



Patient Participation Group NEWSLETTER

"Written by patients for patients"



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

**** Face book - Caythorpe & Ancaster PPG ****

Issue 4 – January 2016

PPG Successes...

District Nursing

In Issue 3 we reported on the challenge faced by the Practice when District Nurses who were based at the Ancaster Surgery were withdrawn from the Practice building while continuing to provide a locality wide District Nursing Service. Unfortunately this had a detrimental impact on patient care.

Elizabeth Cole represented the PPG as the patient voice, at a series of meetings held with the **Lincolnshire Community Health Services (LCHS)** in early September 2016. Armed with clear evidence from the Practice doctors that the level of service was being compromised by lack of continuity of care, Elizabeth was resolute in LCHS recognising and acknowledging there was a problem

We are pleased to announce that the LCHS actively listened to the Practice and PPG concerns and have appointed new District Nursing staff, some of who are going through a period of induction training.

The District Nursing Team is once again based at Ancaster Surgery and we are delighted to report that the excellent district nursing service that our patients have historically enjoyed is well on the way to full restoration.

We wish to thank LCHS for their positive response to our expressions of concern. We feel the strong research provided by the PPG and strong representation made by Elizabeth made a real difference to this outcome.

And

Caythorpe Surgery

Patients brought it to the PPG's attention that they were having difficulty with the heavy stiff front door.

An automated door opener has now been fitted, funded by the Practice.

Email villagedoctorppg@gmail.com

With your views and comments

What can we do for you.....?

VISIT

<http://www.villagedoctor.co.uk>

FOR YOUR

NEW LOOK WEBSITE

The new website was released in July and is very easy to navigate for

- Ordering Prescriptions
- Making/ cancelling an Appointment
- Registering for text alerts for appointments
- Accessing useful information
- And much more.....

Using Online Services

Register for text reminders

To make life easier you can now register to receive information by text message on your phone regarding appointments and health care. Registering is easy, fill out the consent form in the appointment section – text message reminders or click [here](#)

This sends a message to the practice surgery and if you have also updated your email address you will receive an email asking you to reply and confirm it.

PRACTICE AND DISPENSARY CLOSURES

Christmas – 25th December
– 28th December

New Year - 1st January
2016

Staff Training – 12.30 – 4pm
Wednesday 3rd February

If you wish to utilise the on-line service for

- **Ordering Prescriptions**
- **Making/ cancelling an Appointment**

Contact a receptionist so that a username and password may be sent to you. This will enable you to log on to SystmOnline. Buttons at the bottom of the home screen will take you directly to SystmOnline to

- Order Repeat Prescription
- Cancel Appointment
- Request Appointment
- Access Your Medical Record

You can also (no log on details required)

- Update Contact Details
- Update Clinical Record

And even

- Sign up for this Email newsletter!

It is important to keep your personal details up to date

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DID YOU KNOW?

Health Care Support Workers
are now known as

**HEALTH CARE
ASSISTANTS (HCA's)**

USEFUL INFO

Address

Telephone

Dispensary

Fax

Late night opening

Ancaster

12 Ermine Street
Ancaster, Grantham
NG32 3PP

01400
230226

01400
231204

01400
230729

Tuesday
18:30-
20:30

Caythorpe

52 High Street
Caythorpe, Grantham
NG32 3DN

01400
272215

01400
272770

01400
273608

Monday
18:30-
20:30

Dispensary closes
13:00-13:30 for lunch

The role of the Reception Team...

I was invited to sit with reception on what they advised me was the quieter morning of the week, but in reality was anything but....

The Reception team are made up of;

Ancaster	Caythorpe
Debbie	Jean
Jane	Jo
Jane L	Linda
Lorraine	Janine
Sarah (Maternity Leave)	

All report to the Office Manager Hayley based at Ancaster.

It's an early start for the receptionists, the phones switch from out of hours at 8.30am and emergency appointment times are released for that morning's surgery, so the first hour to 9.30am is far their busiest time.

They look after the appointment system for all of the clinicians and have a comprehensive notes system to take down information. Whilst Doctors have 10 minute consultation slots, Nurses and Healthcare Assistants are specialists in certain areas and have specific time slots for specific tasks, so there is a lot for them to remember. For queries in relation to ear syringing and UTI's (Urinary Tract Infections) there are certain protocols that they need to follow before booking a doctor's appointment so please be understanding as they will need to ask additional questions.

The phones do slow down, but there is little time when they do not ring. Calls can be diverse in nature and evoke a roller coaster of emotions, dealing with a distressed patient in need of help one minute, to taking information for the District Nurse the next.

