

Patient Participation Group NEWSLETTER

"Written by patients for patients"

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[Caythorpe & Ancaster PPG](#)

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

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PRACTICE AND DISPENSARY CLOSURES

Bank Holidays – All day
25th & 26th December 2017
1st January 2018

Staff Training
Wednesday 29th November
12.30pm- 4.00pm

Practice News

Pressure on the appointment system

Currently the practice is facing some pressure on the appointment system and they have also experienced a recent rise in new patient registrations.

The Practice stated "We are aware of the impact this has for patients and have commissioned some additional clinical sessions from locum GP's to bring waiting times back within an acceptable level. We do however ensure that any patient who feels that they urgently need to see a patient on the same day will always be seen on the same day."

The Practice has appointed a

Clinical Pharmacist – Rachel Pacey

The role is an exciting new addition to the team that takes medicine management tasks away from GP's freeing up their time to see patients. This is already having a huge impact on GP workload.

The practice welcomes

Fiona Bryan – Dispensary Administrator

Vicki Clark – Clinical notes coder

Ian Bradford – Delivery Driver

Flu season has begun and patients will have received their invitation to a flu clinic. If any patient has not received an invitation when they normally would please could they contact the practice.

Flu Vaccinations

A letter is sent inviting those who are at risk or reached the required age to book an appointment.

Flu can be unpleasant, and if you are otherwise healthy it will usually clear up on its own within a week.

However, Flu can be more severe in certain people who may be at higher risk of complications. For this reason the flu vaccine is recommended as the best protection available to you if you fall into the following groups

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

- Anyone aged 65 and over (if you will be aged 65 and over on March 31 2018 – that is, you were born on or before March 31 1953).

- pregnant women

- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

It is offered free on the NHS annually to:

- adults over the age of 18 at risk of flu (including everyone aged 65 and over)

- pregnant women

- children aged six months to two years at risk of flu (given as a nasal spray)

Is it effective? Studies show the flu jab does work and will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary between people, so it's not a 100% guarantee that you'll be flu-free, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

Over time, protection from the injected flu vaccine gradually decreases and flu strains often change. New flu vaccines are produced each year which is why people who are advised to have the flu jab, need it every year.

Side Effects -You may have a slight temperature and aching muscles for a couple of days after having the jab and your arm may be a bit sore where you were injected. It does not give you the flu.

Invitations are sent out based on the correctness of the database at the start of the campaign. **Please take advantage of this free vaccination as you will have been contacted for a reason.**



Following Patient feedback Caythorpe Surgery now has baby changing facilities.

Grantham A&E Update & Organ Donation Registering Online & Talking to Family

Grantham A&E Update

The South West Lincolnshire Clinical Commissioning Group held its Annual Public Meeting on Tuesday 19 September where the future of Grantham A&E was discussed.

The Clinical Commissioning Group was able to confirm that it is working closely with both United Lincolnshire Hospitals NHS Trust (ULHT) and Lincolnshire Community Health Services NHS Trust (LCHS) on this very important issue, and that constructive discussions are taking place.

Specifically, the CCG is working positively with ULHT and LCHS, to explore how for this coming winter they can realistically enhance current services at Grantham A&E.

In addition, the CCG reported positive discussions with ULHT and LCHS about a long-term solution for Grantham A&E.

Dr Dave Baker, GP and Acting Chair, South West Lincolnshire CCG, said, "As a local GP and resident I am encouraged by the way in which discussions are going. We emphasised at our Annual Public Meeting that the CCG remains totally committed to sharing the detail of our plans for Grantham A&E, both for the short and long-term, and engaging with local people as soon as possible.

"As soon as we are able to do so we will put our plans into the public domain and, as part of this, we intend to share our thoughts about what a positive option for Grantham A&E in the long-term looks like, and this will form a key part of a public consultation."

Organ Donation – Registering Online & Talking to your Family

As at 31st March 2017, 6389 patients were waiting on the transplant list for operations and on average 3 people are dying daily. (Figures supplied by NHS UK)

How to donate

Even if you already carry a donor card, you should join the [NHS Organ Donor Register](#) to make sure your wishes are recorded. By joining the register you are giving your agreement to your organs and tissue being used for transplantation to save or enhance the lives of others after your death.

