

Patient Participation Group NEWSLETTER

"Written by patients for patients"

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

Like us on Facebook: Caythorpe and Ancaster PPG

April 2017

This Issue

Pg 1 Practice News & Treatment of Dental Problems (continued on page 2)

Pg 2 Supporting Medical Equipment Trust & Walking for Health Itinerary

Pg 3 Getting to know Dr Viktor & Walking for Health Update

Pg 4 Loneliness (continued on page 5)

Pg 5 Calling all clubs & CCG News – World Asthma Day

Pg 6 Basic Life Support & Healthwatch

PRACTICE AND DISPENSARY CLOSURES

Bank Holidays – All day

- Monday 1st May
- Monday 29th May

Staff Training

**Wednesday 10th May
12.30pm- 4.00pm**

COME AND MEET US AT THE CAYTHORPE & ANCASTER MEDICAL PRACTICE PATIENT PARTICIPATION GROUP 1st ANNUAL GENERAL MEETING ON WEDNESDAY 24TH MAY at ANCASTER SURGERY at 6.00P.M

*Hear what has been achieved for patients to date &
let us know of any issues you would like raised on the agenda. These need to be
received by 26th April FAO Kate Holley in the delivery boxes in the surgeries.
The agenda will include election of officers and the annual report.*

Practice News

April

Trainee GP Registrar Dr Khan left the Practice on 4th April completing his initial 4 months training, part of year one of the GP Specialty Training (GPST). He will be going on to complete 16 months in 4 of the following hospital specialties: A & E, Paediatrics, Elderly Care, O & G, Cardiology, Psychiatry, Psycho geriatrics, Acute Medicine and Trauma & Orthopaedics. Hospital based posts cover Lincolnshire Partnership Foundation Trust and all three sites of United Lincolnshire Hospital NHS Trust which include Lincoln County Hospital, Pilgrim Hospital, Grantham Hospital and will be returning to the Practice in 2019 to complete his final year.

April – August 2017

The Practice welcomes Trainee GP Registrar Dr Mehta who will be joining the Practice for his initial 4 months training.

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 Watts and Dr Robinson. Both 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.

Dr Thomas has decided to give her time and commitment to study to achieve a "Certificate of Post Graduate Medical Education which forms part of the preparation of being a GP trainer. This is something the Practice will fully support her with.

Treatment of Dental problems in General Practice

The number of patients seeking dental advice from GPs is increasing. Each practice can see up to 48 patients per year which is potentially costing millions of pounds.

GPs should not attempt to manage a condition requiring dental skills unless they have the appropriate training and expertise which the GPs in the Caythorpe & Ancaster Medical Practice do not have..

It is general dental practitioners who have an ethical responsibility to provide reasonable access to advice and emergency treatment for their patients, including those who are seen under a private contract. A dentist's immediate responsibility for in-hours urgent dental care applies to patients who are currently undergoing or have recently completed a course of dental treatment with them. However, dentists are not available to see patients 24 hours a day.

In cases where the patient is not 'registered' with a dentist, and the GP is unable to contact a local emergency dental service, the treatment of dental problems is not the responsibility of GPs. In such circumstances, the patient should be advised to contact local urgent or emergency dental services using NHS 111 or NHS Choices website, or in severe circumstances the nearest accident and emergency department.

Continued on page 2

USEFUL INFO	Address	Telephone	Dispensary	Fax	Late night opening	Issue 9 - page 2 of 6
<u>Ancaster</u>	12 Ermine Street Ancaster, Grantham NG32 3PP	01400 230226	01400 231204	01400 230729	Tuesday 18:30- 20:30	
<u>Caythorpe</u>	52 High Street Caythorpe, Grantham NG32 3DN	01400 272215	01400 272770	01400 273608		Dispensary closes 13:00-13:30 for lunch

Treating Dental problems Continued

- Before refusing to treat a patient asking for emergency dental treatment, a GP must ascertain that the condition requires only dental treatment. Primary care teams must put themselves in a position to judge the nature of the patient's condition by undertaking reasonable enquiries and where appropriate a clinical assessment.
- Having established an apparent dental problem, GPs or practice teams should signpost to a dentist or local emergency service or if they feel necessary refer a patient for any further assessment and treatment to secondary care. Patients presenting with signs of spreading infection or systemic involvement of a dental infection should be referred immediately to secondary care for appropriate surgical management. Signs and symptoms of this may include, diffuse or severe facial swelling, difficulty opening the mouth. Difficulty swallowing, fever or illness. You can find more info on NHS dental services at www.nhs.uk and private clinics at <http://www.whatclinic.com/dentists/uk/lincolnshire>

