to the surgery. A nurse in the surgery would be able to complete closer to 200 patient appointments in the same amount of time it takes to vaccinate this group of housebound patients. We ask that patients only request a home visit if their medical

conditions restrict them from attending the surgery.

We have begun preparations for our annual flu vaccinations which will begin early October. Eligible patients will be contacted directed with details of how to book an appointment. It is likely we will also be giving eligible patients COVID vaccinations at the same time. More details will follow.

SURGERY CLOSURES

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

Thursday 25th July 2024
Tuesday 10th September 2024

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

Thursday 19th September 2024

SUPPORTING YOUNG PEOPLE AND THEIR FAMILIES
Dr Emily McHale and Carole Nossiter met recently with representatives from Shipston High School with the aim of identifying opportunities to improve the support available to students, including those who are suffering from anxiety and feeling unable to attend school.
This was a useful meeting, with Dr McHale talking through the resources available for young people and their families via the Medical Centre and plans made to work together more closely moving forwards.

THE DR SUE PRITCHARD MEMORIAL CHALLENGE
These FREE memorial challenge activities successfully delivered by the Stour Health and Wellbeing Partnership (SHWP) are now funded by The Inclusive Communities Fund (ICF) with the Fund being inspired by the momentum generated by the Birmingham 2022 Commonwealth Games.

The ICF grant of c£15K has enabled SHWP to continue to deliver their popular existing programme of free activities in Shipston and surrounding villages. In addition they are delighted to launch two new activities in July: Pickleball at Tysoe Village Hall on Thursdays 7-9pm and a Seated Exercise class at Ettington Community Centre on Wednesdays at 11am.

Let's talk Boxercise
Boxercise is a fun, non-combative form of exercise great for fitness, coordination and combatting stress. It's based on the principles of boxing training but you won't come home with a black eye! It really is suitable for all and no prior training or level of fitness is required. Classes started on 6th June at The Townsend Hall alternating between 14-16 year olds and 17-18 year olds. The last class for the summer is on the 19th July, restarting on 5th September.

Simple refreshments are provided after the class and once a month we will follow the session with a workshop on topics relevant to young people such as 'How to navigate the Modern World, a mental health approach', Exam Anxiety and Road Safety Awareness.

Classes are free to all and can be booked via https://bookwhen.com/shwp88 [bookwhen.com] or via the QR code below

First come, first served!



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

UPDATE FROM CAITLIN - SKYDIVE FOR MYTON HOSPICE



On Saturday the 1st June I drove to Nottingham for a tandem skydive in aid of Myton Hospice. After 5 hours of watching the low cloud hoping for a break, a small pocket of blue sky appeared in the distance and I was told to get ready to jump in 20 minutes. I was fitted to a harness and after a few quick safety checks was loaded into a small plane and attached to my instructor. I was to jump second and there was no going back. Up until this point I had a mixture of excitement and nerves, all of which were settled by my instructor talking me through every action and asking questions.

However, watching the first jumper allowed the nerves to take over completely. This was it. There is no backing out once you are fastened to the instructor and they manoeuvre your body to the plane edge until you are outside of the plane whilst they remain inside. Feet tucked under the plane, 14,000ft in the air, one last smile to the camera and I was suddenly falling. Free falling at speeds up to 130mph, temperature just over 10 degrees in June but all I felt was joy. It was a feeling like nothing I have ever experienced. A feeling of freedom, weightlessness, with wind in your face, looking at grass fields through a window in the clouds. The worst bit of the experience was when the ripcord was pulled and the high winds made for a turbulent decent which felt like a teacup ride in a much more uncomfortable outfit!

Now back on solid ground I can comfortably say I thoroughly enjoyed the experience even if there was a lot of waiting around with up and down emotions. Knowing I raised **£860** for Myton Hospice just makes the whole thing more satisfying. Thank you to all those who donated to such a worthy cause.

HALF MARATHON FOR DIABETES

Faith is very thankful to those who have supported and encouraged her in her half marathon. It was a very wet day! She was delighted to run the race in 1hr 51minutes despite not running in the last month due to injury. She has raised and amazing **£546** for diabetes UK. Thanks again for all those who have enquired how she's got on.
(You can still make a donation on her just giving page if you'd like to – go on justgiving.com and type in "Faith Lewis")



NHS APP
Have you downloaded the NHS App yet? It is a quick, easy and safe way of accessing information about your health, including viewing your health record to see information such as your allergies and medicines. You can also use it to request your repeat prescriptions and nominate a pharmacy where you'd like to collect them; book and manage appointments and view test results.

You can download it for free on the App Store or on Google Play.

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/

Every Thursday Jacqui Close, Social Prescriber from Shipston Medical Centre and a counsellor from Mind are on hand to assist with any health and wellbeing needs.

1st Thursday of each month there are tools and resources to help people get online. Staff will be able to run through basic digital questions.

1st and 2nd Thursday of each month there will be cooking sessions with Wendy. Ideally, please book a place the week before.

3rd Thursday of each month the Frailty Nurse from Shipston Medical Centre will be there.

4th Thursday of each month Shipston Home Nursing staff will come to offer **bereavement support.**

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 and Twitter. - @healthwatchwarw

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 reception.