

Patient Participation Group NEWSLETTER

“Written by patients for patients”

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

***** Visit us on Facebook Caythorpe & Ancaster PPG *****

Issue 3 - October 2015

April's Friends and Family Sessions - GP responses published

We would like to thank the many patients who took part in the Patient Participation Group (PPG) Friends and Family Sessions in April at the Ancaster and Caythorpe surgeries and the PPG members who participated. We had a very positive response and thank everyone who took part for their time, comments and views, so that they could be collated and put forward to the Practice for their response.

There were many positive comments, but you also raised concerns which we presented to the Doctors at the May PPG meeting, all comments were made anonymously. The Practice has presented us with their response.

You can see our detailed presentation and the Practices comprehensive responses on the website www.villagedoctor.co.uk We plan to have more of these sessions in the future and look forward to meeting many more of you.

The PPG is made up of patients and is here as a voice for the patients, if you feel that anything could be improved, or have had any experience, either positive or negative which you would like raised, **HAVE YOUR SAY** We are here to represent you. You can email us at villagedoctorppg@gmail.com. Concerns can be raised anonymously if you prefer.

**Visit us on Facebook
Caythorpe & Ancaster PPG**

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 an Appointment
- Informative Information
- And much more.....

Email villagedoctorppg@gmail.com

With your views and comments

Challenge faced by the Surgery....

The biggest challenge faced by our Practice at the moment is the District and Community Nurses who were based at the Ancaster Surgery have been moved away from the building. This is due to a shortage of skilled staff in Lincolnshire, high levels of stress, low team morale and management changes.

The Doctors now have to ring a Call Centre to discuss patient care. Thus making the service impersonal, unapproachable and with no continuity in care. There have been proven communication breakdowns, messages not passed on.

These nurses are key in helping the needs of our frail elderly patients and **we would like to hear of anyone whose patient care has been affected so we can raise it with the Lincolnshire Community Health Services (LCHS).**

PRACTICE AND DISPENSARY CLOSURES

12.30- 4pm Wednesday 4th November

Christmas – 25th December – 28th December

New Year - 1st January 2016

The role of the Practice as a Training Practice

The Caythorpe and Ancaster Practice was one of the first in Lincolnshire to participate in the scheme and become a training practice, and have been training GP's of the future since the very start. Dr Watts, Dr Robinson and Dr Thomas all participated in the scheme and have gone on to consult at this practice, so they must be doing something right...

You sense pride and a strong passion, talking to both Dr Watts and Dr Gilmore, that the Practice is training the next generation of GP's, agreeing it prevents the Practice getting stagnant and isolated, and instead infuses fresh new ideas and enthusiasm, a renewed energy and new way of looking at things.

(Continued on page 2)

This Issue

- 1 GP Response to F&F Sessions, Challenge for Surgery, Role of the Practice as a training Practice
- 2 Role of the Practice as a training Practice continued
- 3 Getting to know our GP's – Dr Boyd Gilmore
- 4 The Care Quality Commission – What it means for the Practice
- 5 Caythorpe & Ancaster Medical Equipment Trust – Getting the most from a consultation
- 6 Charity Cycle Ride, HealthWatch

DID YOU KNOW?

Caythorpe Surgery has a child only clinic on Thursdays between **2.00 – 3.30pm**

USEFUL INFO	Address	Telephone	Dispensary	Fax	Late night opening	ISSUE 3 – Page 2/6
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 Practice as a Training Practice cntd.....

Speaking as a trainer Dr Watts stated “training is fun and keeps us on our toes; you never know what you are going to be asked. We have trained some great Registrars from countries such as South Africa, Nepal, Holland, Cameroon, India, Pakistan and Iran”. Cultural ideas are exchanged, and Dr Watts like to take his trainees out into the countryside to give his tutorials, so they can experience what the life is like.

To become a fully qualified doctor takes 5-6 years at Medical School acquiring the basic medical knowledge followed by 2 years foundation. Doctors are known then as foundation year 1 doctors (F1) and foundation year 2 doctors (F2).

These years provide core medical training experience in a broad range of hospital settings prior to full GMC registration, familiarisation with the NHS, and decisions’ made in which sub/discipline to take. This is an important decision as once made it cannot then be changed.

In choosing to become a GP, it is a long process, and requires total commitment and dedication, and takes much more than just submitting an application.

There is a rigorous selection process comprising of a

- Language exam
- Knowledge based test
- Attitude test

Application to the East Midlands GP Program.

The applicant has to

- Sit a written exam covering some knowledge, but it is based more on the ability to manage stressful situations and cope under pressure.
- Perform three simulated situations covering the patient, the relative and colleague scenarios.

On successful completion the applicant is invited to join the program.

Such is the thoroughness of the selection process now, that there is evidence of a correlation between the results of this and the results of the GP Specialist Trainees at the end of the program.

The program comprises of 20 months in general practice posts & 16 months in 4 of the following hospital specialties:

A & E, Paediatrics, Elderly Care, O & G, Cardiology, Psychiatry, Psycho geriatrics, Acute Medicine, Trauma & Orthopaedics.

Hospital based posts cover Lincolnshire Psychiatry NHS Trust and all three sites of United Lincolnshire Hospital NHS Trust which include Lincoln County Hospital, Pilgrim Hospital, and Grantham Hospital.

MRCGP comprises of three separate components:

An Applied Knowledge Test (AKT)

A multiple choice test.

A Clinical Skills Assessment (CSA)

This takes place in London in simulated Surgery using actors where 12 surgeries throughout the day are assessed.

Workplace Based Assessment (WPBA)

Takes place in the Surgery, and trainees are tested on every aspect of being a GP in the workplace, by joint surgeries, debriefs, discussing cases. This is done in a formalised way with marked progress assessments.

Each component tests different competences using validated assessment methods and which together cover the spectrum of knowledge, skills, behaviours and attitudes defined by the GP Specialty Training curriculum.

Trainees are very closely supervised and allocated a GP Trainer to provide direct guidance and supervision by individual doctors. GP Trainers at the Practice are Dr Monaghan, Dr Watts and Dr Robinson. Both Dr Watts and Dr Robinson completed their training at Ancaster and now actively train the GPs of the future, although all the GPs have a role imparting their knowledge and experience.

The time spent in the GP Practice will be a huge culture shock. Trainees benefit from sitting in consultations. Their own will then initially be in 30 minute intervals to assist the trainee to communicate effectively on a one on one basis, see how things integrate into the wider NHS, get used to computer systems and make judgements and decisions in a short space of time. At the end of each surgery a debrief takes place, where nothing is overlooked and is used as a teaching opportunity. Consultation times gradually shorten, and as part of the training GP Specialist Trainees are required to video record a number of consultations so that they can develop their communication/ consultation skills. If a GP Specialist Trainee is intending to video record a consultation your written consent will always be sought both before the consultation to ensure that you agree to the recording, and also afterwards to ensure that you are willing to allow it to be viewed for teaching purposes. Patients are quite entitled to decline to have their consultation video recorded either before the consultation or to withdraw their consent afterwards. All recordings are destroyed. Satisfactory completion of the MRCGP is a pre-requisite for the issue of a certificate of completion of training (CCT) which confirms that a doctor has satisfactorily completed specialty training for general practice, and is competent to enter independent practice in the United Kingdom without further supervision and full Membership of the RCGP. Thereafter there are annual appraisals and every five years they have to be revalidated, as outlined in the discussion with Dr Gilmore on page 3.

Welcome to Trainee GP Registrars Arun Aumeer at the Ancaster Surgery and Syed Sohail at the Caythorpe Surgery – We shall learn more about them in the next issue.

Getting to know our GP's - Dr Boyd Gilmore



SAMUEL JAMES BOYD GILMORE known as Boyd

Age 55

Place of birth – Ballymoney, a small town in County Antrim, Northern Ireland.

Based at Ancaster Surgery but works at Caythorpe when needed for holiday/study leave cover.

How long have you been in Practice? I went to Queens University in Belfast, qualified in 1983, and did my GP training in a rural practice in Northern Ireland completing my GP training in 1989. I worked in a research post at Queens for one year, followed by locum work of a variety but I was always very much interested in rural practice and commenced my post at the Caythorpe & Ancaster practice on 1st April 1992.

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

I must stress I am very happy doing what I'm doing. I can't really imagine myself doing anything else. I was interested in the application of science together with the interaction with people from Secondary school onwards and so I think General Practice has been my perfect job.

What do you specialise in? GP Appraisal and revalidation. Working on GP professional development, knowledge and skills. Every doctor, including GPs, has an annual appraisal by an outside doctor and every five years they have to be revalidated (meeting the professional values set out by the General Medical Council). As an Appraiser I visit other practices and am a National Advisor for the process of revalidation with the Royal College of General Practitioners (RCGP).

Dr Gilmore speaking so passionately about this, prompted me to go away and look into this further - all doctors with a licence to practise regularly have to prove that they are up to date and fit to practise medicine. They can no longer just rely on the fact they are qualified. GPs must provide evidence that they continue to meet the professional standards set by the GMC and the specialists' standard set by the medical Royal Colleges and Faculties.

What do you like most about the job? Seeing patients through their life journey, forming long term relationships and helping patients through the ups and downs of life and supporting them to rise above the challenges that life throws at them.

What do you like least about the job? The time restrictions, I feel I never give patients the time they deserve and go away feeling I could have done more or done better, but know I have tried to do my best in the time I have been given.

What advice would you give a new GP? If you are thinking of applying for medical school, talk to a local GP and ideally try and get some work observation experience at a GP Surgery, and see what the job is like. Unfortunately the job is not

always what students think it will be, so I would advise A-Level students to get some relevant work experience.

It is probably one of the most rewarding, stimulating, fulfilling careers I can think of, with a huge variety and range of interests. It is demanding and you need a degree of resilience.

What interests do you have outside work?

I am Governor at a local Secondary School which I love doing. I believe that education opens up opportunities for people regardless of background.

I am a Trustee of a local charity "The Willpeg Trust" set up from the estate of a former GP in the practice, Dr Lorna Harris. The trust supports local worthwhile causes. Each year money is given away to support local groups such as the Scouts, playgroups etc, and local individuals who have financial needs, dog rescue charities, local autistic groups, Grantham passage (support homeless people), Grantham Food bank, and Riding for the Disabled.

On holidays I enjoy walking in the Howgill fells in Cumbria.

What is your earliest memory? I grew up on a small farm and one year for my birthday I was allowed a day off school to watch some chicken eggs hatch – set especially to coincide with my birthday!

What are you most proud of? Maintaining a stable, happy and secure marriage.

What do you do to relax? I read widely, and am currently reading Clive James' Book of Poems "Sentenced to Life" and a book by Will Hutton "How good we can be"

What one word would you use to describe yourself? Tenacious

What one word do you think patients would use to describe you? You would need to ask them!!

Would you like to receive a colour newsletter directly by email?

Send your details to
villagedoctorppg@gmail.com

Do you have any suggestions for future articles?

The Care Quality Commission (CQC) – What it means for the Practice

Following numerous high profile scandals brought to our attention by the media it was concluded there was no way of monitoring care within the NHS, so the Government introduced The Care Quality Commission (CQC) to bring in consistent standards.

What does it do?

“Makes sure hospitals, care homes, dental and GP surgeries and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages these services to make improvements.”

How does it do it?

“By inspecting services, recommending and enforcing necessary changes and publishing the results on its website to help you to make better decisions about the care you receive.”

What does this mean for the Practice?

The Practice is expecting a visit to take place within the next 6 months, but they will be given at least 48 hours notice of the inspection teams arrival. 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. Site visits allow them to observe care and look at people's records to see how their needs are managed.

What does the inspection involve?

The professional Inspector, a GP from outside the area, a Practice Manager, a Practice Nurse, and an expert by experience, (in other words a patient from outside the area) meet and the Practice gives a presentation to give their own view of their performance.

It looks at the quality of care the practice provides to six groups of people to make sure their inspections look at the outcome of care provided for all people, including the vulnerable, and means the information presented is relevant to us all.

These groups are:

- Older people (elderly)
- 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

How do they do this?

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.

How does the CQC collate evidence?

- Gather 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
- Gather info 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

End of Inspection Meeting

With senior members of inspection team and senior staff

Gives a summary of what's been found

Highlights any issues that come up

Identifies action needed to be taken immediately

Outlines plans for further announced visits

Explains how judgements will be made and published.

What is the outcome?

A draft report is issued and the Practice has 14 days to respond. One of four overall ratings is allocated, outstanding, good, requires improvement or inadequate and individual ratings for each of the five questions asked.

The Practice will have to display the rating where it's easily seen by patients e.g. waiting room and on the website

www.villagedoctor.co.uk

Each Practice has a profile on the CQC website www.cqc.org.uk where you can search and the report is published within five weeks of the inspection. The link to the Caythorpe and Ancaster Practice is <http://www.cqc.org.uk/provider/1-199708873>

If you wish to give general feedback to the practice either about positive aspects of care or about areas that you think need improvement then this can be done through NHS Choices (Ancaster www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=37044 or Caythorpe www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=43519) or the Friends and Family feedback cards which are available at reception.

The Care Quality Commission monitors this feedback.

If you have a specific concern about care being provided by the Practice, firstly approach the Practice Manager. If the problem cannot be rectified straight away, you can follow the formal complaints procedure, details of which are available either at reception or on the practice website <http://www.villagedoctor.co.uk/>

The NHS has introduced a new service for people who are more at risk of an unplanned hospital admission in an emergency situation and who would likely benefit from a more tailored, active support from their GP Surgery. Personal care planning could help improve health and wellbeing, as well as reduce the risk of unplanned hospital admissions. Those patients identified as benefitting from this programme will receive a letter inviting them to get involved.

Caythorpe & Ancaster Medical Equipment Trust- Trustees needed

Through this trust the Practice has been very fortunate to be able to provide an enhanced range of services. In recent years this includes home blood pressure monitors, ambulatory blood pressure monitoring equipment, diagnostic and anticoagulation monitoring equipment. Patients have greatly benefited from equipment bought by the Caythorpe and Ancaster Medical Equipment Trust Fund. This has enabled the Practice to provide better care to patients and, is of very direct benefit to them.

These have been provided by patient's who offer their support to the Practice in helping to provide medical care to the local community in the form of donations or legacies. For ethical reasons all such donations are passed directly to the treasurer of the charity.

As a registered charity it is regulated by the Charities Commission; Charity No 1000579. It is administered, independently of the practice and the medical partnership by a board of trustees. Two of these trustees have recently retired and they are looking for new trustees to replace them. If you are interested in applying or wish to support the Trust you can contact The Practice Manager Adrian Down, or leave donations with the Practice marked for the attention of Caythorpe and Ancaster Medical Equipment Trust and will be forwarded to the Treasurer.

The purpose of the Trust is to "relieve sickness within the area served by the Caythorpe and Ancaster practices by the provision of medical equipment on loan or other facilities not normally available by the local NHS and by maintaining, repairing, and replacing such equipment as may be necessary"

If the Practice feels certain equipment may be beneficial to patients they apply to the charity, who consider the application and respond to them as they feel appropriate.

How to get the most from your GP or Nurse consultation

Have you come out of the Doctors thinking "That was a waste of time"?

You may probably have 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.



Here is a guide to help you make the best use of your appointment time.

If you prefer, or are anxious about seeing your doctor, you can bring someone with you for support.

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. You may need to be prepared to book another appointment to sort out each problem individually.

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.

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

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.

Wear appropriate clothing for an examination and be ready to remove clothing. Wear 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.

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.

Adrian with his and Tony's bike in front of the Airborne Memorial in Oosterbeek just outside Arnhem.



Charity Cycle Ride

Dr Tony Watts and Adrian Down (Practice Manager) participated in a charity cycle ride with the aim of cycling from Arnhem Drive, Caythorpe to Arnhem Bridge in the Netherlands. The escapade was planned to commence on the evening of Tuesday 2nd June and returning back to Arnhem Drive on Sunday 7th June.

The reason? To commemorate the many Paratroops who were based in and around Caythorpe in 1944 and departed in the airborne assault never to return.

The Plan? To commence in the evening with a ride through Lincolnshire heading for the Humber Bridge, with an overnight stop near Market Rasen.

Cross the Humber heading for Hull and the overnight ferry to Rotterdam

Start the 104 mile leg to the Bridge at Arnhem with the aim to complete this in a single day.

Head back following the tributary of the River Rhine to the town of Schoonhoven, staying overnight.

Return to Rotterdam and the return overnight ferry and back to Arnhem Drive.

After five days, Dutch hospitality, and headwinds, we are pleased to say they arrived safely, back in one piece, at 8.15pm on Sunday 7th June.

They covered 400 miles in total and completed their major objective of covering the 100 miles from the Dutch ferry port near Rotterdam to Arnhem Bridge in a single day.

They ate lots of chips, mayonnaise and ice cream (we will let them off as they needed the energy) and managed it all drug free (apart from the occasional ibuprofen and the caffeine contained in Tony's coffee and Adrian's Pepsi!!)

In total they have raised in the region of £3100, split between the charities chosen

- ❖ **Clic Sargent** a charity for children with Cancer supporting families at home and in hospital
- ❖ **Help the Heroes** - This charity was chosen as a tribute and vote of thanks to the soldiers and airmen who died in attempt to take Arnhem Bridge. Had they been successful it would have ended the Second World War much sooner and countless more lives would have been saved.

Tony and Adrian would like to thank you all for your continuing support and generosity.

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

Healthwatch Lincolnshire

Healthwatch Lincolnshire continues to receive patient comments, views and experiences and in July they received 176 items from local patients, carers and families. Their top 3 themes focus on GP, Hospital and Care Home services; all patient views are shared confidentially with the providers and commissioners of services to ensure the patient voice is heard and that patients can influence change.

Healthwatch will also publish on the 3rd September the results of the seldom heard communities work, these included those living in rural areas, those with a mental health diagnosis, the homeless, lesbian, gay and transgender and those with sensory impairments, if you would like to receive a copy of their work; get help and advice on health and care services or share an experience, please contact them in confidence on 01205 820892 or

www.healthwatchlincolnshire.co.uk.

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

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.

Facebook – Caythorpe and Ancaster PPG