What patients don't see, and the receptionists hide well is the volume of administration work involved behind the scenes to make things run smoothly. Their job specification is a comprehensive list of tasks (below is just a few) split between **General Duties** – anything from the fax machine, scanning and photocopying etc through to being Fire Marshall!

Telephone Duties - making appointments, giving out results, booking ambulances, home visits requests, contacting hospitals, chasing patients for flu vaccinations etc

Reception Duties – Greet and book in patients and visitors, Register new patients, input Patient Questionnaires information, text message alerts, generating prescriptions passwords, booking in BP machines, general queries, post, etc right through to being defibrillator trained!

Thus confirming to me that they are in fact an important team involved with everything and everybody in the Practice, liaising with all the departments within the Surgeries, externally with hospital departments, and calling or chasing patients.

At one point with a queue five deep, both receptionists on the phone, I had to admire how efficiently people were dealt with.

A cool calm exterior didn't show to the patient, that they had just finished a difficult call, or that three things were trying to be juggled at once. It is clear watching them throughout the day that teamwork is important. It is the ease in which they work together that gives us as patients the feeling we are their sole concern.

Helpful Tips.....

Please ring after 9.30am to book routine appointments to avoid the morning rush.

Try to book routine appointments one or two weeks in advance for a specific doctor to avoid disappointment.

Try to call for test results after 10.30 am.

If you are discharged from hospital and will require sutures removing, book the appointment in advance.

Queries in regards to prescriptions can be dealt with by calling the dispensary team on 01400 231204.

Talking to Jane and Debbie in a quieter period, they are both passionate about their jobs and both agree that meeting patients, seeing familiar faces and helping patients are the best parts of the job, and they get a great deal of satisfaction from seeing things through to a conclusion. No two days are ever the same, there is always something challenging to deal with, and something new to learn.

A big thank you to Debbie and Jane for allowing me to sit with them at the Ancaster Surgery on Wednesday 14th October.

PPG MEMBERS – COME AND JOIN US VOLUNTEERS REQUIRED

Healthcare is ever present in the news and greater patient involvement in personal healthcare needs and also in the development of local and national healthcare provision is seen as an important part of the future development of effective healthcare services.

We are looking for more volunteers, and want to fully represent our diverse group of patients. If you are interested please contact

- villagedoctorppg@gmail.com
- Ask for the Patient Participation Group application form at Reception
- Contact the Practice Manager Adrian on 01400 230226 or 01400 272215

We would especially like to hear from new Mums, parents with young children, or students. If you are local and studying in Health and Social Care this may well also be of benefit/interest to you. We look forward to seeing you.

Why do we have to wait for an appointment?

This is the most popular question both the doctors and receptionists get asked, and waiting to see someone is the most frustrating thing patients have to do when feeling unwell, so how does the appointment system actually work?

On a weekly basis there are on average:

400 appointments to see a Doctor

150 appointments to see a Nurse

180 appointments to see a Healthcare Assistant

Most of these take place within the surgery with a number of home visits taking place each day.

80% are allocated as routine appointments.

20% are kept free for acute or urgent need.

After you have assessed whether it is appropriate to see a doctor, appointments can be booked in person, by phone or online.

Appointments work in **ten minute intervals** which involve meeting and greeting time, face to face consultation time, as well as time for record keeping and administration e.g. issuing prescriptions, so it is always best to be prepared. (We covered how to get the most of your GP/Nurse consultation in our last issue- click [here](#)) If the problem is more complex and cannot adequately be assessed in a ten minute consultation ask the receptionist for a double i.e. twenty minute appointment. Please note that if there are no back to back consultation intervals available this may require a slightly longer wait for an appointment.

The surgery will always try to accommodate a patient's schedule and book a time and date to suit us, with the clinician of our choice, but sometimes this just isn't possible. Occasionally due to holidays, busy schedules, illness etc. the appointment may not be with the doctor of our choice and we would be offered an alternative clinician, and it may not always be within a time scale we feel is appropriate for our needs, so sometimes there is a need to be as flexible as possible when it comes to appointment times.

Extended Hours

To help those patients where it's not easy to access the surgery during traditional working hours the Practice has added a doctor led clinic two nights per week. Appointments run from 18:30 until 20:30 and can be booked up to one month in advance.

Caythorpe Surgery - Monday 18:00 to 20:30

Ancaster Surgery - Tuesday 18:00 to 20:30

Routine appointments

Can be booked anywhere from a few days to a few weeks in advance for ongoing / long term medical conditions e.g. diabetes, high blood pressure and asthma.

