

Patient Participation Group NEWSLETTER

"HAPPY NEW YEAR TO ALL"

EMAIL: villagedoctorppg@gmail.com

Welcome to the Caythorpe & Lancaster Medical Practice, Patient Participation Group's newsletter.

Like us on Face book: Caythorpe and Ancaster PPG

January 2017

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PRACTICE AND DISPENSARY CLOSURES

18th January 2017 - To enable the doctors and staff to keep up to date the practice will be closed for staff training from 12.30pm to 4:30pm on Wednesday 18th January 2017.

Practice News

Flu Campaign

The flu campaign has gone well and vaccines are still available for patients over 65 and those at risk. For the flu vaccine to be effective, if you have been offered a vaccination please take up the chance of this as soon as possible.

The Practice is half way through the vaccination of 2-4 year olds

New Doctor

The Practice now has six full time Doctors with the new addition of a female doctor Dr Sujatha Prabhu who has joined as an associate Doctor. She qualified from India in 1990 and has trained as a GP in Lincolnshire. She has an MD degree in Obstetrics and Gynaecology from India and has a special interest in sexual health and contraception. Dr Prabhu is available for consultations at the practice Wednesday, Thursday and Friday and will cover both sites.

New Registrar GP's at Caythorpe

Dr Bari has returned to the practice to do his final 3 months in GP Practice as a foundation year 2 doctor (F2) before he returns to the practice next year to begin his third and final year of training. Dr Khan was a Neurosurgeon and is in training as a foundation year 1 doctor (F1) to enable him to move over to General Practice and will be at the surgery for 4 months.

On 1 April Dr Mehta will also be in training as a foundation year 1 doctor (F1)

The role of the Surgery as a training practice and the training process was covered in [Issue 3](#) (click on the link) of the newsletter.

Leaver at Caythorpe

Dr David (David Watts) has completed the 3 months of his F1 training and in August 2018 doctors Khan, Watts and Mehta will all return to do their full year at the Surgery prior to taking their final examinations.

My Retirement - By Carol McNulty

I started work at Caythorpe in February 1981 to help Mrs Ruby King to housekeep. We worked together for a number of years before she retired and I took on the role alone.

The Surgery has expanded over the years, the cottage next door was purchased and the layout has changed very much.

I think the dispensary alone has had three changes.

In March 1990, I was asked by Dr Allin, a lovely man, if I would like to dispense. I jumped at the chance. It was a challenge, but what is life without a challenge?

There have been a lot of changes in the job. About 8 years ago, the Practice purchased an automated robot dispenser which changed the job dramatically.

I have worked at both Ancaster and Caythorpe, but most recently Caythorpe (my home) firstly with the "young" Dr Gee, and then Dr Watts who is now the Senior Partner.

I've loved my job, although sometimes I've been that busy I have turned around in a circle wondering what I should do first!!

I've met a lot of people and it has been the most constant thing in my life apart from my children (and now my grandchildren) to me that is important.

Most of the staff hadn't been born when I commenced work here, but I have got on with everyone and been treated with respect. My advice to the young is to work hard and you will be rewarded well.

I am officially retiring at the end of March but will be leaving in January as I have holiday to take.

I am not looking forward to leaving after all it will be 36 years, a long time in one place, and it will be quite emotional. I will definitely miss all the staff and patients, some I have known since forever.

I can keep in touch, and I will be a patient, so this is not goodbye but is the end of an era.

A big Thank you and

All our Best Wishes are sent to Carol who has provided Patients with outstanding service in her time at the Practice.

Before you turn to Page 2 - How many lost appointments do you think there were in November due to people not attending?

USEFUL INFO	Address	Telephone	Dispensary	Fax	Late night opening	<i>Issue 8 Page 2 of 6</i>
<u>Ancaster</u>	12 Ermine Street Ancaster, Grantham NG32 3PP	01400 230226	01400 231204	01400 230729	Tuesday 18:30- 20:30	
<u>Caythorpe</u>	52 High Street Caythorpe, Grantham NG32 3DN	01400 272215	01400 272770	01400 273608		Dispensary closes 13:00-13:30 for lunch

Had Trouble Getting an Appointment.....