The NHS Organ Donor Register is a confidential national database that holds the details of around 21 million people who want to donate their organs when they die.

You can join the register in a number of ways. For example, you can:

- complete the online form
- call the free NHS Donor Line on 0300 123 23 23 – lines are open 24 hours a day, 365 days a year

Every year, organs go to waste because relatives aren't sure what their loved one wanted.

If more people join the NHS Organ Donor Register and talk to their families, more lives will be saved, as more families will agree to support their loved one's decision to donate.

Talk to your family and friends

Adding your name to the register and telling your family and friends that you want to be a donor will make it easier for them to support your wishes in the event of your death. The law says that the decision about whether or not to donate your organs rests first and foremost with you. While your family has no legal right to override your decision, in practice their support is always sought. Specialist nurses will be available to provide information and support, answering any questions or concerns families may have. Knowing donation is what you wanted could make their decision a lot easier to live with when they are trying to deal with their loss.

Read about [how organ donation works](#) for further details about joining the NHS Organ Donor Register and the donation process. Deciding whether to become a donor after you have died is something very personal and it is important that everyone makes their own decision. Discuss your decision with those closest to you so they know your wishes should the time ever come. Most people waiting for a donated organ need to have a kidney, heart, lung or liver transplant.

One donor can help several people as they can donate a number of organs, including:

Kidneys, liver, heart, lungs, small bowel, and pancreas

Tissues that can be donated include:

The cornea (the transparent layer at the front of the eye), bone, skin, heart valves, tendons, and cartilage.

All donors can choose which organs and tissues they wish to donate.

No one is too young or too old to join the register so, if you want to make a real difference by being an organ donor after your death, then you should:

- [join the NHS Organ Donor Register](#)
- talk about your decision with family and friends

You should not let your family decide whether or not to donate your organs and/or tissues. So let them know your decision.



Do something amazing today

The Surgery's response to the May Cyber Attack & The importance of purchasing a Carbon Monoxide Alarm

The Surgery's response to the May "Cyber Attack"

Adrian Down – Managing Partner

In May of this year the NHS was hit by the biggest "cyber attack" it had ever suffered. In the past any such attacks or "viruses" had tended to be at a local scale and whilst annoying had largely been nothing more than an inconvenience, this time however things were rather different as they were on a nationwide scale.

I have responsibility for information governance within the Practice which in essence means ensuring that any data we hold regarding you or your family is stored safely and securely and is only used for the purpose it was gathered for.

On the day of the attack I was away from the Practice on annual leave but as per the protocol we have in place was called by a colleague shortly after lunch time to say that the Practice had received a call from NHS England alerting us to the possibility of a cyber attack. NHS England advised that we turn off all of our Practice computers straight away.

A few weeks before this event we had staged a training session for the whole Practice team to test our resilience in the event of a major local disaster little realising that we would be calling on that training so soon!

My quick-thinking colleagues immediately referred to our business continuity plan (sometimes known as our disaster recovery plan) and had begun following the instructions within the plan. By the time I arrived 20 minutes later all surgery computers had been turned off and removed from our network preventing any infection from moving through our system or any further damage to our computer system.

Our appointments system is computerised so we were unable to contact patients due to come in for an appointment that afternoon to inform them of the problem we were facing so reception colleagues explained to patients as they arrived that doctors and nurses would have very limited information available to them. As ever the patients we saw were very understanding and although this occurred on a busy Friday afternoon because of the planning that had taken place to cover events of this type we were able to provide necessary care safely.

Over the weekend we worked closely with NHS England to test solutions to the problem and because of this we were the first Practice in Lincolnshire to open on the Monday morning. Ultimately 6 computers within the Practice were infected by this virus. Each of them was removed from our network and physically taken away by NHS IT services to be completely wiped of all information, within 48 hours all computers had been replaced and we were working as a surgery as usual. Many practices around the country took several days to have access to the clinical systems we use to provide care.

No patient data was compromised and no data was lost from the Practice. From this event we learnt the strength of our continual testing of systems and of a robust, up to date, contingency plan. We learnt how well we work as a team and we also learnt how supportive our patients are. The NHS as a whole has made changes to the computer system we use to breach the gaps in cyber security that allowed this to happen and a team of experts are working hard to ensure they are one step ahead of the people involved in causing this type of disruption.