Patients with long term conditions who are on medication will have a review date which is recorded on their repeat prescriptions and are often referred to as medication reviews. They are in fact an opportunity for the doctor and patient to review the overall care of your long term condition as well as review your medication. Rather than trying to book for an appointment "on the day", plan ahead so that not only will you be able to see your preferred doctor, but you will usually be able to book an appointment at a time and date that fits with your other commitments. Sign up for text alerts and you will be sent a reminder.

Acute or urgent need appointments

Urgent appointments are kept un-bookable until the same day. This allows patients with genuine acute/urgent problems to have access to them. They are released and you can call at 08:30 for morning appointments and 15:00 for afternoon appointments. The receptionists have been trained to ask a few general questions to ascertain the urgency of the situation. Examples of a situation deemed to be urgent would be a suspected chest infection or acute pain. If your situation is considered to be acute you will be offered the next available acute appointment - please note this may not necessarily be with your usual or preferred doctor. If the receptionist is unsure about how to respond in allocating an acute appointment, then they will liaise with a doctor for advice or take a telephone number so that the duty doctor can phone you back to assess your situation.

If your situation is considered to be less acute you will be offered the next available routine appointment. This will usually be within a few days. If you need to see a doctor with a specific area of expertise e.g. contraception or minor surgery this may mean a slightly longer delay depending on their availability. If you request to see a named doctor then you may have to wait longer compared with seeing the first available doctor.

Cancellations

If you cannot make an appointment please advise the Surgery as soon as possible so that the appointment can be offered to someone else.

Have you seen the second hand books in the waiting rooms?

These are available to purchase for £1 per book and if you are donating a book at the same time, this reduces to 50p. Donations of books in a condition you would wish to receive them would be most welcome and appreciated. All proceeds go to the Equipment Trust Charity.

***MERRY CHRISTMAS & HAPPY NEW YEAR
FROM EVERYONE AT THE PPG***

NEWS.....Improving accessibility to services for patients

Funds have been gained from Equipment Trust for a hydraulically assisted couch for Dr Thomas' consulting room at Ancaster. This makes it easier for patients with poor mobility to get onto it (it can be lowered to approximately seat height) and will allow Dr Thomas to undertake some family planning procedures that previously she could not do from the consulting room.

Introducing the Trainee GP Registrars

In the last issue we covered the role of the Practice as a Training Practice and welcomed the Trainees currently at the two surgeries. This issue we find out a little more about them.

Arun Aumeer – Ancaster Surgery

I was born in Mauritius but moved to the UK in 2006 after completing my A levels. My GP specialist training started in Lincolnshire in August 2013 and I am now in my third and final year. Prior to that, I worked as a foundation doctor in Leicestershire after having completed my medical degree in Leicester itself. It is with great enthusiasm that I joined the medical profession. Besides being a childhood dream, the reason why I am a doctor is because I also happen to be a philanthropist at heart. I have always wanted to be as helpful a person as I could be. This is the main reason I chose to embark into GP specialist training. I wanted to pursue a career which would make my life meaningful while at the same time would add value in the life of people I happen to encounter. Choosing to become a GP has been one of the decisions I value the most. While I admit that it has been a long path of unparalleled pressure and hard work I must also confess that I would choose this profession over and over again.

Outside of medicine, I try to give some time to physical training at the Gym. I also enjoy outdoor activities. Indeed last summer, I was happy to complete the Caythorpe 10K and managed to raise some money to help people suffering from Alzheimer's disease.

Syhed Sohail – Caythorpe Surgery

I went to Medical School in Pakistan and qualified in 2002. I had opportunities to work in Pakistan and The Gulf/Middle East until I came to the UK in 2009.

In the beginning I spent a few years working in a private hospital and finally enrolled into the Lincolnshire GP Speciality Training Programme in 2013. At present I am in the final year of my training and looking forward to be a qualified GP by the autumn of next year.

I always wanted to be a doctor though no one in my immediate family or close relatives has ever been associated with the medical profession. Most of my clinical experience is related to general hospital medicine but I am equally and thoroughly enjoying general practice. The charm of general practice is that you get to see all specialities and always end up learning something new. I love getting to know my patients and their family members. I believe that being a doctor is very rewarding and I always treasure the trust and respect shown by my patients and cherish the positive feedback as it helps me keep going.

I am pleased that I am attached to Caythorpe Medical Practice and am looking forward to a memorable year ahead. What I like most about the practice is that all the staff members are friendly and supportive and understand the importance of team work.

I enjoy travelling, especially long drives, and gardening. My favourite sport is Cricket and I try to follow it. Sky diving is something I have always wanted to do but haven't had an opportunity as yet.

Farewell to Dr Emma Monaghan

It is with great sadness we say goodbye to a very popular and much thought of Dr Emma Monaghan who has been with the Practice for 8 years. We wish her every success and happiness in her future endeavours.

What this means for the Practice

In issue 2 in July 2015 we looked in detail at the crisis facing GP recruitment. Following the departure of Dr McCready the Practice was very fortunate to quickly employ Dr Rhian Thomas, herself a former GP Trainee at the Practice and this gained them an additional seven surgeries. Unfortunately the Practice has now lost that extra capacity and fully expects not to be able to replace Dr Monaghan.

Given we are living with an aging population where people live longer with multiple health and social problems. it is high on the political agenda to ensure vulnerable patients avoid unnecessary hospital admissions such as the elderly, infirm, those with complex physical, or mental health care needs, and they get extra support and appropriate outside care to manage in the community. Therefore a small pot of money has been allocated for this purpose which will mean Claire Gasson previously a McMillan nurse can be appointed to the role of over viewing unplanned hospital admissions avoidance, and to provide more coordinated care of patients in nursing homes etc, facilitating care with Social Services, McMillan, Marie Curie and other such organisations.

This will enable Dr Thomas to relinquish one of her given responsibilities, "Admission Avoidance" to use that time in surgery, but the loss of Dr Monaghan will still unfortunately have some impact on waiting times

All the Practice GPs are passionate in providing you with the best possible care within their means.

News.....

A new defibrillator has been provided by the Equipment Trust for the Ancaster surgery

FACT

The Prescription charge is a form of taxation, and is not levied by the Practice.

Question – Why can't the Practice accept card payments for prescriptions?

Answer – Unfortunately due to credit card charges, this would result in a significant drain on the Practice resources and impact on other services.

HEALTHWATCH Lincolnshire Update

Back in September Healthwatch launched the Seldom Heard Voices report. This work helps understand what, if any health and care inequalities are occurring with people from specific communities.

'Seldom Heard Voices' activities included engaging with 6 focus areas including people from Eastern European countries now living and working in Lincolnshire; people who are homeless; people from the lesbian, gay, bi-sexual and transgender community; have mental ill health; live in rural communities or are socially isolated and people with a range of sensory impairments.

From all the groups common themes emerged such as:

- Need for tailored communication methods.
- Better understanding by front line staff for individual health, disability or care needs.
- Concern for staff shortages. This was often linked to the patient's ability to get an appointment or to receive an appropriate level of service.
- Need for more emotional and mental health support. This was particularly important for people whose illness or disability led to isolation or mental health problems e.g. being diagnosed as going blind.
- Enhanced need for supporting carers. The cared-for recognised the amount of lifeline support their carers provide for them on a daily basis but also recognised the needs of the carers and the gaps in access and availability.

The full Seldom Heard Voices report can be downloaded from the website <http://www.healthwatchlincolnshire.co.uk/public-docs/>. On the back of this report a lot of interest has been received and may well lead to further development of activity in this area. In addition with reference to the rural and social isolation element, they want to develop this into

the farming community where high levels of isolation, physical health and mental health prevalence can be found.

The engagement activities over the coming months will be concentrating on connecting with 36 villages across Lincolnshire; attendance at flu clinics; supermarkets; hospital sites; sports centres and district and county council offices. They welcome applications from potential volunteers who may want to support their community work, whether that be distributing leaflet holders, identifying local groups, leaflet drops to people's homes or just making sure the local shops and hairdressers know who they are and how they can support the community signposting them as appropriate. For further details on volunteers please contact

Annette.Atkinson@healthwatchlincolnshire.co.uk

Continued focus for December will be care homes and our Drug and Alcohol Recovery services, talking to residents and services users to see how they access services and what their experience has been like. They are also keen to talk to family members and carers about their perceptions, anyone wishing to talk in confidence can contact

Nicola.Tallent@healthwatchlincolnshire.co.uk

The final report on their mental health work was completed in November which will form part of their response to CQC in readiness for their inspection of our mental health services. Anyone wishing to feed into their information can telephone 01205 820892 or go to the website <http://www.healthwatchlincolnshire.co.uk/cqc-inspection-for-lincolnshire-mental-health-services-have-your-say/>

Finally they are developing their work around Do Not Attend appointments further and anyone who wishes to anonymously feed in reasons why they have not attended any health and care appointment but did not cancel can do so via the web page, this detailed information will provide greater intelligence when looking at better ways to support patients and develop systems.

