**Improvements to our appointments**

Recently changes have been made to our appointment system to enable routine appointments to be booked in advance. We hope this will support patients in consulting with the clinician of their choice, improving continuity of care and therefore improving the quality of care we are able to offer.

You are still able to access the service by e-consult or via a telephone/video appointment. We continue to offer a higher proportion of these appointment types than face to face in order to utilise clinician time to best effect (face to face appointments require PPE change and room cleansing between patient). We continue to monitor the need for each appointment type and will vary the appointments offered as needed.

If you have a routine face-to-face appointment booked and develop symptoms that could be coronavirus please call us and let us know. We will then look to rearrange the appointment for you.

We are increasing our staffing, but we are limited by the amount of physical space in the medical centre.

To this end we are pleased to let you know that we have 3 new GPs starting before the end of 2021. In September, Dr Tim McGivney will start with us, and we will update in future newsletter on the starting date for our other 2 GPs.

We also continue to support the training of future GPs and therefore have 3 new GP trainees starting with us – Drs Osanyinlusi, Naylor and Shields. GP trainees are already qualified doctors who then wish to specialise to be a GP.

We have 2 new practice nurses – Faith and Debbie, and Liz has joined Jan in the frailty team as Niamh has now sadly left us.

Claire has joined the reception team following the departure of Tash, and for those of you who have your medicines delivered from us, you will see a new face – Adrian - to replace Mick.

**Message from David Williams:**

‘It is with very mixed emotions I write to say I will be leaving Shipston Medical Centre at the end of December 2021 to go and work with my wife as GPs on the Isle of Mull, in Scotland. The reason for the move is that I will be working part-time and also in a very rural island setting so will have to use different medical skills. Prior to working at Shipston I worked in the Amazon forest so I do like challenges!

By the time I leave I will have worked as a GP in Shipston for over 25 years and feel very privileged and fortunate to have done so.  Over the years I have worked with excellent colleagues and made life-long friends with them and lots of patients. I leave the Medical Centre in excellent hands and with an exciting future as hopefully within two years a new Medical Centre will have been built. If you find yourselves on Mull do please come and say hello to me! Best wishes, David’

**Masks and social distancing**

All NHS environments will be continuing with protection measures to reduce transmission. The people who use our services the most are amongst the most vulnerable and these measures are needed to protect them. It is also important that we protect our team, as without our doctors, nurses, dispensing and administrative staff we are unable to offer a service.

Please wear a face covering at all times when you are in the medical centre.

**Buzzers**

An additional measure we’ve introduced to minimise the number of patients waiting in the surgery, is the addition of a buzzer system. When you have checked in at reception you will be given a buzzer with an allocated number on it, and when your clinician is ready they will buzz you to call you to their consulting room. This means that you can wait outside or in your car if you wish.

If the GP asks you to come to the surgery and there is concern you may have COVID then you will be given specific instructions.

**New high temperature/new cough?**

If you experience these then you **MUST** get a PCR test. A lateral flow test **cannot** be relied upon when symptoms are present, due to very high false negative rate.

If you call the surgery with **any** potential COVID symptoms then expect the clinician to advise you to have a PCR test.

You need to contact 119 or go to <https://ww.gov.uk/get-coronavirus-test> to get a PCR test. The household **must** self-isolate until a negative PCR test result is received.

**COVID Vaccinations for (almost) 18 year olds**

If you are within 3 months of your 18th birthday then remember you can book for your COVID vaccination.

**Memorial Service for Dr Sue Pritchard**

A memorial service for Dr Sue Pritchard is being arranged by her family, with support from the medical centre, for 18th September in Shipston. This is a memorial service for the community, and there is engagement with local groups to assist with the organisation of this. We are conscious that there are many people who may wish to come to the service, and therefore the organisation is in its infancy at the moment. It would be very helpful to get an indication as to how many people would like to come. Please help us with this by sending an email to suepritchardmemorial@gmail.com to let us know if you are coming, together with anyone else. If you can’t email then we’d appreciate you putting a note in a dedicated box near reception in the surgery or advising us at the surgery.

We are also intending that there will be an opportunity after the service to have a drink and maybe a slice of cake.

We are hoping that we can also transmit this to people who are not able to attend in person.

We will provide more information nearer the time so please keep an eye on social media for this.

We would also ask if you could also kindly help by sharing this information with others who may not be social media users.

**Medical Students**

We are a GP training practice and receive very favourable feedback from medical students about their experience with us. These are our future doctors so our practice feels that this is a valuable activity. Dr McHale has produced a video about medical students in our practice and this is available on our website, and is also available on our Facebook page.

Please do remember that if you don’t wish a medical student to be involved in your consultation just let us know.

