



Stennack Surgery Patient Participation Group Newsletter

Dr Freegard retires after 28 years in General Practice

Dr Sam Freegard celebrated his retirement from 28 years in general practice in St Ives in a farewell charity concert at the Kidz R Us Theatre. As one of the popular charity - fundraising musical trio, Medical Maelstrom, Dr Freegard performed alongside Dr Michele Sharkey and Dr Anthony Seddon to a capacity audience on a hot and humid St Ives evening last July.



The stylish performance, a unique blend of song and laughter, was much enjoyed by patients and staff. During the evening, The Friends of the Stennack Surgery (FOSS) ran a well supported raffle from generously donated prizes and Dr Freegard treated the audience to a welcome and refreshing glass of Prosecco on arrival.

The full ticket proceeds totalled £3140, and were split equally between the Kidz R Us Theatre and Echo in Africa, a project sponsored by the British Society of Echocardiography to scan school age children for rheumatic heart disease in South Africa. A few days after retirement, Dr Freegard flew out to participate in the programme for ten days. He enjoyed his time on the African continent and found the experience interesting and rewarding.

Reflecting on his career, Dr Freegard said it had been a privilege to have worked in St Ives.

"At a time when recruitment to general practice - even in our beautiful county of Cornwall - is proving difficult, I would still recommend it to anyone contemplating a career in medicine.

There is an overwhelming sense of fulfilment in being there for people as they are challenged by illness or troubled by personal circumstances that always trumps the day-to-day stresses and burden of work demanded by modern general practice.

To have spent my last 28 years - of my more than 36 years in the NHS - as a GP in St Ives has been a privilege. I know I shall miss the dedicated and committed practice team at the Stennack Surgery."



Welcome to Dr Jerry Quill, who joins us as a salaried GP

Jerry is originally from the Republic of Ireland. He graduated from the University of Bristol Medical School in 2006, having completed all his postgraduate training here in Cornwall. His specialist interests include Men's Health, Minor Surgery and Dermoscopy. He is a keen golfer and enjoys walking the beautiful coastal paths here in Penwith with his family.

The Stennack team of GPs now offer the following clinics

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Hugh Savage	✓	✓	✓		✓
Dr Dan Rainbow		✓	✓	✓	✓
Dr Will Webb	✓	✓		✓	
Dr Rupert Morrall	✓		✓		✓
Dr Sarah Shaw		✓	✓		✓
Dr Frank Davey	✓	✓	✓	✓	
Dr Michele Sharkey	✓		✓		
Dr Anna Morris		✓		✓	
Dr Jerry Quill	✓	✓	✓		
Dr Rupert Manley		✓	✓	✓	✓
Dr Aida Lopez		✓			✓
Dr Jane Lucas-McGrath	✓	✓		✓	

Access to Medical Care when the Surgery is Closed



Most people are aware of calling 999 for emergencies. What if you are unsure or perhaps need medical advice urgently and the surgery is closed?

Then call 111; like 999, this service is available 24 hours 7 days a week, including all bank holidays.

Patients can access the NHS 111 service, 24-hours-a-day, every day. The number is free to call from landlines and mobile phones (Pay-as-you-go mobiles must have 1p credit to access the service) and will ensure you get the right care, in the right place, at the right time.

The urgent care system in Cornwall is supported by a GP out of hours service which provides urgent care when your GP surgery is closed and you have a medical problem which cannot wait until it reopens. Since June 2015, it has been delivered through Kernow Health, a consortium owned by the GP practices in Cornwall. This is staffed by local clinicians who understand the needs of Cornish patients and the health landscape they work within, helping to strengthen joined-up care across all health networks and services.

For less urgent health needs, contact your [local pharmacist](#) in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number. For immediate, life-threatening emergencies, continue to call 999.

Call 111 if:

- you need medical help fast but it's not a 999 emergency you think you need to go to the emergency department or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

Go to your local Minor Injuries Unit*

including the Stennack Surgery 8am to 8pm Monday to Friday (Including bank holidays but **NOT** Christmas or Boxing Day) and West Cornwall Hospital 24/7 who can deal with ailments like cuts lacerations, bites, sprains and sporting injuries. You do not need to be a registered patient at the surgery.

*For serious medical emergencies – such as major injuries, collapse and poisonings, chest pain, stroke, severe abdominal pain, severe bleeding, severe breathing difficulties, major broken bones and serious head injuries – go to A&E or dial 999.

Please be aware if you call the surgery number when the practice is closed, you will hear a message asking you call NHS111; the phone will NOT divert your call to the emergency or Cornwall out-of-hours service.

“We are pleased to be given the opportunity to work with the practices of Cornwall to provide this service. We believe that it will enable us to offer more integrated care, unite out of hours with primary care and other local health services.”

Dr Mike Ellis, Cornwall Health's Medical Director and a Penryn GP



The Choose Well campaign is designed to help people choose the best place to get treatment if they fall ill, freeing up emergency services to help those most in need. Research has shown that a significant number of people still go to a hospital accident and emergency department when there are other services more convenient and suitable for their health needs.

