

Patient Participation Group NEWSLETTER

“Written by patients for patients”

Email: villagedoctorppg@gmail.com

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

Like us on Facebook: Caythorpe and Ancaster PPG

Issue 6 – 1 July 2016

This Issue

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**PRACTICE AND
DISPENSARY CLOSURES**
**Bank Holiday - Monday 29th
August**

**Training - Wednesday 7th
September
12.30pm – 4.30pm**

IT'S OFFICIAL..... WE HAVE ONE OF THE BEST.....

CQC INSPECTION RATING..... OUTSTANDING

In issue 3 (October 2015) we covered the Care Quality Commission inspection and importantly, what it would mean to the practice. Click [here](#)
On 21st April 2016 the Practice had its long awaited inspection and on 21 June 2016 the results were made official.

Visiting the Surgery is an important part of the inspection process. It gives the CQC an opportunity to talk to staff and people who use the Practice, including Patient Group members.

It looked at the quality of care the practice provides to six groups of people

- Older people (elderly)
- People with long term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable - homeless
- People experiencing poor mental health including people with dementia

They did this by using five key questions that are asked of all services inspected:
Are they **safe**? You are protected from abuse and avoidable harm.

Are they **caring**? Staff involve, and treat you with compassion, kindness, dignity and respect.

Are they **responsive** to people's needs?

Are they **effective**? Your care, treatment and support achieve good outcomes, help you to maintain quality of life and are based on the best available evidence.

Are they **well-led**? The leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

THE RESULTS	Safe	Effective	Caring	Responsive	Well-Led	Overall Population Group
Older People	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
People with long term conditions	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
Families, children and young people	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
Working age people and the recently retired	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
People in vulnerable circumstances	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
People experiencing poor mental health	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
Overall Key Question	Outstanding	Good	Good	Outstanding	Outstanding	
Overall Location	Outstanding					

USEFUL INFO

Address

Telephone

Dispensary

Fax

Late night opening

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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

Dispensary closes
13:00-13:30 for lunch

Evidence was collated by gathering views of the people who use services by

- Speaking to people individually and in groups (PPG's are a valuable source of information about patients' views).
- Using comment cards in the surgery.
- Information gained from complaints and concerns.
- Gathering information from staff.
- Other methods.
- Observing care, looking at individual care pathways, reviewing records, inspecting places where people are cared for, looking at documents and policies.

The Practice said of the breakdown of the results in the grid above **"We achieved an "Outstanding" result overall. We aspired to "Outstanding" in the caring domain but there was not sufficient data available to the CQC to justify this. To achieve 3 "outstanding" results out of an available 5 is nonetheless very gratifying. Very few practices nationally would score higher. There is only one other practice in Lincolnshire that has achieved an Outstanding report - interestingly this is also a rural, dispensing and training practice too."**

Dr Gilmore stated **"This outcome is something that we are delighted with and wish to celebrate - not for any selfish reason but rather because it demonstrates that the service that we aspire to deliver has been validated and recognised by the CQC inspectorate."**

This places the Practice within just 3% of practices across the UK and as far as we are aware there is currently only 1 other practice in Lincolnshire rated as outstanding, so as Patients we can be extremely proud.

Practice Manager Adrian Down said **"We have, of course, set ourselves a high bar for the next time the inspection team come to visit but this report we hope will only go to help us in areas such as recruitment of clinical staff when competing for the best applicants with other practices."**

You can view the entire report on the CQC website. Click [here](#) or visit the Surgery website click [here](#) and then click on the link at the bottom of the page.

A huge congratulations to the Practice.

PPG voice of patients highly valued "The recognition by the CQC report of **OUTSTANDING** comes as a result of very many years in establishing the best doctors and staff that could be found to work in this area. The Partners have shown great vision and leadership in moving forward in response to the changes made by society, technology and political governance. Now the PPG has much to live up to and we welcome the opportunity to build upon and consolidate the report. There is more we can do so if you are interested in helping us please get in touch at either surgery, - in person, the newsletter, or emailing us at www.villagedoctorppg@gmail.com"

Elizabeth Cole, PPG Chair member.

