

# ***THE SANDRINGHAM SENTINEL***

***June 2016***

Welcome to the latest Sandringham Practice newsletter! Bringing you all the relevant news about what is happening at the surgery. It's been a while since the last newsletter and a lot has happened since then.

## **Welcomes and Farewells...**

As many of you will be aware we have had Dr O' Connor-Read working with us since August. He is with us for 1 year and has proven to be an invaluable member of the team. We shall miss him when he goes in August but wish him all the very best with his new post in Sheffield.



The good news is that we have Dr Gemma Crossley joining us as a salaried doctor from July and we are really looking forward to her coming on board. Dr Crossley joins us from Goldthorpe, Rotherham.

December saw the arrival of our new practice manager, Susan Simpson, replacing Richard Langthorp who had been with us for 13 years. After commuting daily from Beverley all that time, he is now working at a GP surgery a 5 minute walk from home which I think makes a welcome change from a 2 hour round trip!

Sue brings with her vast experience from her previous role as practice manager at Nelson Practice. It is lovely to welcome her to the team and we are already benefitting from the ideas and enthusiasm she has brought to the role.

It was a pleasure having Dr Sykes back covering Dr Vicary's maternity leave. He has been a tremendous help during that period and patients enjoyed having him back at the practice. Jayne Clamp has sadly left us to join a practice in Thorne. Jayne had been invaluable in her contribution to the practice, and we wish her all the very best in her new venture.

The admin team has seen several new arrivals. We welcome Lorraine Regan, Billie-Jo Clark and Courtney Shaw to the team. Everyone seems to be settling in very well.

## **CQC inspection**

We are a GOOD practice! Back in September we were inspected by CQC and found to be good in all areas which we were really pleased with. We always strive to do the very best for our patients. We will obviously be striving for outstanding at our next inspection! Full details of the inspection report can be found at: <http://www.cqc.org.uk/location/1-552484575>



## **QOF achievement**

We were delighted to achieve 99.4% on QOF this year. "What is that?" I hear you ask! It stands for Quality Outcome Framework. Every year, all practices have targets to reach looking at various elements of care in numerous, mostly chronic conditions, for example, diabetes, COPD, asthma, heart disease and depression and this score is a measure of how well we did in meeting those targets. This is one of our best performances ever, and we were delighted with this achievement.

## **Personal achievements...**

One of the things we are very proud of at Sandringham is supporting staff in their continual professional development. Congratulations to



practice nurse Ann Grain on completing her nurse prescribing qualification. Lisa Barlow and Anna Bloch are making good progress with their NVQ level 3 in Healthcare and nurse Sam Gratton has recently embarked on her diploma in COPD/asthma.

## Have we got your correct details on record?



PLEASE ensure we have your up to date contact details. Many of you will be aware that we are increasingly using text message as a means of communication, and as a reminder service for appointments. It will only work though if we have your correct number!

## On-line services...

More of our patients are choosing to use our online services. This means less time spent trying to get through on the phone. You can also order your repeat prescription on line as well, again saving you time and effort. Interested? Ask for details at reception.



## General Practice in the News...

**Urgent treatment to ensure GP survival:**

- safe, manageable workload
- more time with patients
- increased practice funding
- more staff to support GPs
- less box ticking

**Urgent prescription for general practice**

[www.bma.org.uk/upgp](http://www.bma.org.uk/upgp)

**#gpincrisis**

**BMA**

Over the last few months, the problems facing the NHS and General Practice in particular have been well

publicised. There are a number of problems facing the profession at present and here are just a few. Did you know:

- 90% of NHS consultations happen in General Practice, yet only 8% of the total budget goes to fund GP services.
- More than 1/3 of all GPs are looking to retire in the next five years.
- 1 in 6 GP training posts are unfilled across the country.

- More than 50% of GPs report that the workload is unmanageable a lot or all of the time.

So in short, General Practice is overstretched and under resourced, with a looming retirement crisis and inability to recruit sufficient trainees.

It is unsurprising that stress and burnout are prevalent within the profession and if GPs are not looking to retire, many are considering leaving for alternative careers.

