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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EARLY SUMMER EDITION



STAFFING UPDATE

Alison Butler has joined the nursing team. She has a particular focus on asthma reviews so you may meet her when you come for your review.

Laura Axon will also be joining our nursing team at the end of May. You will see her in the surgery on Monday, Tuesday, Thursday and Fridays.

Abbi Baldwin returns from maternity leave and re-joins the administration team.

Dr McHale returns from leave at the end of May.

We are sad to announce that Sue Sturgess, Medical Records and Special Projects Manager leaves at the end of May. We are grateful for her many contributions to improve services for patients and wish her the best for what comes next.

COVID BOOSTERS

The team have to date vaccinated 694 of our patients that are eligible for a COVID vaccination this spring. If you are over 75 or are immunocompromised or immunosuppressed, and have not yet booked an appointment please ring the surgery and select option 8 after 11am to book an appointment.

PATIENT MEETING



Shipston Medical Centre's Patient Meeting
Tuesday 21st May, 7.15pm,
Townsend Hall, Shipston

This is YOUR chance to tell us what Shipston Medical Centre patients need!

Following the successful roll out of the new day time appointment system, our thoughts are now turning to how to make better use of evening and weekend appointments.

Since 2020, these 'after hours' appointments have been implemented in exactly the same way by GP Practices across South Warwickshire. We now have an opportunity to tailor these appointments to the specific needs of Shipston Medical Centre patients.

Help us decide what would work best for our rural location, where transport links and access to wider healthcare facilities are very different to that available in more urban areas.

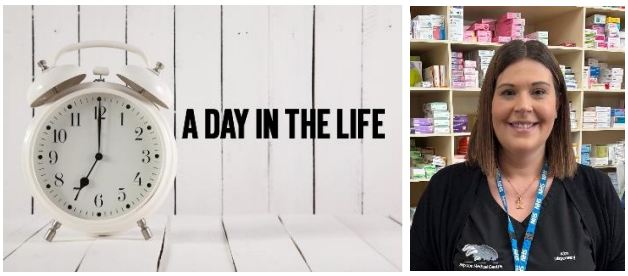
Come along to the Patient Meeting on 21st May.

Hear the latest news about your local healthcare services. Join in the discussion with the GP Partners, Practice Team, PPG and Primary Care Network team.

YOUR feedback will help shape future services for Shipston Medical Centre patients.

Just turn up on the night...

Or for more information, please contact Carole Nossiter, PPG Chair, *shipstonppg@gmail.com*



Our 'Day in the Life Of' series continues by investigating another of the roles at the medical centre. This month the focus for this series turns to…

Kim Pinnock, Registered Pharmacy Technician and Dispensary Supervisor

Kim has worked as part of the dispensary team at Shipston Medical Centre (SMC) for around 5 years now; I was interested though to find out that she started her career as a Saturday girl working at 'Hollys' retail pharmacy which predated the Alliance, and then Boots pharmacies, in Sheep Street.

Much of the feedback we receive as a PPG relates to medication - whether that is dispensed from SMC, Boots or Pharmacy to my Door, so I had plenty of topics for discussion with Kim! Firstly, to clarify why only some patients are eligible to receive their medication directly from the Practice. Strict regulations state that only those who live more than a mile from a retail pharmacy are eligible to become 'dispensing' patients - which in SMCs case, means those who live outside Shipston and in the local villages. However, the co-ordination of effort behind the scenes to ensure that all patients receive their medication in a safe and timely manner quickly became apparent to me.

The Practice recently reviewed dispensary team processes to take account of advances in technology and feedback from patients. Kim, who reports directly to Donna Fisher, Dispensary Manager, and takes responsibility for training the three trainee dispensers within the team as part of her role, described for me some of the key changes.

An increase in dispensary staff, and streamlining of the response to any medication queries, has improved efficiency in safely meeting the 72 hour (working days) service standard for dispensing of medicines. Any medication queries, whether by telephone or as an admin query on-line, are now channelled to an in-box for regular review by the dispensary team. This has reduced the number of impromptu interruptions; responses are often now provided by text which saves time and is also welcomed by many patients.

Kim outlined for me the different ways that patients can now request their medication, these being through on-line services via the NHS App or SMC website, by phoning the Practice and choosing option 4, or by calling in. On-line is the preferred option, or telephone for those who aren't comfortable using on-line services.

Boots no longer provides an automatic ordering process or takes prescription requests which means that patients now have to request their repeats direct from the Medical Centre. Both SMC ('dispensing' patients only) and Pharmacy to my Door continue to offer an automatic ordering service although this is best suited to those who are on a stable medication list.

Top tip! If you prefer to request your medication using a paper prescription slip, there is no need to queue at the dispensary front desk – there are two dedicated letter boxes – one outside by the dispensary window, and the second, just through the automatic doors in the lobby.