The campaign uses a colour coded 'thermometer' which runs from blue to red, blue - reflecting minor health problems, red - a medical emergency, to help people associate the severity of their symptoms with a particular NHS service. Below is a breakdown of the type of healthcare available and when people should use it:

Self care:

Keep a well stocked medicine cabinet for treatment of minor illnesses or ailments and get plenty of rest.

NHS 111 and out of hours:

For all urgent health questions, 24-hours a day. Call 111.

Pharmacist:

For expert advice and treatment for a wide range of minor illnesses and ailments and the best medicines to treat them. To find your nearest pharmacy or to check opening hours and rotas, click [here](#).

GPs:

For expert medical advice, medical examinations and prescriptions for illnesses. Your GP can also refer you to a specialist for further treatment if necessary. To access out of hours GP services call 111. If you are not registered with a GP, visit www.nhs.uk to find your nearest one.

Walk-in Centre:

For treatment of cuts, bruises, minor infections, stomach upsets, strains and skin complaints without an appointment - Cardrew Industrial Estate, Redruth, TR15 1SS. Open 8am to 8pm. Tel 01209 340997.

West Cornwall Hospital Urgent Care Centre:

For minor and moderate injuries such as burns and scalds, fractures to legs, arms, ankles and wrists and lacerations that require stitching. It can carry out X-rays and initiate treatment for more serious injuries. Open 24 hours a day. Tel 01736 874113.

Minor injury units:

For treatment of a wide range of minor ailments and minor injuries from cuts and grazes to sprains and strains and broken bones without an appointment. Click [here](#) to find your nearest unit.

Emergency department (A&E) or 999:

For a critical or life-threatening situation. Local A&E departments are located at:

Truro: Royal Cornwall Hospital 01872 250 000

Plymouth: Derriford Hospital 01752 777 111

Outside the normal hours of your GP surgery, emergency clinic appointments are available. Please phone 111 if you need to see a clinician via an appointment, or as a home visit for patients unable to attend a clinic in any of these areas: Bodmin, Camborne Redruth, Falmouth, Helston, Truro, Launceston, Liskeard, Newquay, St. Austell, Stratton, and Penzance. It is important people get the right care, in the right place, at the right time. To find out more about your local NHS Choices website, click [here](#) and use the 'Find and Choose Services' section.

“Did Not Attend”

One of the areas the PPG has been looking at, is to reduce the number of wasted appointments due to patients not turning up and not contacting the surgery to cancel.

The PPG agreed that the surgery should monitor these missed appointments and send a letter to anyone who misses three or more appointments within a six month period.

Over time the number of letters needing to be sent has diminished, with just a small group of patients finding it difficult on an on-going basis to attend their appointments. The wasted GP appointments have decreased from over forty to nearer thirty per week, however the chronic disease reviews with the nurses continue to have a high rate of non-attendance.

These reviews are booked in order to monitor and support patients with chronic diseases such as diabetes, asthma and heart disease and can often be a half an hour in length. Appointments within clinics such as Women’s Health and Minor Operations can be up to 45 minutes duration. Please do let us know if you cannot attend. Someone else is having to wait to be seen.

Our Health Care Assistants are solidly booked throughout the day taking blood tests, blood pressures and ECGs amongst other things.

There is often a wait to get booked in for these appointments. Unfortunately, a number of these are also wasted due to non-attenders.

**Please let us know if you are not going to attend an appointment.
Someone else in need will be very grateful**

Friends of the Stennack Surgery (FOSS)

We are thrilled to announce total funds raised by FOSS for the year ending September 2015 once again exceeded 5 figures! A staggering £10,247 was generated, mainly from the table top sales team throughout the year. The Surgery would like to thank FOSS, and patients for their continuing support and for generously funding the following items over the last few months:-

- Patient calling system and software upgrade
- New touchscreen
- Spirometer
- Otoscope
- Centrifuge
- Room signs and door nameplates
- 24 Hour blood pressure monitors x 2
- 12 lead ECG
- Defibrillator x 2

FOSS have also kindly pledged to fund a public access defibrillator and a hearing loop

We would like to remind all patients that tickets (£4) are now on sale for the popular FOSS Christmas fundraising concert on Wednesday 16 December at 7:30PM. Numbers are limited and tickets are subject to availability, so be quick to avoid disappointment.

Research Projects

At our last PPG meeting we discussed the research studies the practice is involved in with Dr Webb, one of the GP Research Leads for the surgery, with ways to raise awareness of the value of research in general practice. Members were supportive and appreciated the benefits this could bring to patients' health. It is important to appreciate any new treatments from these or any other studies could take several years before being introduced into mainstream medicine.

Patients were enthusiastic about supporting research and would like to participate more. The long-term nature of research, and adherence to the very exacting and precise criteria to contribute to studies could make this difficult. At present any invitation to take part is usually via your clinician. It is not possible to "opt in" or volunteer.

Our Chair is currently exploring opportunities for patients to become more actively involved across the wider remit of research across Cornwall through Royal Cornwall Hospital Trust and the National Institute of Clinical Research. Subject to funding, one possibility being considered is a research and living with chronic disease day conference in Penzance during February.

Another is a new role of a PPG Research Ambassador. This/these volunteer(s) could manage a Research Information Desk in the waiting room, and be present from time to time to help promote research with patients. Support and mentoring will be provided for these and any other PPG roles.

Please contact Fiona or Linda - without any obligation- if interested to discuss further.

CANDID STUDY Research eligibility criteria:

Any adult patient over 35 years presenting with symptoms **lasting for 3 weeks** that could be associated with lung cancer or colorectal (bowel) cancer.

Two prospective groups of patients presenting with lung and colonic symptoms will be recruited in order to develop clinical prediction rules for both lung and colon cancer. Simple web based clinical proformas will be developed based on the literature to date and interviews with patients.

These proformas will be used to develop and validate Clinical Prediction Rules for lung and colon cancer. Patients will also be invited to provide additional measures (e.g. genetic, smoking, dietary, and alcohol history) and the incremental utility of incorporating these additional measures into the prediction models will be explored.

ARCHIE STUDY Research eligibility criteria:

Children on the At Risk register \leq 12years with flu like symptoms (Cough, Cold with Fever)
Whether asthmatic or not

The ARCHIE study will help us find out whether giving 'at risk' children antibiotics within the first 5 days of developing flu will reduce the chances of them becoming more unwell or developing further infections. The ARCHIE study will also help identify which children are most likely to benefit from antibiotics.

SHIONOGI STUDY Research eligibility criteria:

Patients 18 years to 80 years with Non-malignant Chronic Pain Receiving Opioid (e.g. Codeine) Therapy

The SHIONOGI study is to investigate an investigational drug for the treatment of Opioid Induced Chronic Constipation.

Adult Community Health Services

Royal Cornwall Hospitals NHS Trust, which runs the county's hospital, the mental health services provider Cornwall Partnership NHS Foundation Trust and Kernow Health Community Interest Company, have been chosen to run adult community health services from 1 April 2016.

NHS Kernow, which is responsible for planning and buying healthcare for the local population, has announced that the new group is its preferred provider, saying it was impressed with the consortium's plans for providing community hospitals, minor injury units, community nursing and therapy teams.

Peninsula Community Health, which currently provides the adult community health service, decided earlier this year not to renew its contract stating that, among other factors, it was proving to be economically challenging.

Dr Iain Chorlton, chairman at NHS Kernow, said its

aim was to make sure appropriate services were available for people to stay in their own homes whenever possible and avoid going into hospital.

He said: "Together, we will make the most of opportunities for community services, primary care, hospitals and social care to work together to provide the right care, in the right place at the right time – improving patient outcomes and reducing pressure on some services across the local system."

A joint statement from the trio of health providers read: "We now have the best opportunity in a generation to offer more joined up care, centred on the patient and with less organisational bureaucracy."

Dr Chorlton added the name above the door might be changing but patients would see no change to the people they see or the way they are referred to services.

Chair and Secretary Volunteer Vacancies

- Are you a patient or carer of a patient at the Stennack Surgery?
- Would you like to help improve services for patients?

Interested? Please visit the website for further details or contact PPG.stennack@nhs.net
Mentoring and support available

The Stennack Surgery is a large GP Practice looking after over 12500 patients. We are always looking for new members to join our PPG, particularly those from under-represented groups.

You can join as either a Consultation Group member, attending our quarterly meetings or as a Virtual member where all correspondence is received via email and you don't have to commit to any meetings.

If you are interested in joining, please either ask at Reception, send an email to ppgstennack@nhs.net or apply via the surgery website www.thestennacksurgery.co.uk




Got a child aged 2, 3 or 4?

Flu can be serious for young children. Help protect them from flu with one simple nasal spray. It's free, fast and painless.

Don't put it off. Take up the offer from your GP as soon as you can.

STAYWELL THISWINTER

nhs.uk/staywell

Lorna Cousins, Nurse

Are you eligible for a free NHS flu vaccination?

Flu can be more dangerous if you are over 65, have an existing health problem, or are pregnant.

Don't put it off. Get your flu vaccination straight away. Ask at your GP Practice.

STAYWELL THISWINTER

Alison Dutton

Hello to..

Dr Jerry Quill
 Dr Matthew Barns (GP Trainee)
 Dr Jonathan Sharp (GP Trainee)
 Dr Sophie Foot (GP Trainee)
 Jan Ferris-Price (Reception)

Goodbye to...

Dr Sam Freegard
 Dr Hannah Russell

Our Current F2 Doctor is

Dr Sophie Foot

F2 lead Trainer - Dr Morrall

Our Current GP specialty trainees are

Dr Matthew Barns

Dr Jonathon Sharp

GP Trainers – Dr Rainbow and Dr Shaw

Please leave any feedback on the comments tab of the PPG webpage or in the comments box at the PPG Information Point in the waiting room. If you would like to join the PPG Consultation Group or be part of the Virtual Group please contact.....

Linda Petzing

PPG Chair

email: PPG.stennack@nhs.uk

Please visit the Stennack Surgery website for further information

Fiona Vinnicombe

PPG Surgery Lead