

St Anne's PATIENT Newsletter

Welcome!

Welcome to the first Newsletter published by the Patient Participation Group (PPG) of the St Anne's Group Practice for you, its patients.

Why the Newsletter? As representatives of the Practice's patients we want to tell you who we are; what we are trying to do and how we can hopefully help you. Like the PPG itself the Newsletter is independent of the Practice but is produced with its help and encouragement. Perhaps you didn't know there is a PPG or what it's trying to do? Here are some of the key points:

- The aim of the PPG is to represent all patients of St Anne's Group Practice working alongside the partnership and its staff to improve its services to you – the patients.
- Through the PPG patients have a voice in shaping the services the Practice provides.
- The PPG will endeavour to act as a forum for liaison between patients and the Practice.
- The PPG believes that it's vital that the Practice communicates with its patients regularly. We will suggest ways that this can best be achieved.
- The monitoring of complaints (complaints are anonymised) the Practice receives is an area that the PPG takes most seriously and will strive to try and ensure each is handled in the most relevant and compassionate manner.

To undertake our work, which we carry out on behalf of patients, it's important you tell us what you find is good about the Practice but equally those things you feel it could do better. However, our commitment is to helping patients collectively and not individual needs so we need to know about your experiences – good and bad.

As this is our first edition (we plan to publish 3 a year) we are entering uncharted waters. It's therefore important we get some feedback. Did you find it useful? What are the things you want to know about the Practice and its services? So please get in touch. Send an e-mail to our secretary: CCCCG.admin-stannes@nhs.net Or write us a letter to: The Chair, Patient Participation Group, c/o St Anne's Group Practice, 161 Station Road, Herne Bay CT6 5NF or c/o the Beltinge Surgery, 269 Reculver Road, Herne Bay CT6 6SR. We genuinely look forward to hearing from you!

WaitLess App

This is a very useful tool when deciding where to seek non life-threatening, "minor emergency", care in East Kent. WaitLess is able to advise patients as to the travel time and directions to the nearest medical facility from where they are located at the time. It also displays the number of patients currently awaiting "minor emergency" care, the waiting times, plus travel times and directions to all the local services, the opening hours, and details of the services available at local Minor Injury Units and Medical Centres. All this information enables patients to make informed decisions as to the most appropriate place to head to in order to obtain the quickest and best care for their given problem, whilst at the same time helping the NHS reserve the vital A & E for those who really need it. The WaitLess smartphone app can be downloaded free from several App stores, such as I-Tunes and Google Play.



10 Ways to get the best from your GP

(adapted from article by Dr Mark Porter, *The Times*, 14th February 2017)

1. Do you really need an appointment? A number of clinical commissioning groups (CCG's) are asking GP's not to prescribe treatments that are available over the counter for minor conditions such as thrush or hayfever. Patients are directed to a Pharmacist for advice and to pay for their medication. It is primarily a cost-saving measure but also frees up valuable appointments. Go to your local Emergency Department if you have something that is obviously better treated by them such as a suspected fracture or other injury.



2. If you do need a GP appointment try to avoid calling at the busiest times (before 10.30am particularly on a Monday). The exception is if you have an urgent medical problem, when the receptionist may be able to give you an appointment that day, ask the Doctor to call you, or if you think you need a home visit (the more warning Doctors get, the easier it is to plan their day). The quietest time to call is generally between 2pm and 6pm or use the online booking service.

3. Ask for a home visit only if you or the person you are calling about is truly housebound. The GP's can see many more patients in the Surgery in the time it can take to make one home visit.

4. Plan ahead particularly if your problem is routine, such as blood pressure tests or smears. Be flexible.

5. It should always be possible to be seen quickly if your problem is urgent. Don't be put out if receptionists ask for further details, they are just trying to gather information so that you can be prioritised. Be polite but assertive and try to stay calm. GP staff are often stressed too and, although you may feel under the weather and upset, being angry rarely helps.

6. The NHS is your service. You pay for it and depend upon it, so treat it with respect. If you have an appointment you can't make phone and cancel in a timely manner, if possible, so that it can be offered to someone else (there are nationally 30 million no-shows annually). Never say something is urgent if it is not; it weakens trust and ruins the system for everyone.

7. A lot of time for Doctors and patients is taken up with repeat prescribing as guidance suggests we should only give a months worth of each medication. However, there are simple ways to make this less onerous for everyone. Ask your Surgery about repeat prescribing initiatives such as on-line ordering or arrange for your Pharmacy to hold a years worth of signed prescriptions for you.