However the prescription is requested, the next step in the process is GP authorisation, after which SMC, Boots or Pharmacy to my Door are able to issue the required medication. Again, strict guidelines exist for ensuring that medication requested on a repeat basis remains appropriate for the patient whether dispensed from the Practice or anywhere else.

For 'dispensing' patients who have given their consent, a text is sent when the medication is ready for collection or, if home delivery is preferred, when a delivery can be expected by one of the team of drivers that serves the villages.

Our conversation turned to the subject of trying to avoid unnecessary wastage of medicines. I learned that except in unusual circumstances, again in accordance with national guidelines, only 28 days supply is provided at a time. In addition to preventing wastage, this enables GPs to monitor on-going conditions more closely. Kim also mentioned that it is really appreciated if patients only request repeats of the specific items they require. Once an unwanted medication has left the premises, even if in a sealed box, it cannot be put back on the shelf and is wasted.

As it had become quite clear that no two days are the same in dispensary, I asked Kim to describe what she found particularly enjoyable or challenging about her role.

She was quick to tell me the satisfaction she gets from being able to provide a personal service to patients by working at the Medical Centre dispensary. That is a feature of the service provided to all patients – but for those who are in the 'dispensing' category, that sometimes includes problem solving to try and get around occasional problems of medicines supply. The Practice now deals with five wholesalers to improve the options available to patients and for Kim and Donna, the challenge is always to find a cost-effective solution which is in everyone's best interests.

In summary then – if you live outside Shipston, you are eligible to receive medication direct from the Practice either by picking it up yourself, or having it delivered to your home. If living within Shipston you have the option of going to either Boots or Pharmacy to my Door, the latter again delivering to your home.

Don't be surprised if your medication query is channeled into an in-box for a later response: at the end of the day, this allows the dispensary team to provide a more efficient, safe and dependable service to all patients, dispensing or not.

Finally, Kim reminded me that it's always advisable to think ahead and request your medication in good time, especially with a number of Bank Holidays coming up. Please allow 72 hours (working days only!)

Continuing on the medication theme, for the next newsletter I plan to meet with Sukhi Sidhu, Clinical Pharmacist, to understand the important role she plays in ensuring quality, safe prescribing.

Carole Nossiter, Chair, Shipston PPG

SURGERY CLOSURES

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

Wednesday 22nd May 2024
Tuesday 25th June 2024
Thursday 25th July 2024

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

Wednesday 19th June 2024
Thursday 19th September 2024

THE DR SUE PRITCHARD MEMORIAL CHALLENGE
These FREE memorial challenge activities delivered by the Stour Health and Wellbeing Partnership (SHWP) are funded by the UK Government through the UK Shared Prosperity Fund with Stratford-on-Avon District Council as the lead authority.

In addition to ongoing activities, three new activities have been added for 2024: Pickleball at Brailes Village Hall on Tuesdays has been recently extended and is now 11.30am-1.30pm, the Dance and Exercise class at Tysoe Village Hall is on Thursdays 10.30-11.30am and at Ilmington Village Hall there is Table Tennis each Tuesday, 2-3pm.

Let's talk Boxercise

SHWP are also excited to announce a new activity for young people.

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 will start on 6th June at The Townsend Hall alternating between 14-16 year olds and 17-18 year olds. We will provide simple refreshments after the class and once a month 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

PROSTATE CANCER SUPPORT GROUP
Did you know there was a support group for those with Prostate Cancer? The group, numbering about 13 regulars, meet roughly every 6 weeks of so at The George in Brailes. As they say 'We are NOT medical people but have been or are going through "The Journey" and our accumulated practical knowledge of What? When? and Where? has been "dispensed" to help the group understand the processes and practicalities of our common diagnosis to well received effect'.

They would warmly welcome any men in the Shipston on Stour area and surrounding villages who are starting "The Journey" or who might welcome some helpful explanation to contact either Frank (07567 205676) or Malcolm (07966 575140) and come along and join us.

SKYDIVE FOR MYTON HOSPICE
Caitlin our Physician's Associate is doing a Skydive on June 1st for Myton Hospice to help them fund their invaluable support to our community. If you

would like to support her then please visit her Just Giving page – https://www.justgiving.com/page/caitlin-lahive-1704665821692 or scan the QR code below:

HALF MARATHON FOR DIABETES

Faith, one of our Practice Nurses is running their first Half Marathon in Edinburgh on 26th May 24. She is raising money for Diabetes UK. If you would like to sponsor Faith please donate via Just Giving at https://www.justgiving.com/page/faith-lewis-1709152717501 or scan the QR code below

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.

TEXT MESSAGING

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

We are continually extending the use of this medium. **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

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 or you can leave a review on the NHS Website.

https://www.nhs.uk/services/gp-surgery/shipston-medical-centre/M84025/leave-a-review

If you prefer to write to us then you can do so via our website or please address your feedback/complaint to the Practice Manager, Rachel Vial at the surgery.

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.

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.

2nd and 4th 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 us via the getonline.@nhs.net