



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 17: November 2022

Staffing update

Abbi Coombes, our ACP is now mum to a new baby girl.

Dr Helen Shipley has temporarily left the practice on maternity leave.

Dr Debbie Morgan will sadly be leaving the practice in November to enjoy an early retirement. We will all miss her and wish her well. We have as yet been unable to recruit a replacement.

Leanne Hale who returned to us temporarily to do asthma and COPD reviews will also be leaving next month. She will also be missed.

Brin Sahota ACP, who a number of you will know will be working with the team in December and January.

Surgery Closure

Staff Training

Each month all Warwickshire GP surgeries are closed for one afternoon from 12.30pm for staff training. The next date is Thursday 24th November.

Flu Vaccinations

If you haven't had your flu vaccination and would like one then please call the surgery and speak to Reception and they will book you in.

Extended Access

We are now offering patients appointments with either a nurse or GP at additional times. These include evenings and Saturday mornings. These appointments can be phone appointments or face to face appointments. Depending on the day and time, there are appointments at Shipston Medical Centre or at a Stratford GP Surgery. To book these please call Reception.

Full On Line Access to your health record

The NHS is automatically enabling patients to view their medical record online. This means that all entries into the record held by the GP **on or after 4th November 2022** will be visible to you via the NHS App, Patient Access and other apps designed for this purpose.

We encourage patients to take an active part in maintaining their health and wellbeing and as such many patients will wish to be aware of the content of their records. The access will enable patients to check their test results and see any correspondence from hospitals. Research tells us that patients often recall only about 40% of the content of a medical appointment, so being able to access the record after a consultation may help in the recall of what was said.

The releasing of prospective records, and not retrospective ones, is deliberate but as previously, patients are able to request access to their full medical record if they wish. However, the practice still has a legal responsibility to ensure data is managed correctly, so anyone wishing to view their retrospective record necessitates the practice looking at all entries to check if there is any third-party data that should not be released. Typically, such data may include a note about a relative calling to raise concerns, or a fellow health professional's contact details. We also have a duty of care to ensure that making information in the health record available to patients will not cause undue distress; for example, notes recording a traumatic life event can have a triggering effect. Going forward these aspects will be managed proactively, whereas in the past this was not possible due to the lack of technology at that time.

We ask you to think carefully about requesting retrospective records as the work to review each record before release is significant and takes staff time away from patient care. Of course, if access



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is needed, please do ask and if possible, be specific about the information needed and the dates this covers. Requests will take up to a month for the information to be provided. Requests for this access should be emailed into swg-tr.shipstonrecords@nhs.net

More details about the NHS App is available <https://www.nhs.uk/nhs-app/>. The app can be downloaded for smartphones in the Google Play and Apple stores.

Medication Deliveries

Did you know that we offer free delivery of your medications?

Did you know that for each patient that has their medication dispensed by Shipston Medical Centre this brings in additional funds which can then be used to improve patient services.

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 9pm on a Thursday.

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**

Annual Patient Meeting – 27th September

Notes from the Patient Meeting, held on 27th Sept 2022 at Shipston Primary School, from Carole Nossiter, PPG Chair

The COVID pandemic and need for social distancing has led to cancellation of the annual Patient Meeting in recent years - but this 'return' meeting provided a welcome opportunity for the practice and patients to share current challenges, and for the practice to describe what is being done locally to try and improve the service for patients.

The meeting was attended by all four GP Partners, by Rachel Vial (Business Partner), by a range of staff representing other clinical and support functions and by representatives of the Patient Participation Group.

Of course, a particular challenge for Shipston Medical Centre (SMC) is the urgent need for new premises. Dr Paul Daniel provided an update on the current situation where unfortunately, due to escalating costs, the plan to build the new medical centre as part of an integrated healthcare facility on the Ellen Badger site has



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had to be paused. The practice is considering alternative options with Coventry and Warwickshire's Integrated Care Board (formerly the Clinical Commissioning Group) which has identified SMC as having a priority need for new premises.

The discussion turned to the actions the Partners have taken to improve the service for patients in the face of increasing difficulty in staff recruitment (especially GPs and nurses) and increased patient demand, not least because of the delays in secondary care treatment caused by COVID backlogs. Rachel outlined the situation at SMC where local demand for services currently often outstrips clinical capacity despite staffing levels being better than at the majority of practices. This impacts the service the practice is able to provide to patients and also creates intense pressure for the workforce.

Rachel explained that SMC has taken steps to expand training of medical students to help secure GP resource for the future and has also expanded its use of other roles such as Advanced Clinical Practitioners, Clinical Pharmacists, Social Prescribers and a Health and Wellbeing Coach to provide specialist help for patients when required. Examples of how they could help were provided by members of the team fulfilling these roles and were very well received by the audience.

Rachel continued by outlining the different ways that patients can access the practice depending on whether their need is routine or urgent, ranging from routine pre-bookable telephone appointments to the 'on the day' triage process which matches individual need to the most appropriate health care professional.

For more detail on all of these topics including Q&As throughout, please refer to the complete record of the meeting which is available on the practice website: <https://shipstonmc-warwickshire.nhs.uk>, on the

link

https://shipstonmc.warwickshire.nhs.uk/downloads/shipstone/Patient_Meeting_2022_Notes.pdf

Our intention is to hold the next Patient Meeting in Spring 2023 when we hope that even more patients are able to take up the opportunity to meet with members of the practice team.

Carole Nossiter, Chair, Shipston Medical Centre Patient Participation Group



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!



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Shipston Winter Warm Hub

Why not join any time between 9am and 1pm at the Shipston's Scout Hut on New Street, CV36 4EW every Thursday morning. There's plenty of FREE hot drinks, squash, biscuits and cakes. You can be any age to come along and enjoy a game, some crafting or just a chat.

Shipston Community Christmas at The Scout Hut

If you'd like to know more about this on 25th December – either to attend or volunteer to help then head to the Facebook page or contact shipstoncommunitychristmas@hotmail.com

Seated Tai Chi

Beginners seated Tai Chi is a gentle seated movement class. It is held every Wednesday in Townsend Hall, from 9.30 – 10.30 and is **free**. For more information or to book a place contact Julia Reeves on 07808 921899 or email her on juliareeves211@gmail.com.

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/>

Shipston Stroke Support Group

Have you 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.

Launch of Electronic Self-Referral System for Maternity Care at South Warwickshire University NHS Foundation Trust

Maternity services are making improvements to their self-referral process to make it easier for women and birthing people to inform them that they are pregnant and wish to receive maternity care at South Warwickshire University NHS Foundation Trust.

On Monday, 14 November 2022, they will be launching an electronic self-referral system for maternity care. Women and birthing people will now be able to refer themselves for maternity care by visiting the maternity page of the Trust's website and completing the online referral form which will be clearly visible at the top of their homepage. Alternatively this is the link info:

<https://www.swft.nhs.uk/our-services/adult-hospital-services/maternity>

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.

Have your Say - Help Improve Health and Care
Your local authorities, NHS and voluntary sector are working together to deliver health and care that works for you.

We're committed to helping everyone across Coventry and Warwickshire to start their lives well, live well and age well, promoting independence and putting people at the heart of everything we do.

To do that, we want to know your views and priorities for health and care including:

What should be a priority for health and care organisations?

What is stopping you from accessing health and care services?

What you would change about how care is delivered?

You can help shape the future of health and care locally by visiting
www.happyhealthylives.uk/icpstrategy
or scanning the QR code on your smartphone.



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.