Other Practice News.....

Improvements to evening Surgery at Ancaster.

A Practice Nurse will be working on the Tuesday evening surgery at Ancaster alongside the Healthcare Assistant to increase the range of services that can be provided in the evening Surgery. Certainly ideal, especially if you are working and need an appointment after work.

New Appointments.....

Practice Nurse

The nursing staff were under increasing pressure, and in response to this the Practice is pleased to have appointed an additional Practice Nurse who will be joining the Practice later this year. This will also enable them to extend their range of services.

Medical students

The practice is now a designated training practice for medical students from the University of Nottingham. Under the supervision of Dr Thomas they will host final year students for their four week general practice attachment. The students will observe the work of various members of the Practice and Community Team as well as participating in student surgeries, where they will consult with patients under the supervision of a GP. They will also undertake assessments in aspects such as prescription and letter writing, clinical skills and clinical audit. The Practice hope that taking on students will help to promote general practice as a future career, as well as the opportunities that are available for working in rural areas, such as Lincolnshire. We look forward to welcoming our first student at the end of June, and another in October 2016.

A PPG Thank you.....to all the Patients who spared their time to chat and support us in the Ancaster and Caythorpe surgeries throughout May and for the week in June, to promote Online Services and the Patient Participation Group Awareness Week.

Our findings will be presented to the Practice at our next PPG meeting in July, and in the next issue of the newsletter we will publish the Practice responses and also place them on the PPG section of the website for you to review.

Please tell someone you know about the work we do..... And help us to help you.

Getting to know our GP's – Dr Tony Watts & Newsletter News



Name - Anthony James Watts

Age - 55 and 3/4

Place of birth – Newark, Notts.

Surgery – I generally cover Caythorpe (occasionally I get sent to Ancaster if I've been bad or they can't find anyone better!!)

How long have you been in Practice? I graduated from Leicester Medical School in 1984 and was a houseman (junior doctor) in Grantham and Lincoln hospitals before I joined the Caythorpe and Ancaster surgeries as trainee to Dr Roger Gee in 1985 and never quite left.

What do you specialise in? I've been a GP trainer for 23 years and have thoroughly enjoyed watching young doctors mature into fully qualified and confident GPs. Many are still working locally and some of them have gone on to be trainers themselves. I also do some minor surgery: I find it particularly rewarding to treat ingrowing toenails as I can usually help relieve patients with this painful condition much more quickly than by referring them to hospital and in a more relaxed setting with little fuss.

What advice would you give a new GP?

Don't believe what you read in the press. Being a GP is still the best and most varied and rewarding job in the world, no two days are the same and you will never stop learning, but if in doubt, ask. You are surrounded by experienced doctors and nurses who will be only too happy to discuss problems with you and offer advice.

What do you like most about the job?

Being a GP is a huge privilege. I get to laugh and cry with people who share their lives with me when they are at their most vulnerable and, on a good day, get to make a difference.

What do you like least about the job?

All the administration, and constantly having to prove that I'm doing my job to the best of my ability, instead of just being allowed to do it to the best of my ability.

If you could be or do anything else what would it be?

If I could be anything else it would probably be our old dog Tess. She was adored by everyone even when she smelled bad, had

regular meals, lots of exercise and never did a stroke of work in her life. If I could do a different job I'd like to do something creative - a cabinet maker, perhaps.

What is your earliest memory? The alarm clock going off! We still have to muck out the pony we bought for our younger daughter, aged 12, who is now aged 25 and working in London.

What are you most proud of? Pride is a funny word which makes me feel uncomfortable because whatever I do I'm sure I could do it better. If pushed, I would be prepared to boast that have never broken wind in a lift!!