Throughout November and December? I personally was among the many who struggled to get an appointment, especially with a specific doctor. Being recognised as a PPG member I was asked why it was taking so long. I don't mind, after all it's what I signed up for. So what's going on...? There has been undue pressure on the surgeries, with not enough doctors for the demand in appointments. In previous issues we have covered the lack of funding and problems in recruiting doctors, but the Practice saw quite an increase in patients who did not attend (DNA's) Unlike other Practices this Practice does not believe in publishing the numbers in Reception, but because of the numbers it may give you some idea of the time lost overall

November 2017

Ancaster Doctors: 12 (140 minutes)
Nurse: 6 (80 minutes)
HCA: 20 (275 minutes)

Caythorpe Doctors: 10 (110 minutes)
Nurse: 6 (75 minutes)
HCA: 13 (175 minutes)

In total 855 minutes or 14 hours and 15 minutes of lost clinical contact time.

To remind yourself of your appointment

Sign up for text reminders on the website. Click [here](#)

Put the appointment on your calendar/ in your diary or to set a reminder in your phone.

If you book an appointment in advance then find you don't need it please remember to cancel it - you can do this by telephone or on the website (if you are registered).

Update on Grantham A&E

A representative from our PPG was asked to attend a PPG event on 21st November hosted by United Lincolnshire Hospital Trust in regards to the impact of the closure of Grantham's accident and emergency department on our patients. We requested they supply a summary of the Trusts analysis of the temporary closure and a realistic look at the future of emergency services at Grantham and the Communications and Engagement Manager provided us with this statement.

"In November, ULHT Board reviewed the temporary reduction in opening hours of Grantham A&E and considered the views of staff, stakeholders and the public in making this decision.

We made the difficult decision to change the opening hours at Grantham A&E due to severe shortage in emergency medicine doctors. Though not ideal, this was the safest option for the people of Lincolnshire including those who live in the Grantham and district area.

We have been working hard to recruit locums, agency staff and permanent staff.

Cntd.....

Our own data shows that the healthcare system is coping with the overnight closure of Grantham A&E and that on the whole there has been minimal impact in the number of attendances and admissions at other A&Es. There has been no increase in the number of calls made to EMAS (East Midlands Ambulance Service) from Grantham and district patients, and no alteration to the length of time spent on scene or time taken to arrive.

Future plans for services across Lincolnshire are being reviewed as part of the county-wide Sustainability and Transformation Plan (STP) - a plan being developed by our clinical commissioning groups (CCGs) and providers. We expect a public consultation on this will be carried in May next year."

The PPG felt that we were given insufficient notice of the meeting to give a sensible and realistic answer, so we would like to hear from you, if you have had a bad experience due to the changes so that we may provide valuable feedback at future meetings

Which service to use when?

Self care – Grazed knee, cough or cold, sore throat. Make sure your medicine cupboard is stocked up with over the counter medicines.



Calls NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation, or you are unsure what to do.



Ask your local pharmacist for advice on many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.



Your GP and out of hours. If you have an illness or injury that won't go away make an appointment with your GP. If it's outside GP opening hours you can access GP "out of hours" by calling NHS 111.



Minor injuries unit - if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open. Visit the units at Sleaford, Newark, Spalding and Lincoln. For locations visit www.nhs.uk



And 999 for a life threatening condition, someone is seriously ill or injured and their life is at risk. Our nearest A&E departments are Nottingham, Lincoln and Peterborough. Dial 999

Printing costs for this newsletter have been kindly donated by
"Totemic Holdings Ltd."

Claire Gasson talking about her role as Practice Care Co – coordinator / Well being Service



I trained in Birmingham in 1980, when treatments such as Nelson's Inhalers (tea-pot like objects with boiling water and a Karvol capsule was used to help with breathing), copious amounts of Drapoline were used on bottoms to try and prevent pressure sores and if one should dare to appear it was treated with egg white and oxygen.