I would like to thank all patients for their understanding whilst we were under attack and my colleagues for their swift and appropriate actions which ensured that our computer system was kept safe with the least disruption possible.



The importance of a purchasing Carbon Monoxide Alarm

It is known as "the silent killer", for good reason. You can't smell it, see it or taste it, and yet around 50 people each year are killed in carbon monoxide-related incidents. Not only that, but thousands more attend A&E with symptoms of carbon monoxide poisoning, and last year, 264 were hospitalised.

Carbon monoxide can be given off by all fossil fuels used in household appliances such as:

- boilers
- gas fires
- central heating systems
- water heaters
- cookers
- open fires
- blocked flues or chimneys



These may be incorrectly installed, poorly maintained or poorly ventilated.

Symptoms to look out for?

- exposure to low levels of carbon monoxide can be similar to those of food poisoning and flu. But unlike flu, carbon monoxide poisoning doesn't cause a high temperature (fever).

Symptoms worsen to include

- dizziness
- nausea (feeling sick) and vomiting
- tiredness and confusion
- stomach pain
- shortness of breath and difficulty breathing

The importance of purchasing a Carbon Monoxide Alarm Continued & What the PPG is doing

The importance of purchasing a Carbon Monoxide Alarm continued

What to look out for?

You should suspect carbon monoxide poisoning if:

- other people in your house, flat or workplace fall ill with similar symptoms
- your symptoms disappear when you go away – for example, on holiday – and return when you come back
- your symptoms tend to be seasonal – for example, if you get headaches more often during the winter when the central heating is used more frequently
- your pets also become ill

Other things to look out for

- Boiler pilot light flames burning orange, instead of blue
- Sooty stains on or near appliances
- Excessive condensation in the room
- Coal or wood fires that burn slowly or go out

What can you do to make your home safe?

There are very simple steps that we can take to stop this from happening – not least,

We can all fit carbon monoxide (CO) alarms in our homes.

- You can buy a carbon monoxide alarm from a DIY shop averaging £25, more expensive ones will also detect smoke. Make sure it's approved to the latest British or European Standard (BS Kitemark or EN50291).
- Ensure that such detectors are maintained and replaced according to packaging instructions.
- Have your gas appliances serviced annually by a gas engineer who is registered with the [Gas Safe Register](#)
- Use professionals to service any other fossil-fuel burning appliances such as oil or coal burning stoves annually

Eddie Hughes MP spoke in the House of Commons 13th September on this very important issue. He is calling for CO alarms to be mandatory in all new-build properties, and all rented properties whether in the public or private-rented sector. He is also asking for fire authorities to be prescribed duties to promote CO safety.

What the PPG is doing

• *Are you an unpaid Carer?*

The PPG have been working with the Surgery to form “The Carer working group” looking to increase the number of patients identified as carers, raise awareness regarding the benefits of being identified as a carer (e.g. improving the coordination of healthcare appointments), open up communication with carers to find out what would help them most with regards to interaction with the surgery and through this improve the carers information pack.

Patients may be asked upon attending Surgery if they are a Carer who supports someone who cannot manage on their own.

This may be a family member, friend or neighbour. This is to ensure that as a Carer they get access to all the support they need. Not everyone is aware they are entitled to assistance, or even think of themselves as a Carer, and on completion of a short form that can be handed to reception or posted in the special Carers referrals box in the waiting area the details can be forwarded for assessment to the Carers team in Lincoln. This is in no way means tested and there is no charge for the service.

Caring is often, by its nature, hidden. When you're caring for someone it's easy to overlook your own needs and your own health may suffer. It's important to discuss this with your GP. They will be able to offer you advice and support.

We will be exploring this subject in further detail in future issues.

Please tell the Practice you're a Carer

It's very important so that they can update your records.

They have a dedicated team of approachable people that you can talk to.

• *What activities are in your village?*

The Practice covers 50 villages and we are currently building up a database of local clubs, groups and societies, large or small, including details of the main activities and their objectives, and the nominated point of contact for each one.

An important benefit of compiling this database is that it can be published on the Practice's website for people to see, and people who might benefit from joining your group can be directed to you by any one of the Practice's team. This could be especially useful for people having rehabilitation or health needs, or as a way to alleviate loneliness and isolation.

The person appointed as the point of contact would be the one to pass on any matters raised by club members to the PPG. (This could include details of forthcoming club events or initiatives that could benefit the Practice and its Patients.) Similarly, if there are things the Practice needs to communicate to the local community, details could be passed by the PPG to each point of contact for the message to be spread throughout the membership.

If you are in charge of bookings at a Village Hall, please can you assist us by sending a list of activities including the day, the time and whom to contact regarding the activity, to our website villagedoctorppg@gmail.com

Or even if you run an activity please let us know.

VISIT the Practice website

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

Access a range of informative and useful information

- Sign up for text alerts - [click](#) here
 - Update your [contact details](#)
 - Update your [clinical record](#)
- Even sign up to receive [The PPG Newsletter!!](#)

South West Lincolnshire CCG News - Self Care Week & Walking for Health

Self Care Week 13th – 19th November

Self Care Week is taking place between 13 to 19 November to encourage people to take better care of themselves and their family members, especially during the winter months, when seasonal illnesses increase.

It is an annual campaign to raise awareness about the benefits of self-care and what people can do to take care of their own health at home and to encourage more self-care across communities, families and generations.

Self-care is important to us all, as prevention of ill health is much better than having to find a cure. We all have things to do that are important to us especially over the Christmas period, so why not look now at what we can do to keep ourselves healthy.

Eating well, keeping active and making time to spend with friends and family are three of the most important things you can do to look after yourself. Preventing ill health by choosing the right lifestyle options can improve your physical health, mental wellbeing and self-esteem.

Generally, people underestimate the amount of time symptoms last and most coughs and colds can be treated with over the counter medicines. Most colds get better on their own; without treatment from a doctor and antibiotics are ineffective for treating the common cold.

If you have a long term condition, prepare for winter by ensuring you don't run out of your medication. Many pharmacists offer repeat prescription services without the need to see your GP. If you do fall sick, the self-care message also includes advice to make sure you are able to look after yourself at home safely. Here are a few facts about colds and flu:

- Most cold and flu symptoms can be treated safely at home without the need for a GP.
- If you want advice a pharmacist can help or access information from a reputable source, such as [NHS Choices](#) or [Self Care Forum](#) fact sheets.
- Coughs can last three to four weeks.
- In adults and older children, cold symptoms last for about a week and a half, and in younger children for up to two weeks. Symptoms are usually worst in the first two to three days, before they gradually start to improve.
- Paracetamol, ibuprofen or aspirin can help reduce the symptoms of a cold. Avoid giving aspirin to children under the age of 16 and follow the manufacturer's instructions. Talk to your pharmacist about supplements that may help ease your symptoms.
- Most colds are not serious and get better by themselves. Contact your pharmacy for advice or call your GP practice or NHS 111 if you develop a high temperature (above 39°C or 102.2°F), which can be a sign of a more serious type of infection.
- Your sore throat is likely to get better within three to seven days (and a maximum of two weeks) without the need for treatment by a health professional.

Most sore throats last for an average of eight days.

- If you have a long term condition and contract a cold or flu don't forget to take your regular medication and speak to the pharmacist about any issues with taking other over the counter medicines as well.

NHS Choices (www.nhs.uk) can provide helpful information on common winter ailments such as coughs, colds, sore throats and fever in children.

Before visiting A&E, remember it is for accident and emergency cases only, such as severe chest pain, difficulty breathing, significant head injuries and broken bones.



Walking for Health

Autumn is a lovely time to get out and enjoy time together with others and watch the beauty of nature take its course.

Full details of the walking Itinerary for Ancaster Walks for Oct – Dec 2017 can be found in the Around Ancaster Newsletter and on the PPG Noticeboard in the Ancaster Surgery. Printed copies are also available supplied there by the walking group.

We have previously mentioned Caythorpe also have a walking group – more details on this will be in our next issue...

For more information - Contact the Walk Leaders
Ancaster - Dave Jeffries 01400 230275 (07910 144040)
Caythorpe – Gordon Grant 07779 214209

Yoga sessions organised by United Lincolnshire Hospitals NHS Trust aiding Breast cancer patients.