For years there has been a lack of sufficient funding for General Practice, yet demand for services has continued to rise. Despite government pledges that there will be 5000 new GPs by 2020, this seems unlikely given that it takes 10 years to train a GP and they can't be magicked out of thin air.

Sandringham Practice, like every other practice in the country is faced with these difficulties and we are trying our very best to continue to provide the very best care to our patients, looking at innovative ways of working, along with other practices in Doncaster.

## Triage...

We ran this element of the newsletter last year, but it is so valuable we are running it again...

Still baffled by triage? So what is it exactly and how does it work? Triage is a process of efficiently dealing with patient queries and problems. It is not always necessary to see a doctor or in fact to be *seen* by a healthcare professional in order to deal with your problem appropriately. The role of nurses has changed dramatically over the last 10-15 years and they are highly skilled to perform various roles within the practice. Our triage system is manned by nurses who have received specialist triage training. When you contact the surgery with a problem which you don't think can wait for a routine appointment, you will be offered an appointment on triage. Triage operates from 8am daily and all calls will be dealt with on the day. The triage nurse will call you back and take details of the problem.



They will determine who best to deal with your problem. If the problem can be dealt with over the phone, it will be. If it is felt that you need to be seen by a nurse that day, you will be booked into an acute illness clinic or a clinic with our advanced nurse practitioner, ANP. If it is felt that you need to be seen by a doctor, you will be booked into an appointment with the duty doctor or another doctor, the same day where appropriate, or into an appointment with a doctor in a suitable timeframe. There is close liaison between the nurses and the duty doctor at all times and advice is sought from the duty doctor wherever it is needed. If you are not seen by a doctor, it is not that you have been “fobbed off”, simply we are trying to make the most appropriate use of the resources we have. You will find that most GP surgeries have moved to a triage system and on the whole it helps with the efficient running of the practice. We do ask that you try not to leave calling until late in the afternoon as if Triage is full, we may ask that you call back the following day unless it is urgent.

## Think you might need a visit?

If you think you or a person you care for may need a home visit, please can you try to contact the surgery in the morning. The visits are distributed amongst the visiting doctors prior to lunchtime and if a request comes in late, it may not be possible to be done that day, or may lead to GPs running late for afternoon surgery.

## Prescriptions

Please remember that it takes 48 hrs from dropping a request for medications in, to the script being generated and signed. This also applies for requests for medications not on repeat.



Remember there are several really easy ways to order your repeat prescription: in person, by post, on line, and via repeat dispensing (please ask your local pharmacist for more details). **Please note, PRESCRIPTIONS CAN NO LONGER BE ORDERED BY TELEPHONE.**



## Do you respond to your screening invitation?

There are a number of national screening programmes where patients are invited to undergo a

test in the hopes of picking up changes which may indicate the very earliest signs of cancer, or changes that if left, may in time become cancerous.

Screening programmes are in place for

- bowel cancer (patients aged 60-74 use a home testing kit which is sent off in the post)
- breast cancer (women 50-70 attend for a mammogram)
- cervical cancer (women aged 25-64 have a smear test).

Patients are often very nervous about these tests and are so worried they choose not to have them. We strongly advise patients to partake in cancer screening. If you are nervous or want to know more about these tests, please visit:

<http://www.nhs.uk/Livewell/Screening/Pages/screening.aspx>

or call into the surgery.

**PLEASE NOTE:** Screening is a **ROUTINE** process designed to identify changes before they cause symptoms. If you have any symptoms that make you worried, don't wait for a screening test, please see your GP.

**If you no longer need your appointment, DON'T FORGET TO CANCEL IT!!!**

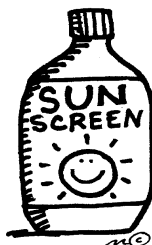


**PLEASE** remember to attend your appointment, and if you are unable to attend, please be kind enough to cancel it rather than just not turn up. Did you know a shocking **168 patients failed to attend their appointments in May alone?** Access is one of the

biggest grumbles about most GP surgeries. Just think if those 168 appointments had been made available to other people? Appointments are precious and shouldn't be wasted and if you can't make it, cancelling enables someone else to make use of that slot. The practice has a policy of asking patients to leave the list if they fail to attend appointments on 3 occasions in a 6 month period.