There was no evidence for these procedures and everything today has to be evidence based. I may be looking through rose tinted glasses, but I do feel patients had very good care in those days, despite the lack of research into procedures. Certainly no-one ever went home constipated thanks to the daily stool charts we used to complete!

After working as a Staff Nurse on a Urology ward for a while, I did my Psychiatric Nursing and worked on an assessment ward. My heart was always leaning towards community nursing and soon I did my Diploma in District Nursing, working in Birmingham, Worcestershire and then Grantham. I developed a passion for palliative care. Helping someone at the end of their life, to die with symptoms controlled and dignity gave me great job satisfaction. After a stint doing nights as a District Nurse in Huntingdon (a challenging long commute home after a night shift to Grantham!), I got a post as a Macmillan Nurse in 2002. Whilst doing that post, I worked with every GP Practice in the Grantham and Sleaford areas at some point or other. I retired in 2014, continuing to work part time until 2015. The role was changing and I decided it was time to try something new. The post of Care Co-ordinator came up at Caythorpe and Ancaster and I began my new role in November 2015.

Neighbourhood Teams were set up in 2014, after they were seen as a way of getting Social Care and Health Care to work closer together, to help keep people well at home for longer and help prevent unnecessary hospital admission. Monthly meetings were set up with professionals from Social Care and a variety of Health Care Professionals where complex patients are discussed (with the patient's permission of course). The Care Co-ordinator role was set up as a bridge between the meetings and the GP Practice. The meetings are changing in 2017 to 'huddles' where once a week, we all meet first thing in on a Monday morning to discuss any concerns rather than wait for monthly meetings. This will be a trial initially to see how it works out.

My role is aimed at those with long-term or complex conditions on the GP caseload. Originally this was 2% of the GP caseload, now it is 3%. Part of my role is to set up care plans for new people who are added to the caseload. Care Plans consist of information which is automatically taken off the GP record, such as past medical history, allergies and medication.

It includes information from the patient themselves such as who they will allow to share information with, preferred place of care and resuscitation status (I always tend to ask this if I see people face to face as it is something that is seldom talked about or considered/discussed). Those patients diagnosed with dementia, those who are housebound, palliative, or in a care home automatically get offered a Care Plan.

Another aspect of my role is supporting people that are unstable and need monitoring in the short term. I always let patients know that if they are concerned they can contact me for advice (obviously anything medical they need to see their GP). Sometimes it might be just to talk things over, at other times it may mean a review visit and referral on by either myself or the patient/carer themselves. The service I signpost to most of all is the [Wellbeing Service](#) (click on the link or see details below – please feel free to contact them if you feel they can help you)

I may also do visits on behalf of the GP. An example of this is called a 'Post Discharge Review', where patients who have been in hospital have either a phone call or visit to see how they are and if they are managing all right now they are back home. Another part of my role is to put together a monthly report on all of our patients who have been unfortunate enough to have needed to attend A&E. This report is grouped into GPs and sent round to them. The GPs then look at the report and see if they feel any admission could have been prevented and these are discussed at a monthly clinical meeting. It is reassuring that most of the admissions aren't preventable and consists mainly of things such as falls and infections.

I work 16 hours a week, usually over Mondays, Tuesdays and Wednesdays based at Caythorpe Surgery. The role has been quite different from Macmillan and has been a new challenge for me – an enjoyable one and it is exciting to be part of a new and continually developing service.

By Claire Gasson

Well Being Service **Keep well & Stay well at Home**

For people facing illness, disability or simply getting older, and need support to live independently at home, the Wellbeing Service can be contacted on 01522 782140.

A member of the team can visit you in the comfort of your own home to help you decide what would make your life easier.