8. When you see the Doctor be clear about what it is concerning you and express it succinctly. Tell them if you think you know the diagnosis, at best you may be right, at worst it allows them to allay your fears. Please wear something appropriate because consultation time is too valuable to spend time stripping off layers.

9. Be realistic. I don't rigidly enforce the one condition one appointment rule but expecting me to tackle five separate issues is unreasonable. By all means mention your problems at the outset but expect your GP to prioritise. You may need to come back and discuss the rest.

10. If you do not rate the service offered by your GP Surgery and you have a choice in your area, then vote with your feet and try another Practice. Firstly though provide constructive feedback to the Surgery so that they can have the opportunity to respond to your concerns and help improve the service.

Staff Changes

Dr Golsa Rad became a partner in the Practice from 1st April 2017; she was a Registrar at the Practice and then joined as a salaried Doctor. Some may know her as Dr Ehteshamirad but she prefers being called Dr Rad.



The Practice Pharmacist, Crystal, joined us in 2016. She works very closely with the GPs, CCG and Care Homes. She has been instrumental in setting up new procedures for repeat medication and she has created a line of communication between the Practice and local Pharmacies. Crystal can deal with patient queries regarding their medication, including interactions.

Practice Paramedic Practitioner, Colin, joined the Practice on 17th July 2017. He will assist the Duty Doctor every morning and triage all home visit requests. Colin will work closely with Crystal and the Care Homes in the town to create pathways for Care Home staff to help reduce the number of requests for GP home visits. He will act as a point of contact for other Healthcare professionals within the Community teams.

EMIS - Change of clinical computer system



The Practice is migrating to a different clinical system called EMIS Web. EMIS Web's provider is EMIS Health, EMIS stands for Egton Medical Information

Systems, and the company was founded in the 1980's. The main reason for changing systems is to allow for better collaborative working with the other Practice's in the town. EMIS Web is the most widely used primary care clinical system in the UK. More information about EMIS Web can be found at <https://www.emishealth.com/products/emis-web>

The planned date for changing systems is **Tuesday 10th October 2017**. There will be some unavoidable disruption to usual service and the Practice is already planning and preparing to ensure any interruption is kept to a minimum. The Practice would ask that patients try to be patient and understanding during this time.

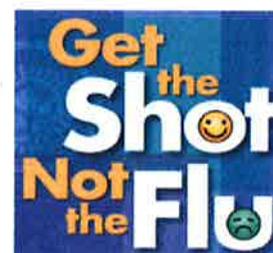
REMINDER – FLU SEASON STARTS

1ST SEPTEMBER 2017

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected

against catching flu and developing serious complications. You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill



Please see the Practice Website or ask next time you are in the Surgery for more information about how to book for your Flu Jab.

STOP PRESS!... Herne Bay Integrated Care Centre

The proposed opening date for the ICC is still 1st September 2017 (red tape permitting!). The intention is to open on Friday 1st which just so happens to be the day before the Hospital fete. The fete will provide an ideal opportunity for an official opening and give the public the chance to have a look around the Centre.

Initially, the Centre will simply be a Minor Injuries Unit open 8am-8pm seven days a week. It will be staffed by Paramedic Practitioners, supported by Healthcare Assistants. The aim is to move onto phase 2 quite quickly which will involve adding in additional services at a later date.

CONGRATULATIONS!

The PPG would like to congratulate Dr Simon Dunn on his appointment of Clinical Chair for NHS Canterbury and Coastal CCG.

Care Quality Commission (CQC)

The CQC role is "We monitor inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what we find, including performance ratings to help people choose care."

All GP Practices in England were required to be inspected by the CQC by 2017 and dependent on ratings will have an inspection every 3-5 years (or sooner if poor rating demanded it) after this initial assessment. The five key lines of enquiry focus on safety, caring, effectiveness, responsiveness and whether the Practice is well led. The four ratings are Outstanding, Good, Requires improvement and Inadequate.

The Practice had its first visit in October 2016 and the overall rating that the Practice received for the 5 areas that are inspected and which asked the questions:

<i>Are Services:</i>	<i>Rating achieved by practice</i>
SAFE	GOOD
EFFECTIVE	GOOD
CARING	GOOD
RESPONSIVE to peoples needs	GOOD
WELL LED	GOOD

You can view the full report on the Practice website www.stannesgrouppractice.co.uk and also on the CQC website <http://www.cqc.org.uk> by inputting the Practice details where asked.

The Patient Participation Group want to congratulate the Practice on receiving such a superb rating!