**New Build update**

We are awaiting a planning decision on the new medical centre and hospital – this is now expected at end of August.

In August and September we will be working with our architects and South Warwickshire Foundation Trust (SWFT) to finalise drawings and specifications. Dr Daniel is heavily involved in this and therefore will temporarily have less clinical time for this period.

**Power of Attorney**

If you or someone you care for has a Power of Attorney document the surgery needs to know who your attorneys are should the need arise.

To verify that we can speak to your attorneys we need to see either the original or a certified copy of the Power of Attorney for Health and Welfare. We do not need to see the Finance and Property Power of Attorney. The Notice of Registration document is not sufficient.

When you provide us with your Health and Welfare Power of Attorney document this will be checked for validity and it will be scanned onto your medical notes. The document will be returned to you.

If you wish to check whether we have the required document on your record, then please email Medial Records – swg-tr.shipstonrecords@nhs.net

If you have a Power of Attorney created after 1 September 2019 then you can supply us the code to view the Power of Attorney from the Office of the Public Guardian.

**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**

**COVID Vaccinations on the NHSApp**

We are aware of a number of issues surrounding vaccination information not showing on the NHSApp. There are a number reasons for this and the central NHS team are working on resolutions to this.

If you have had your vaccination abroad then please note that your vaccine **will not** show on the NHSApp currently.

There is the plan for a patient phone line to resolve issues, missing data, overseas vaccinations etc. We will update you on this as soon as we have this information.

**Type 1 Opt-Out**

Since our last newsletter NHS Digital (NHSD) have reconsidered this – see below:

The current NHS Digital (NHSD) extract of GP data for Research purposes (known as the GPDPR) has been delayed due to NHSD wishing to review the way in which this data will be collected, to conduct more public involvement and information about the plans and change the way in which patients can opt out of the extract of their GP data.

However, this extract will not be taken until the NHSD have changed the way it will take the data and respect the patient’s choice for using their data.

NHSD are introducing the following changes to the opt out process which will mean that patients will be able to change their opt-out status at any time:

• **Patients do not need to register a Type 1 opt-out by 1st September to ensure their GP data will not be uploaded**.

• NHS Digital will create the technical means to allow GP data that has previously been uploaded to the system via the GPDPR collection to be deleted when someone registers a Type 1 opt-out.

• The plan to retire Type 1 opt-outs will be deferred for at least 12 months while the new arrangements get up and running and will not be implemented without consultation with the RCGP, the BMA and the National Data Guardian.

We will update you when we know more about the NHSD plans to change how you can control who has access to your data.

**Non-NHS services**

The NHS covers costs of GPs to do NHS work, such as diagnosis and treatment. The NHS does not pay for non-medical work, such as completing documentation for insurance reports, holiday cancellation forms, ‘to whom it may concern’ letters, and shot gun licence requests.

We therefore have to charge for this work and you will be required to pay the invoice for the work prior to the work being done. The work may take a calendar month to complete, so please ensure you have factored this into your request.

We are currently not providing medical examinations for things like DVLA requests and therefore you will need to find an alternative resource for this service.

**Waiting Times for Hospital Treatment**

There is a very useful website for patients to help you understand how long you should expect to wait and what to do if you haven’t heard from your hospital. You can also check on current waiting times in your post code area:

[My Waiting Time](http://www.mywaitingtime.com/) ([www.mywaitingtime.com](http://www.mywaitingtime.com))

**eConsult for Children**

In our last newsletter we provided guidance on how to use eConsult and we’re pleased to see positive feedback on our response times etc from those who completed the survey you are offered at the end of your eConsult submission.

You can now also submit eConsults for children over 6 months old as well as for adults.

**Blood Test Appointments**

You can now book blood test appointments ahead and either do this on line or call Reception.

However, there is a national short term shortage of equipment and we can’t book too far ahead as we need to ensure we will have the necessary equipment for the appointments. We are in regular contact around supplies so will release appointments as soon as we are able to support these.

Please remember you can book on line to attend Stratford Hospital for your blood tests via this link:

[www.swiftqueue.co.uk/pre\_timescreen.php?id=10335](http://www.swiftqueue.co.uk/pre_timescreen.php?id=10335)

**On Line Record Access**

Patients over the age of 16 are usually allowed access to their own medical record and they can therefore request their own medication and book their own appointments. If your child wishes to have this access then they need to email Medical Records at swg-tr.shipstonrecords@nhs.net

We can set up access via the surgery and then the patient needs to register with the NHSApp and access appointments etc via this route.

An email also needs to be sent to the above address if a patient over age of 16 patient wishes their parent/carer to have on line access to their record.