What do you do to relax? I can think of nothing more relaxing than being in the Lake District with Toni, my wife, watching the light on Blencathra change as the sun goes down.

What one word would you use to describe yourself? Late

What one word do you think patients would use to describe you? (Running)..... late.

DID YOU KNOW?

**The practice covers 400 sq miles and
50 villages!!**

Newsletter News....

We would love the newsletter to reach as many people as possible, ideally by patients signing up for email as we are not funded, or by visiting the Practice website. However, we appreciate that not everyone is on the internet. The following outlets have kindly agreed to display our newsletter for you to pick up and take away.

<u>Ancaster</u> Surgery Garage A153 Woodies Sports & Social Club Butcher Post Office Railway Inn Co-Op	<u>Barkston</u> BP Garage	<u>Fulbeck</u> Hare & Hounds
<u>Caythorpe</u> Surgery Spar Shop Post Office Red Lion	<u>Leadenham</u> Farm Shop Post Office George Hotel Troops Garage	<u>Rauceby</u> Bustard Inn <u>Wilsford</u> Shop <u>Greylees</u> Garage/Store

We would like to extend a very big

Thank you to them.

The Staff working for us behind the scenes at the Practice & Practice under threat from an outside pharmacy application

Staff working behind the scenes at the Practice.

In previous issues we have concentrated on the staff who everyone sees as the face of the Surgeries, the Dispensary and Reception Teams, the Nursing Team, the Practice Manager and even some of the Doctors so far in the articles about getting to know our GP's.

It is however, equally important to mention the staff working behind the scenes, and they do as much of an important job to keep things running smoothly, and provide excellent support to those staff seeing and dealing with Patients. Without these staff we wouldn't have the excellently rated Practice we have.

Office Manager

Hayley is the Office Manager across the two sites, heading both the Reception and Secretarial Teams. Although reluctant to sing her own praises, her colleagues will state "she is a valuable support to the GP's, who could not operate without her". Hayley has support now from two experienced lead receptionists supervising the two teams, Debbie at Ancaster and Jo at Caythorpe. Hayley herself is responsible for training and quality and day to administration and running of the office staff. She is quick to commend her team who in her words do a "superb job".

Secretarial Team

The Secretarial Team compose of Sarah, who was the first ever apprentice at the Practice, and Shaney who has just completed an apprenticeship and now works as a Secretary. They are responsible for all the letters, recalls of patients, referral forms and anything that supports the Doctors in ensuring that everything they need is there.

Accounts Team

The Accounts Team of Lynda and Sarah has a vast role in itself. Lynda is responsible for Trainee GP's paperwork and wages, and Sarah the processing of invoices and purchasing.

Other tasks involve:

- The Practice receives money from the NHS for providing certain services, and

this has to be claimed for.

- Sorting out money received, which can be a thankless job when monies are received in bulk with no breakdown.
- Processing of payments to suppliers and drugs suppliers.

One thing that surprised me is that GP Practices and hairdressers have a special form of VAT!!

They will in the near future also be taking on some of the responsibilities of Human Resources from the Practice Manager ensuring people are employed safely and properly.

Summarisers

The Practice employs Summarisers, who are responsible for transferring past paper notes onto the Practice computer system. They deal with important information that has to be absolutely correct and takes great concentration.

Not all Practices share the same electronic systems, so when our notes are transferred to the Surgery, Nicki and June follow good clinical practice to ensure Patients conditions are coded correctly and their past notes are entered into the Practice system in a style that the Doctors use to enable us to be cared for properly and giving the GP's an instant picture of a Patients history.

This is an area that has expanded as there has seen a greater influx of new patients from Cranwell and the new development at Greylees.

Housekeeping

As a Patient I have always been struck by the cleanliness of the Surgeries, a credit to them. The CQC stated it is one of the cleanest places they have visited. The Housekeepers responsible for this good work are Lynn and Jo at Ancaster and Sheena and Charlie at Caythorpe.

Maintenance

Tony is a cheery fellow who works part time and has the important task of Health and Safety, ensuring the Surgery buildings are a safe place to visit, the fire alarms and systems are working, and electrical and plumbing services are fit for purpose.

Prescription Delivery Service

Dave and Martin drive the delivery vans to the 27 villages where prescriptions are delivered as outlined in Issue 2. Click [here](#).

Practice under threat from an outside pharmacy application!!

It has been a tense time over at the Practice for the last several months. In September 2015 they heard that applications for pharmacy licences had been made in to both the Caythorpe and Ancaster villages. The only service the Pharmacy could supply in addition to what the dispensaries and Practice already offer is a substance misuse service, and the reason for this is largely down to there not being a need in the local area.

From the Practice perspective a pharmacy opening in the area could be devastating and lead to a massive reduction in the services that the practice could provide to its patients.

If a pharmacy were to open the practice could then not dispense to patients living within 1.6km of the pharmacy.

The Practice and Patient Participation Group (PPG) both submitted a strong response of which the applicant had right to reply and we are pleased to announce the application has been rejected.

It is possible they could appeal but this is thought to be very unlikely.

The Practice has asked us to pass on their thanks to both the PPG and patients for all their support during this time.

WE NEED NEW MEMBERS

Interested in joining the group?

Email

villagedoctorppg@gmail.com

Or ask for the Patient

Participation Group application form at Reception

**Or contact the Practice Manager
Adrian on 01400 230226 or
01400 272215.**

How to get the most from your GP or Nurse consultation & PPG Awareness Week – June 2016

You may have come out of the Doctors thinking “That was a waste of time” or felt rushed when you have attended an appointment, but on reflection if we had prepared ourselves better it may have gone more smoothly.

Being prepared and thinking about what you want to get out of the appointment, whether it is for a doctor, nurse, or hospital appointment will help both you and the practitioner.

If you have a significant problem and think you will need more time with your GP you can ask for a double appointment when you book. As well as giving your GP more time to work through your health issue this will also help your fellow patients by making sure the GP doesn't run late for their appointments.

PREPARATION

Collect your thoughts, concerns and problems, and any questions you may have. If it helps, write it down.

Prioritise your problems if there are several. Concentrate on the main problem, rather than rush through many.

Make a note of when you started to feel unwell, your symptoms and any other contributing factors such as a recent holiday or injury.

Make sure you share all information with your GP. Sometimes it is the small details that help inform the doctor about your possible condition.

Be honest, it is very difficult to make a diagnosis without all the facts. Don't be embarrassed; in truth they have probably heard it many times before.

Know the hospital clinics you are attending, the Consultant's name, their speciality and department. This saves vital time if the Doctor wishes to contact them.



If you are unsure what tablets you take, take them with you or write a list. Remember to inform them of any non-prescription medicines or supplements you may be taking.

DURING THE CONSULTATION

Don't be afraid to ask questions, or ask the practitioner to repeat something if you are unsure.



Ask your GP to write down anything you don't understand and make a note of the consultation after the appointment.

Make sure you fully understand what the next steps are before you leave the room.

If you have Asthma, take your inhaler with you. You then have it to hand and can be shown how to use it properly.



Know which Countries you are travelling through before you have your travel vaccinations and remember to book your appointment at least two months before travelling. See the article on page 6.



EXAMINATIONS

Wear appropriate clothing for an examination, loose, easy to remove clothing and not too many layers. Consider wearing a short sleeve shirt or t-shirt when attending blood tests.

You can ask the practice to provide a chaperone if you feel uncomfortable being examined on your own.

BEFORE YOU LEAVE

Make sure that at the end of a consultation all your questions have been answered and you understand:

- what might be wrong.
- if you need any further tests.
- what treatment is best for you.
- what happens next.
- who you should contact.