<https://www.surveymonkey.com/r/CGVO KGY>

Nicola Tallent
Senior Engagement Officer

PPG ROLE -PATIENT COUNCIL MEETING

The UK is divided into Clinical Commissioning Groups (CCGs). Our area, South West Lincolnshire Clinical Commissioning Group (SWLCCG) is made up from a group of GPs from 19 GP practices in Grantham, Sleaford and surrounding villages.

CCG's commission most of the hospital and community NHS services in the local areas for which they are responsible. This involves deciding what services are needed, and ensuring that they are provided. All GP practices now belong to a CCG, but groups also include other health professionals, such as nurses.

Services CCGs commission include

- **Most planned hospital care**
- **Rehabilitative care**
- **Urgent and emergency care (including out of hours)**
- **Most community health services**
- **Mental health and learning disability services**

The Patient Council is set up to enable the CCG to engage and involve patients about their experiences whilst using the local health services. It aims to act as a diverse reference group to enable patients and the public of South West Lincolnshire to make an effective contribution to the prioritisation, design, planning and commissioning of health services in alignment with the CCG's strategic objectives.

Having a PPG member as a representative on the Patient Council means that we can bring the needs and concerns of the Practices patients to the attention of the CCG decision makers and be involved in proposed changes to the service.

The PPG is a voice for the patients – Please help us to help you. Share your views and concerns. They are important.

Sign up to receive a colour copy of this newsletter by email at

villagedoctorPPG@gmail.com

Dr Simon Robinson – A charity trek up Mt Toubkal, Morocco.

You will be pleased to know that Dr Robinson successfully completed his trek with the Morocco Mountain Medicine Expedition, reaching the top on 24th September 2015. This route is classed by The Cicerone Guide to Trekking as strenuous, so is not to be underestimated.

Mt Toubkal is the highest mountain in North Africa at 13,671 ft (4167m) and Dr Robinson set off on this feat in memory of Lynn O'Keeffe who sadly lost her fight against cancer a year ago.

Lynn was an ITU and A&E Sister. Her kindness and dedication, particularly for children has been an inspiration to him, and the charity Simon chose, CLIC Sargent is a charity he felt she would have supported. They are an amazing charity helping children with cancer all over the UK.

Day One

Started at Kasbah du Toubkal 1820m and trekked to 3208m, 9km on a good path taking 7 hours. Mostly with a gentle incline but with steep sections in the middle.

Day Two

Refuge to summit at 4167m, total ascent 960m, 2.5km then back to Refuge taking 8 hours. Much steeper and rockier with some scrambling over rocks. See picture below as proof!!

Day Three

Descend from Refuge to Kasbah – 1



Dr Robinson said "Getting to the top of Mt Toubkal was a great achievement. I expected a few shallower sections going up, but most of it was pretty steep. Had snow and a rainbow at the top to greet me! Thank you to everyone who sponsored me. I'm now looking for a new challenge!"

**Dr Robinson raised
£833.00 for CLIC
Sargent.**

Can you help us to reach as wide an audience as possible, would the shop, post office, social groups etc in your village be happy to display our newsletter? Please let us know

Ancaster C of E Primary School

The Governing Body is currently looking for members to strengthen their fantastic team.

This is an extremely exciting time for the school as they have just had two new classrooms built and increased the number of children they can educate.

If you are interested, please contact Mr Sam Eden, Head Teacher by email Sam.Eden@ancaster.lincs.sch.uk

Sam States "Anyone wanting to join us on our journey will be doing so at a wonderful time for the school."

What do you think of our newsletter?

*If you'd like to contribute, have suggestions for future content or would like to give us any feedback please contact
villagedoctorPPG@gmail.com*

Caythorpe & Ancaster Medical Practice PPG

HAVE YOUR SAY – "PLEASE HELP US TO HELP YOU...."

Please let us know if you have any questions, suggestions for future articles, or any views regarding the Practice itself which you would like raised on your behalf (or anonymously), and pass this form to reception.

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☐ I would like to receive the colour newsletter by email

Email.....

Name (optional).....

Telephone (optional).....

Address (optional).....

Thank you from the PPG.

Email - villagedoctorppg@gmail.com.

Facebook – Caythorpe and Ancaster PPG