## Summer sense!

Summer FINALLY seems to be upon us and it is a good time for a little reminder about being sensible in the sun. This advice is applicable to everyone, but ESPECIALLY the elderly and the very young who are more susceptible to the effects of the sun and heat. Summer sun is particularly strong in the middle of the day - between the hours of 11am and 3pm, and even here in the UK it can cause lasting damage to your skin and make you feel unwell with the effects of sun burn and heat stroke.



- 1) Avoid prolonged exposure to the sun in the hottest part of the day
- 2) Make sure you use a sunscreen with a sun protection factor (SPF) of at least 15.
- 3) Ensure your sun screen is broad spectrum - this means protecting against 2 different types of sun ray - UVA and UVB. The SPF is a measure of the protection against UVB rays, while the "star rating" of 0-5 is a measure of protection against UVA rays.
- 4) Ensure your sunscreen is in date! Usually sunscreen has a shelf life of only 2-3 years.
- 5) Reapply regularly.
- 6) Drink plenty of fluids (water preferably). It is easy to dehydrate in the sun and heat.

## Patient Participation Group...

We will be meeting on Monday 4<sup>th</sup> July at 1pm. Sue Simpson will be contacting existing members of the group but we are ALWAYS looking for new members so we can get a true cross section of our patient population. We are particularly looking for young people,

those with families and those whose first language is not English. If you are interested in attending, please contact Sue Simpson. We would love to see you!

## Electronic Prescription Service:

This service has been up and running for over a year now and so far it has been a success.

There have been a few teething problems

but most of these have been ironed out. Electronic prescribing is quick and easy to do and if you're not sure why you should do it, here are just a few good reasons...



- *No more green prescription forms. ✓*
- *No more queuing at the Doctors to collect the green prescription form, to take it to the Pharmacy to wait for it to be ready! ✓*
- *The GP & Pharmacy systems will be synchronised, with less chance of error. ✓*
- *No more lost prescription forms, EPS will enable forms to be tracked at the various stages of the service. ✓*

EPS may not be suitable for everyone (e.g. if you work away from home and don't use a regular Pharmacy), but your Pharmacy will be able to advise you how to get the most from the service

## Consultations are by appointment only...



Please remember, consultations with GPs or nurses are BY APPOINTMENT only. We do not offer a walk in service. If you feel you need to be seen the same day, please contact the surgery and ask to be put on the

triage list, and a nurse will call you back, or if you feel it really can't wait, there is the Same Day Health Centre based at Devonshire House, or in an emergency, attend A and E.



## ADVANCE WARNING! FLU VACCINES 2016/17



Note for your diary...

Our first flu vaccine clinic will be held on **Saturday 1<sup>st</sup> October 2016.**

Please contact reception for more details.

### Suggestions?

If there is something that you feel we can change, or if there is something you would like to see here in the newsletter, LET US KNOW!!! There is a suggestion box in the waiting room. Pop your suggestion in! It can be anonymous if you prefer. If there is something you think we can do better, we would sooner hear about it from you, rather than to let it fester away unaddressed. We want to provide the best service possible and can only do that if we get feedback from you!

Feel free to complete and return the Comments/Suggestions sheet at the back of this newsletter.

### Don't forget the website...

[www.thesandringhampractice.co.uk](http://www.thesandringhampractice.co.uk)

...for everything you need to know about everything we have to offer!

... And while we're talking about websites, the internet can be a minefield when it comes to finding reliable information especially when it comes to matters of health, however here are a some useful, reliable and trustworthy sources of information that are worth having a look at:

[www.nhs.uk](http://www.nhs.uk) NHS Choices website offering information from the National Health Service on conditions, treatments, local services and healthy living.

[www.patient.co.uk](http://www.patient.co.uk) A sound, reputable resource providing information on a wide range of conditions in understandable language.

[www.treatyourselfbetter.co.uk](http://www.treatyourselfbetter.co.uk) A website providing vital information and advice regarding self-treatment of cold and flu symptoms

Until next time, stay healthy and enjoy the summer!

*Dr Vicary*