PPG Awareness week 6th – 10th June

The aim of this week was to make as many patients as possible aware that the Practice has a Patient Participation Group, its purpose and make you aware we are here to work with you, and value all your comments and suggestions and will actively act on them.

We will be making a presentation to the Practice at our next PPG meeting to be held in July and will report back to you via the newsletter and PPG area of the Practice website our findings and the Practice responses.

Thank you to all those patients who took time to chat to us during this week.

Don't forget, if you have any issues, comments or suggestions which you would like raised on your behalf email into us at

www.villagedoctorppg@gmail.com

or complete the comment slip on the back of the newsletter and hand it in to reception.

A.....USEFUL.....TIP.....

For ongoing conditions, please remember to plan ahead and book your appointment in advance to enable you to see the doctor of your choice.

Healthwatch & West Lincolnshire CCG News

Healthwatch Focus for summer 2016

Your local Healthwatch are visiting GP and Hospitals all over the county during the summer so please sign up for our enews for further updates. We are still very keen to sign up local community groups as Healthwatch Hubs particularly for those who think they could help their members by sharing their health and care experiences with us, both good and bad, contact Mark on 01205 820892 to find out more (you don't have to be a health related group to join and its FREE).

Key Areas we would like to talk to communities about right now include:

Have you or someone you know had a delayed discharge from hospital and what was that like?

We also want to hear from patients and carers on the cancer pathway to hear about their journey.

Do you have a patient or carer story you would like to share with us please contact us on 01205 820892.

If you want any information about services, how to access them, and where they are please call our signposting team on 01205 820892, if you have any questions about Healthwatch or would like me to come and talk to your local group please contact me, Nicola Tallent on 07436 582001.

Submitted by Healthwatch

West Lincolnshire CCG News – Travel safe this summer.

If you're planning to travel outside the UK during the summer holiday period, it's recommend you seek advice regarding any vaccinations you or your family may need well ahead of the trip.

You can find out which vaccinations are necessary or is recommended for the areas you will be visiting using NHS Fit for Travel website. Some countries require you to have a vaccination certificate as proof of vaccinations, make sure your GP is clear if this is needed for your trip.

If you are visiting an area that requires a vaccination, make an appointment with your GP surgery, or in some cases they may advise you to book in with a local private clinic. It is important to remember that in some cases the vaccine must be administered a number of weeks in advance of the trip (sometimes up to 8), so plan ahead to make sure you are not at risk.

Some common travel vaccinations include: diphtheria, polio and tetanus, typhoid, hepatitis A (including when combined with hepatitis B) and cholera, rabies, tuberculosis (TB) and yellow fever. Yellow fever vaccines are only available from designated

centres. The NaTHNaC website (nathnac.net) can help you find where to get a yellow fever vaccination.

Dr Kevin Hill, Chair of South Lincolnshire CCG said "Are you travelling during their rainy season? If so, you may find that some diseases are more prevalent due to the increased humidity. What type of accommodation are you staying in? Generally speaking you may find you are more at risk backpacking around rural areas than within urban areas or a hotel complex. Those with a weak immune system will be more vulnerable to infection than others; additionally some vaccinations cannot be given to people with certain medical conditions. In many cases, it is unlikely that a vaccine given while pregnant or breastfeeding will cause problems for the baby. However, your GP will be able to give you further advice about all of the above. If you are travelling to countries in northern and central Europe, North America or Australia, it is unlikely that you will need to have any vaccinations." Almost one in four UK holidaymakers don't get travel vaccinations despite travelling to areas that have life-threatening infectious diseases, don't risk you or your family's health, do some research and find out what you will need to stay safe whilst travelling abroad this summer.

We'd love to know what you think of our newsletter. If you'd like to display it, contribute, have suggestions for future content, or wish to give us any feedback please contact us.

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, any views regarding the Practice itself which you would like raised on your behalf (or anonymously) and pass this to reception.

☐ 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.

Production costs for this newsletter are now
kindly donated by Totemic Holdings Ltd."
Thank You.