The free sessions, taking place in the Emerald Suite, Grantham and District hospital, are providing support and relaxation for ladies who are undergoing breast cancer treatment or who have previously had treatment.

The pilot, six-week course focusses on overall wellbeing and provides patients with practical techniques to help self-manage some of the effects of breast cancer and treatment.

Each week of the course will have a different theme including energising, courage and finding joy.

The initiative has been kindly supported by the local breast support group who have donated eye pillows and by the British Wheel of Yoga who have donated 15 yoga kits which include mats, blocks and sweatshirts. Louise Bancroft, a former breast cancer patient, is due to complete her yoga instructor training and decided to volunteer to help others.

Hopefully if the pilot is successful it will be rolled out to Lincoln and Boston.

Healthwatch

Healthwatch Update

"Healthwatch Lincolnshire is your independent health and care Watchdog"

Visit; <http://www.healthwatchlincolnshire.co.uk/>

Healthwatch Lincolnshire held their Annual Public Meeting in Horncastle on the 8th September 2017 with Rod Whiting as the main speaker; the meeting was open to the public and showcased some of the highlights from the last 12 months these included:

- Our website and feedback centre has received an impressive 53,952 hits
- Volunteers have contributed a staggering 1,732 hours of support from April '16 to March '17
- Our Information Signposting Team helped 1,570 patients, carers and service users find their way through the complicated health and social care system
- Our reports have tackled issues ranging from NHS Health Checks to Neurology
- 197 questions were raised directly with health and care provider organisations

An Example of Impact : Transitional Care Pathways –

"This is the transition between patient hospital settings and community care homes for adults with social care needs. It aims to improve people's experience of admission to, and discharge from, hospital by better coordination of health and social care needs".

In February 2017 we met 4 GPs from a surgery in East Lincolnshire; they had serious concerns about this service. From the information they shared with us it was very apparent that the service was potentially failing patients. As a result we contacted all 96 GP surgeries in Lincolnshire and received responses, all confirming similar serious problems.

What has changed as a result?

We have received a very detailed response from the main provider of this service who have recognised and apologised for any problems encountered by organisations using this service. As a result they have acknowledged that lessons have been learnt and are implementing the following:

- Additional support for care homes
- Changes to the next round of procurement which will address many of the capacity issues faced by this service
- Improving communications with Primary Care partners (they have asked Healthwatch advice on how this should be best done)
- Telephones in the Lincolnshire Community Health Services (LCHS) Operations Centre and the lack of coordinated response by the staff was a significant issue. This is being addressed by LCHS as a matter of urgency with a number of key actions taking place over the next 2 months
- An interim solution being put in to improve the telephone system now
- A full solution to the telephone system being implemented during June 2017
- The appointment to a full time duty manager to oversee the day to day operational delivery of the Operational centre.
- A refocus of roles in the Operational Centre to ensure there

are clinical floor walkers available for support, advice and further discussion with call handlers and referrers should that be required.

Current work

We are finalising our work around the Children and Adolescent Mental Health Survey work where we seek to look to gather the views of young people and parents using the service.

Recently completed work

Dental in Care Homes: We finalised and submitted our work to the Oral Health Alliance who have acknowledged it and it will not feed into the older persons strategy. There were various issues raised from the lack of NHS dentistry available in care homes to the recommendation that all dentures should be imprinted with the resident's name. All the issues raised have been shared publically.

Local News

Lincolnshire's Out of Hours Service has welcomed Professor Maureen Baker CBE among its supporting GPs.

Professor Baker, the former chair of the Royal College of General Practitioners, will be supporting the Out of Hours Service in Lincoln. Professor Baker said: "I am very pleased to be able to continue my clinical role in urgent and emergency care at the trust."

Dr Yvonne Owen, medical lead for Urgent Care at LCHS, said: "We are pleased and proud to be able to welcome Professor Baker, who will bring years of experience as a frontline GP and a wealth of knowledge in emergency planning and large scale healthcare."

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) complete this form and pass on to reception

Email - villagedoctorppg@gmail.com

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☐ I would like to receive the newsletter by email

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Thank you