The sorts of things they can help with include:

- Arrange of equipment, such as grab rails, kitchen and bathroom aids and TeleCare (lifeline) personal safety alarms, so that you can get around at home with confidence.
- Advice and support with everyday problems, such as money worries, benefits, filling in official forms, house repairs and making friends.

The Lincolnshire Wellbeing Service covers five of the seven districts in the county, excluding East Lindsey and North Kesteven (although the Home Safe service is delivered in all seven districts.)

What to do with unused medicines / The Caythorpe & Ancaster Medical Equipment Trust / Parking at Ancaster / Walking for Health

Unused Medicines

Unused prescription medicines cost the NHS in the UK an estimated £300million every year with an estimated £110 million worth of medicine returned to pharmacies, £90 million worth of unused prescriptions being stored in homes and £50 million worth of medicines disposed of by Care Homes.

This could pay for...

11,778 MORE community nurses or
80,906 MORE hip replacements or
19,799 MORE drug treatment courses for breast cancer or
300,000 MORE drug treatment courses for Alzheimer's or
312,175 MORE cataract operations

There are a number of ways that you can help to reduce the issue of wasted medicines and save money for your local NHS.

Only order the medicines that you need

- Please let your GP / Dispensary know if you've stopped taking any of your medicines.
- Check what medicines you still have at home before re-ordering.
- Discuss your medication with your GP on a regular basis.
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need.
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.
- Please also remember that your medicines are prescribed only for you; it's not safe to share them with anyone else.

Unused medicines are a safety risk

- Return out of date medicines to your pharmacy or dispensary for safe disposal
- If your medicines change - return your old medicines to the Dispensary for safe disposal to avoid mixing them up with your new medicines
- Don't stockpile medication - it is a safety risk for children and others who might take them
- Store medicines in an appropriate place out of reach of children

ANCASTER SURGERY – CAR PARK

Please be courteous to other patients by not parking in the pedestrian walkway opposite the car parking spaces which are clearly marked with diagonal lines. This is causing problems for less able patients, those who have pushchairs and walkers who have on occasion not been seen by reversing cars. If the car park is full where possible please park your car out on the road and walk in. Thank you.

The Caythorpe and Ancaster Medical Equipment Trust

The Caythorpe and Ancaster Medical Equipment Trust is a charitable trust established in 1990 – registered charity 1000579. It is administered by local trustees who are patients of the practice. The aim of the trust is to provide medical equipment (that the NHS does not provide) to the practice to benefit the health and wellbeing of the practice's patients.

Since its inception, the Trust has been generously supported with income from a variety of local fundraising activities such as coffee mornings and village fairs, donations and legacies from patients, and the sale of second hand books in the surgeries. It is supported by local businesses and other charitable trusts. From its inception to 31 December 2015, the trust has provided equipment costing £98,134 on purchases which have included blood pressure monitors, ear thermometers, ECG (electrocardiogram) monitors, foetal heart monitors and defibrillators.

The ambition is to raise money to further enhance the service which the practice provides to its patients. The trust is looking for your assistance and support to improve - by the purchase of useful medical equipment - the quality of medical and support services for all of the patients of our practice.

If you can help please contact either:

Jonathan Edwards's
jbedwards@easynet.co.uk

John England
jdlenland@gmail.com

(John England)

Walking for Health - Ancaster

The History – The Walking for Health programme was established some five years ago as an initiative by the Government via the NHS to encourage people to walk to reduce obesity and heart problems. The initiative has, and continues to be, a phenomenal success. Separate groups were set up to cover the Parishes of Ancaster and Caythorpe which are within the Practice boundaries and runs its own scheme, and organise their walking programmes to meet local needs. Each team has several "Walk Leaders" who have had training, and plan walks with responsibility for the safety and the wellbeing of their team. There are walks allowing for all abilities and provision is made for strollers who wish to walk shorter distances. You will be provided with all the advice and encouragement a new walker requires to build your fitness at a pace that suits you.



Why not join your regular walking group? You can do so at very little or no cost!! Go at a pace comfortable to you and meet new people. Refreshments are 50pence.