Please Support The Caythorpe and Ancaster Medical Equipment Trust at the Co-op in Ancaster

As mentioned in the last issue. The aim of the trust is to provide medical equipment (that the NHS does not provide) to the practice to benefit the health and wellbeing of the practice's patients. It is good news that Caythorpe & Ancaster Medical Equipment Trust has been chosen for the next round of the Co-op Local Community Fund. The funding for which will come from Co-op Members. The Co-op give 1% of everything their members spend on Co-op branded products and services to a local cause they choose – and they'll be able to choose the Medical Equipment Trust from 9th April to 7th October 2017.

Your support would be most
welcome

Ancaster Surgery – Car Park

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

ANCASTER WALKING FOR LIFE ITINERARY

The weather is changing – May is National Walking Month

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

MONDAY MORNINGS

- Gentle short strolls of no more than 2 miles with a toilet break.
- Meet at Ancaster Playing Field (APF) at 10am. Every Monday except May 1st and 29th.

WEDNESDAY MORNINGS

- Walks of 1-2 hours. Be prepared for mud, hills and stiles.
 - Meet at APF at 10am and/or away venue 10:30am as indicated.
 - Car sharing encouraged.
- MAY 26th or Wyndham Park. Walk to Hills & Hollows, Grantham
3rd or Osbournby Village Square
10th or Harlaxton Manor. Bluebell Walk
17th or Ruskington Red Lion Car Park. Walk from Ruskington to Haverholme
24th Walk from Ancaster Valley to Kelly
31st or North Rauceby church
- JUNE 7th or Caythorpe Wagon & Horses
14th or The Drift, Harlaxton. Walk to Denton Reservoir and Canal
21st or Highwood, N.Rauceby
28th or British Legion, Barrowby

THURSDAY EVENINGS

- Meet at Ancaster 6:00pm and/or away venue 6:30 as indicated.
 - Short Walks
- MAY 27th Woodland Waters
4th Belmont Tower Car Park
11th Pottergate
18th Belton Hotel. Nature Walk
25th Woodland Waters
- JUNE 1st Sudbrook Farm
8th Woodlands Drive, Grantham. Hills & Hollows Walk.
15th The Stag, Barkston. River Walk
22nd Ancaster Valley
29th Woodland Waters

SATURDAYS - Last Saturday of each month

- Meet at Ancaster Surgery car park 10.00am and/or away venue as indicated 10:30am
- APRIL 29th Gregory Arms, Harlaxton
MAY 27th Marston Village Hall
JUNE 24th Fulbeck Playing Field

Getting to know our GP's - Dr Wiktor Zbrzezniak & Ancaster's Walking for Health Update



Name: Dr Wiktor Zbrzezniak

Age: Born in the 1960's, raised in the 1970's, trained in the 1980's!!

Place of Birth: Kent

Surgery: Ancaster (Mostly)

What advice would you give a new GP?

General Practice is a brilliant career for those who are more interested in helping people rather than curing diseases.

How long have you been in Practice?

25 years

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

When I was a medical student I toyed with becoming an orthopaedic surgeon. However my DIY skills (which are limited to hitting objects hard with a hammer) have illustrated that my final career choice was a safer bet for my patients.

What do you specialise in?

My patients, their lives, and their illnesses.

What do you like most about the job?

I get most satisfaction from getting to know patients over time. Over the years patients get to know their doctor and the doctor gets to much better understand individual patients and their problems.

What do you like least about the job?

Annoyingly I get more than my fair share of colds. As a doctor you sometimes have to work when you are feeling less than 100%. When this is combined with busy periods at the practice, life can be challenging.

What do you do to relax?

Growing fruit (mostly trees!) is my hobby: I enjoy growing peaches, nectarines and figs as well as the more usual British varieties!

What interests do you have outside work?

I love worshipping God and sharing my faith in my Saviour, Lord and friend, Jesus Christ. I am a leader at Jubilee Church Life Centre in Grantham. I hold my family very close to my heart. I like to try and keep fit and am told that I sound like a steam train when running through local villages!

What is your earliest memory?

Having an ear infection, being admitted to hospital and deciding I wanted to be a doctor when I was about four years old.

What are you most proud of?

My 14 year old Honda Civic and my solar panels. I am now a self-proclaimed Eco-Warrior! When my eldest daughter was about 6 years old and I bought the car new, I told my friends that my children would learn to drive in this car. Many dents now testify to the veracity of this statement!

What one word would you use to describe yourself?

Grateful!

What one word do you think patients would use to describe you?

That is better left to my patients.....

Walking for Health – Ancaster update

Walking for Health completed the full programme of walks throughout winter and into the early spring.

The numbers taking part have increased for most days. Only a very few days were cancelled because of inclement weather, mostly heavy rain. Generally mild and often sunny days added to the enjoyment, although the above average rain did result in some very muddy slogs, severely testing those ageing leg muscles.

On March 1st, 10 volunteers attended a course arranged by the PPG held at the Ancaster Surgery. Amongst those attending were Walk Leaders from both Caythorpe & Ancaster 'Walking for Health Groups'. The session held by Heartstart took approximately 2 hours, included instructions on how to treat sudden heart attacks, strokes and minor injuries. Also practise in placing the patient in the correct recovery position, clearing airways and resuscitation were carried out.

This was vital training needed by our groups and was greatly appreciated by those attending. Our many thanks to Kate at the PPG for organising this, and also to Gerry East the instructor for imparting the benefits of his knowledge and experience to all of us, entirely presented in such a warm, friendly and amusing manner.

David Jeffery

Don't forget the benefits- It's especially good for those living alone, a great sociable environment which eases loneliness and feelings of isolation. Walking can increase energy, reduce the feelings and symptoms of stress, and improve sleep, help to reduce blood pressure and assist with weight management.

Visit www.walkinginlincs.co.uk/index.php to choose from hundreds of idyllic Lincolnshire walks.

Walking Itinerary for the coming months on page 5

Loneliness

Loneliness is a very complex subject which not many of us fully understand, even if we're suffering from it ourselves. We would like to bring together some thought-provoking facts and figures, as well as useful information and ideas to help us deal with it. It might also help us to identify loneliness in others, and give guidance in how to help them.

The Commissioner for Older People in Wales said "If you could catch loneliness then we'd do something about it." Loneliness can be bad for our health, bad for society and our communities, and can be a silent killer. It's not only dependent on physical isolation, and is not something that just affects older people. There can be loneliness in a crowd. Families and workplaces can be lonely environments. Sometimes feeling lonely and isolated can be brought about by illness, physical or mental; through changes in personal circumstances; or a combination of things. In surveys, **the top five causes of loneliness were found to be:**

- Isolation and being on your own.
- Bereavement or loss.
- Being older.
- Lack of youth facilities and youth engagement.
- Personal character, attitudes and emotions.

It's quite possible that living in an otherwise-beautiful, rural area such as ours, could exacerbate some of these causes, making it even more important that we're alert to them, and their effects. The Campaign To End Loneliness states that it's a bigger problem than simply an emotional experience. Research shows that loneliness is harmful to our health, and is comparable as a risk factor for early death as smoking 15 cigarettes a day, and is worse for us than well-known risk factors such as obesity and physical inactivity. **Statistics compiled by them are as set out below:**

- 17% of older people are in contact with family, friends and neighbours less than once a week, and 11% are in contact less than once a month (Victor et al, 2003)
- Over half (51%) of all people aged 75 and over live alone (ONS, 2010)
- Two fifths all older people (about 3.9 million) say the television is their main company (Age UK, 2014)
- 63% of adults aged 52 or over who have been widowed, and 51% of the same group who are separated or divorced, report feeling lonely some of the time or often (Beaumont, 2013)
- 59% of adults aged over 52, who report poor health, say they feel lonely some of the time or often, compared to 21% who say they are in excellent health (Beaumont, 2013)
- A higher percentage of women than men report feeling lonely some of the time or often (Beaumont, 2013)

Some people find that single living and solitude can be liberating, and about the glory of being alone. It seems that loneliness can stem from the mismatch between the relationships we have, and those we want.

With this in mind, the Joseph Rowntree Federation (JRF) suggests

we encourage everyone to:

- Take time to look at your life – are you prioritising your family and friends?
- Take a look at where you live and work – what can you do to foster new friendships?
- