



Stennack Surgery Patient Participation Group

AUTUMN/WINTER
2014 ISSUE 6

Supporting NHSKernow ?Think Campaign



Kate Hosken and Rebecca Johns of NHS Kernow with PPG Member Pam Stevens and Chair Linda Petzing

Members of NHS Kernow Prescribing and Medicines Optimisation Team visited the surgery recently to promote the **NHS ?Think!** campaign to patients in the Practice.

Georgina Praed Head of Prescribing and Medicines Optimisation for NHS Kernow CCG attended the last PPG meeting along with Dr Webb, the GP Prescribing Lead for the Practice. The visit was arranged following the supportive response from PPG members.

Dr Will Webb, the Stennack Surgery GP Prescribing Lead said.

"Medicine wastage is a HUGE problem, throwing away millions of pounds that could be used to improve other aspects of the NHS. In Cornwall and the Isles of Scilly, wasted medicine costs NHS Kernow almost £2m per year, that's enough to pay for 65 community nurses or 230 hip operations. Each time we avoid generating an unnecessary prescription, we are helping to improve the efficiency of the NHS - every little helps!"

Dr Webb's Top Tips - Each time you request a repeat prescription:

- Please make sure you are not requesting medications you already have at home
- Please let us know if there are any medications that you have stopped taking
- Please let us know if you feel your medicines are causing unwanted side effects
- Please let us know if you feel any of your medications are no longer benefiting you
- Please let us know if your pharmacy is requesting medications on your behalf that you do not need

NHS 111 Coming to Cornwall

NHS 111 is a new service introduced to make it easier for you to access local NHS healthcare services in England. Call 111 when you need medical help fast but it's not a 999 emergency. It is a fast and easy way to get the right help, 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E 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



For less urgent health needs, contact your GP or 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.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

- Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.
- If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.
- Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

Key Surgery Facts

- GP appointments can be made from 8.30am – 6.30pm Monday –Friday
- If you need to see a GP urgently after 6.30pm or before 8.30am contact us and the phone will divert to SERCO (the Out of Hours Service)
- Alternatively phone NHS 111 (see above - this service replaced NHS Direct in Cornwall in February). They will advise the appropriate care needed and if necessary call an ambulance
- Our Same Day Service offers around 50-80 appointments every day with highly experienced Nurse Practitioners and GPs for acute problems
- The surgery nurse-led Minor Injuries Unit is open from 8am-8pm Monday – Friday

FOSS News

The Friends of the Stennack Surgery, held their annual Christmas Carolaire on Wednesday 18th December. Doctors and Staff provided excellent entertainment which was thoroughly enjoyed by everyone present.

Fore Street Methodist Gospel Choir sang various items, including "An Ode to Flu or The Surgery Serenade ." A piece specially written for the evening. The audience joined the choir to sing well known carols including Hellesveor. Carol singing was accompanied by Carol Ashby on the electronic organ.

All proceeds from the event will go towards FOSS funds, which will be used to support and provide equipment for the surgery. The evening was compered by Cllr Ron Tulley.

A Christmas Raffle Draw and light refreshments followed the Carolaire. The raffle was well supported with prizes given by local businesses and individual donations by patients and friends of the surgery.

Foss would like to take this opportunity to thank all who gave their support by giving prizes for the raffle. The event raised £495 towards FOSS funds. Thank you to all who attended and helped make the evening such a success. Len Etheridge (FOSS Committee)

Friends of Stennack Surgery AGM

FOSS held their AGM in November. The Chairman and Committee were delighted with the Treasurer's Report which showed another wonderful year of fundraising. Total Income for year was £26,419. This included Tabletop and Book sales £12,513, Donations £735 and Memorial Donations £12,302.

During the year (ending 31st September) £17,914, was spent on medical equipment in support of the surgery.

Some recent FOSS Funded Equipment Purchases

3 C.Net ECG portable units - continuous heart monitoring Recording a few seconds to 48 hours with ability transfer data to secondary care	£8250
1 Phillips Healthcare Page Writer TC50 Cardiograph and trolley (ECG trace)	£4987
2 Huntley (SD) Dopplex Machine and vascular Probes For use in a Diabetic Clinic to monitor blood flow to the feet	£1053

The purchase cost of the Dopplex machine represents approximately 116 hours of the FOSS table volunteers time.

If you make use of the water cooler or appreciate the fish tank, please remember these items are provided and serviced by FOSS.

Many thanks to all who supported FOSS, both by providing items for sale and purchasing any of the wide variety of goods on sale throughout the year.

Flu Clinics

The autumn flu campaign got off to a flying start with the first drop-in clinics being held in September at both the surgery and the Carbis Bay Scout Hall. We had a mix of our nurses and doctors ready and waiting with vaccinations and blood pressure machines. Administration staff booked everyone in, taking the opportunity to update personal details and we were also delighted and very grateful to the PPG members who helped out at all these clinics. We ran five drop-in clinics, but

subsequently also booked eighteen additional clinics at the surgery. A letter was sent to all those who still hadn't turned up inviting them to one more Saturday. Nurses went up to the five nursing homes we look after and the District Nurses saw all the housebound patients. In total we gave over 2800 vaccinations with 70 patients informing us that they did not wish to receive it. Our thanks once again to the huge help given by the PPG members.

Christmas Meet and Greet Day and Patient Questionnaire

Members of the PPG were on hand again this year to welcome patients with seasonal refreshments in the waiting room during December. The Group also took the opportunity to launch this year's 2014 Patient Surgery Questionnaire. A wide variety of feedback from patients has been captured over the last few weeks. The Questionnaire was also

available online. Composite results are currently being compiled and will be discussed at the next Consultation Group meeting on 24 February. A surgery response with an agreed Action Plan will be available after the meeting. All documents are planned to be published on the website with copies available via reception before the end of March.

Electronic Prescription Service

The Stennack is the first GP Surgery in Cornwall to offer this facility to patients. This new service is available to all patients who have already nominated a preferred pharmacy. Forms are available from reception, online or from your local pharmacy. Once registered, your GP will be able to send all future prescriptions electronically. *See further information.*

Benefits for you

- If you get a repeat prescription, you will not have to spend your time going to your GP practice each time to pick up your paper prescription. Instead your GP will send it automatically to the place you choose, with less chance of it getting lost.
- Nearly all pharmacies will be connected to the service, so you will be able to get your medicines from any pharmacy you choose – whether it's near home, work or the shops.
- You may not have to wait as long for your prescription items, as often there will be time to get your repeat prescription items ready before you arrive. If any of the medicines on your prescription are out of stock when the pharmacist receives your prescription, they can be ordered in for you.

What happens if I do not wish to use the service?

Please complete an Opt-Out Form available from reception.

More information about the Electronic Prescription Service is available from your local pharmacy, at the GP surgery or on-line at www.connectingforhealth.nhs.uk/eps. Alternatively you can contact us on 01736 793333

Doctor clinic days (Jan 2014)

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Colin Philip	✓		✓		
Dr Dan Rainbow		✓	✓	✓	✓
Dr Will Webb	✓	✓		✓	
Dr Rupert Morrall	✓		✓		✓
Dr Sarah Shaw		✓	✓		✓
Dr Frank Davey	✓	✓	✓	✓	
Dr Michele Sharkey	✓		✓		
Dr Anna Morris		✓			✓
Dr Sam Freegard	✓		✓	✓	✓
Dr Rupert Manley			✓	✓	✓
Dr Aida Lopez		✓			✓
Dr Jane Lucas-McGrath	✓	✓		✓	

Changes to the Benefit System

What is the role of your GP?

Many of our patients are currently having their entitlement to benefit looked at and these changes, including the new "bedroom tax" and ESA are causing worry for many people and their families. There are a number of leaflets available from the Jobcentre and the tribunal Service which explain how to make a claim for benefit and how to appeal if your benefit claim has been turned down.

How can you get your information across?

Complete your initial claim form as fully as possible explaining how your mobility and every day activities are affected. Appeals are more likely to succeed if you attend in person as this allows you to talk to the panel and to describe your difficulties in detail. If you are appealing a decision, consider seeking advice from other agencies such as Welfare Rights, Housing Associations, Citizens Advice Bureau or Disability Cornwall.

What can your Doctor do?

If the department of Work and Pensions (DWP) requires information about you, they will write to the practice requesting details of your medical conditions and management. Your GP will provide and send this back directly to the DWP. If you appeal and the Tribunal Service feels that further medical information is necessary they will write to your GP requesting a report or a copy of your records.

The DWP decision is based upon how your illnesses affect you, your daily life and your ability to work, rather than a list of diagnosis. However if you want a copy of your medication and main diagnosis, your surgery can provide a summary sheet or copy of your repeat prescription for you to refer to when completing the forms. It is not necessary to have a letter from your GP to appeal against a DWP decision.

Did Not Attend (DNA)

The PPG has been working hard to try to reduce the number of appointments which are wasted through patients not turning up. Any patient missing three or more appointments in a six month period is being sent a letter to highlight the need to cancel appointments, so that others can book them. This has helped, but we are still losing a large number of appointments every week. Average number of DNAs is still around 40 with the GPs per week and about 6 hours of nursing time. Our new on-line booking system means that you can now book, change and cancel appointments any time of the day or night.



Every week at the Stennack over 50 people fail to keep their appointments!

If we have no warning, we can't give the slot to someone else who really wants it. This really matters to us. It wastes staff time and resources.

Most of all it impacts on the length of time others have to wait for their appointments. If you cannot make your appointment, no longer need it or want to rearrange it please let us know.

Thank you.

Online Appointments

Book Your Appointment Online



Would you like to book your next doctors appointment online?

We have recently introduced a piece of software designed by Microtest our system provider, called **"The Waiting Room."** This service will give patients the opportunity to book or cancel appointments on-line at any time of the day or night. A selection of appointments with the doctors will be offered initially.

If you would like to use the system, please complete and return the Registration Form available from Reception. Please bear in mind, the system cannot accept shared email addresses, and each registered patient will therefore need to have their own unique email address. Once we have added your email address to our database, you will receive an email from "The Waiting Room" inviting you to join. Depending on your own internet security settings, this email may appear in your inbox, junk or quarantined folder. **If you have any questions, please ask a member of the reception team.**

Please let us know if you change your email address!

NHS Kernow Chairman Visits Number 10

Dr Colin Philip was invited to a reception at Number 10 recently with key NHS figures to discuss developments in healthcare and debate suggestions for future improvements. Prime Minister David Cameron took the opportunity to thank everyone for their hard work in challenging circumstances, while Health Secretary Jeremy Hunt highlighted success stories and initiatives from around the country.

The St Ives GP said the Health Secretary was interested in the Newquay Pathfinder, a joint project between the NHS, adult social care, Age UK and local volunteers to provide integrated care to patients with long-term medical conditions.

He said: "The reception gave me the opportunity to share with the Prime Minister and the Health Secretary some of the exciting developments being made in Cornwall and the Isles of Scilly to improve health services. "I spoke to them about the success of the Newquay Pathfinder project and our plans to roll it out in west Cornwall.

I am very proud of the work that is being achieved in Cornwall and the Isles of Scilly and was pleased to have the opportunity to highlight our success with the Prime Minister and the Health Secretary."

As well as discussing healthcare in Cornwall and the Isles of Scilly with Jeremy Hunt, Dr Philip had some very positive discussions about primary care with Sir Bruce Keogh, NHS Medical Director; and the importance of focusing on patient care first with David Bennett, Chairman and Chief Executive of Monitor.



Changed your phone number or address?

Do we have a daytime contact number for you?

Please keep your contact details up-to-date

Patient and Public Involvement in Research

You may find yourself invited to participate in research from time-to-time. The Primary Care Research Network South West PCRN(SW) is funded by the National Institute of Health Research (NIHR) to promote and develop better research into healthcare issues in order to provide evidence to help the NHS provide better treatments and

services for its patients. It supports research projects which take place in your local community e.g. at your GP practice. For example by helping practice staff recruit patients into research projects run from the surgery. It also means that all the projects are fit for purpose and are designed with the benefit to the patient in mind.

New Local Late Opening Pharmacy

Patients may be interested to know that a new late opening pharmacy is available in the area. This is located at Bodriggy Health Centre, 60 Queensway, Hayle, Cornwall, TR27 4PB

Monday -Saturday : 7am-10pm
 Sunday : 9am-9pm
 Closed on Fridays between 12.30pm and 2.30pm

Breaking News.....

A date for your diary.

The second AGM of The Stennack Surgery Patient Group takes place in the Surgery conference room on **Monday 24th February at 7.30PM.**

The guest speaker for the evening will be Stennack Nurse Practitioner, Kate Stuart. Kate returned to the UK last year to take up her current post at the Surgery after extensive time overseas practicing medicine in remote locations. She will present an illustrative talk on the challenges and rewards of delivering front line medical care in Mongolia, Angola and the Congo.

To help with logistics and catering arrangements, it will be helpful if patients can confirm attendance through the contact details below. Thank you.

Linda Petzing
Chair

Hello to...

Nurse Ann Wallace as a permanent member of the nursing team
Julie Couch as a permanent member of the reception team



Goodbye to...

Dr Grant Joseph (GP Registrar) who has returned to South Africa, but we hope he may come back again at some stage

Our Current F2 Doctor is

Dr Stuart Walter

F2 lead Trainer - Dr Morrall

Our Current GP trainee is

Dr Sophie Spencer

GP Trainers – Dr Shaw

Please leave any feedback on the comments tab of the PPG webpage or in comments box at the PPG Information Point in the waiting room

Linda Petzing

PPG Chair

Fiona Vinnicombe

PPG Surgery Lead

Please visit the Stennack Surgery website for further information