The benefits- It's especially good for those living alone, a great sociable environment which eases loneliness and feelings of isolation. Walking can increase energy, reduce the feelings and symptoms of stress, and improve sleep, help to reduce blood pressure and assist with weight management.

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Walking for Health Cntd/

St Barnabas Hospice Bereavement Support Service

Look out for your neighbours this winter

Especially check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather. If you're worried about a relative or an elderly neighbour, [contact your local council](#) (click on the link) or ring the Age UK helpline on 0800 00 99 66.

Walking for Health cntd.....

In the long term, walking can have many more benefits such as reducing the risk of bowel cancer, reducing the risk of falls in the elderly, help preventing osteoporosis and reducing the risk of type 2 diabetes.

All you Need – Is YOU, suitable footwear and clothing to suit the weather conditions, and water on a very hot day and you can even bring along your four legged friends. Groups average about 20 people so there will always be someone to chat to if you choose

Ancaster have walks on Monday mornings for 'Strollers', that is those who prefer a gentler walk of about 2 miles on flat terrain. On Wednesday mornings they have longer, more strenuous walks of 3-6 miles, sometimes hilly. These attract walkers from neighbouring areas. The last Saturday of each month they will walk with neighbouring teams in neighbouring areas often 6-7 miles.

Monday and Thursday they leave the playing fields car park at 10 am and on Saturdays from Ancaster surgery at 10 am. Thursday evening gentle short walks will resume when the weather improves with a Social evening on the last Thursday of the month.

Caythorpe meet on a Monday, and the first walk of the month is an away walk starting from a nearby village. Walks range from 2.6 – 4.5 miles, averaging 3 miles.

Mon 9 th Jan	Decide on the day	Strollers – Short Walk
Weds 11 th	Potter gate	Challenging 4-6 miles
Mon 16 th	Decide on the day	Strollers – Short Walk
Weds 18 th	Belton House	Away -Easy walking 2 miles
Mon 23 rd	Decide on the day	Strollers – Short Walk
Weds 25 th	Ancaster Valley	Option for easier return
Thurs 26 th	Woodland Waters	SOCIAL EVENING 6pm
Sat 28 th	Minnett's Hill via Syston	Away -Challenging 4-6 miles
Mon 30 th	Decide on the day	Strollers – Short Walk
Weds 1 st Feb	Carlton Scroop	Away - Challenging 4-6 miles
Mon 6 th	Decide on the day	Strollers – Short Walk
Weds 8 th	Denton Reservoir	Easy walking 2 miles
Mon 13 th	Decide on day	Strollers – Short Walk
Weds 15 th	Willoughby Hall	Option for easier return
Mon 20 th	Decide on the day	Strollers – Short Walk
Weds 22 nd	George Village & surround	Away - Challenging 4-6 miles
Thurs 23 rd	Woodland Waters	SOCIAL EVENING 6pm
Sat 25 th	Culverthorpe Lake	Away - Challenging 4-6 miles
Mon 27 th	Decide on the day	Strollers – Short Walk

In future issues we will be exploring the group more as we report back on participating in one of the group walks

If you would like further information on the walking group please contact the walk leaders Dave 01400 230275 (07910 144040) and Caythorpe Gordon 07779 214209 and Margaret 01400 273194 or 07817 195938.

St Barnabas Hospice Bereavement Support Service

Bereavement can feel a very lonely place as you try to adjust to life after loss. The emotional and practical challenges ahead can feel very daunting and often overwhelming, while you may prefer to deal with this challenge alone; many people find it helpful to talk to someone outside of their friends and family.

You are not alone

St Barnabas Hospice provides care and support for you, not only during the final days and months of life but also when you are bereaved and missing your loved one dearly. You do not have to be referred by a doctor, you can self-refer.

You may want to join a bereavement group of like-minded people where you can share your worries, concerns and feelings. Whilst there is support across Lincolnshire there are two bereavement groups run in Grantham at the hospice on 86 Barrowby Road, NG31 8AF.

These sessions are held on Wednesdays at 1.45-3.45pm and Thursdays at 7-9pm.

These bereavement groups are facilitated by a team of volunteers with many years' experience of the hospice.

You may feel a group situation is not for you. St Barnabas has many volunteers who are happy to see clients on a 1:1 basis. You can establish this when you speak with the Family Support Service.



Call 0845 055 0708 to talk to our caring and compassionate team today.

Supporting those left behind

Seven things you probably didn't know about our Family Support Services...

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St Barnabas Hospice Bereavement Support Service /

Keep Warm, Keep Well

Service St Barnabas Hospice Bereavement Support cntd

1. The support is free and open to everyone who has lost a loved one through illness and not just those who were cared for by St Barnabas.
2. Bereavement support groups operate weekly throughout Lincolnshire – there is sure to be one happening near you.
3. Support is available in group settings or one-to-one depending on what you need.
4. Our Family Support Services team has built up over 30 years of knowledge and expertise.
5. Many tears will be shed at our support groups and that is OK. Laughing is also OK – we never judge, just offer you the support you need.
6. Support is available to those who have been recently bereaved and to those who have been affected many years ago.
7. Last year we supported over 4,000 people who were going through the most difficult of times.

Keep Warm – Keep Well

This is a government campaign and booklet that aims to help you maintain good health during winter and take advantage of the financial help and benefits available.

Practical and financial help available to help you and your family **keep warm** and **well** this winter.

Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm.

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression.

The chances of experiencing these problems are higher if you're vulnerable to cold-related illnesses because of one or more of the following:

- you're over 65
- you're on a low income (so can't afford heating)
- you have a long-term health condition, such as heart, lung or kidney disease
- you are disabled

You are given information on:

- | | |
|-------------------------------|----------------------------|
| • staying Healthy this winter | Living a healthy lifestyle |
| • how to fight flu | Keeping your home warm |
| • Eating well in winter | Wearing warm clothes |
| • Staying active | How to reduce energy bills |
| • Cold weather benefits | |
| • Fuel Poverty | |

Useful information for further reading;

Details can be found on [the NHS Choices](#) website, [Keep Warm, keep well](#).

The Energy Saving Trust (EST) has advice on how to reduce bills and make your home more energy efficient. They can also advise on grants and schemes available around the UK. Find out more online from their [EST website](#) or call 0300 123 1234 (9am-8pm Monday to Friday and 10am-2pm Saturday).

For more information on cold weather benefits and other help available, read the financial help to heat your home section in [the Keep warm, keep well leaflet \(PDF, 329kb\)](#). This is issued by The Government

An Age Concern leaflet - [top tips for keeping warm and well \(PDF, 1.15MB\)](#).

Hand Hygiene

South West Lincolnshire Clinical Commissioning Group (CCG) is encouraging everyone, particularly visitors to hospitals and care homes, to adopt good hand hygiene this winter.

Winter months see the spread of colds, flu and norovirus (sickness and diarrhoea) through touching surfaces as we go about our daily business, and then touching our mouths or food that we eat. Adopting good hand hygiene reduces the risk of spread which is particularly important when we're visiting friends or relatives in hospital, the elderly at their home or when we're around very young children.

The best way to wash hands is with soap and warm water, paying attention to fingers, thumbs, under nails and wrists. Drying hands properly is just as important, as damp hands can harbour germs.

Caythorpe & Ancaster Medical Practice PPG (Patient Participation Group)

HAVE YOUR SAY – “PLEASE HELP US TO HELP YOU.....”

Please let us know if you have any suggestions for future articles. Issues regarding the Practice itself can be raised on your behalf (or anonymously). Please hand this form to reception.

☐

I would like to receive the newsletter by email

Email Address

Name (optional)

Telephone (optional)

Address (optional)

Thank you from the PPG.

Email - villagedoctorppg@gmail.com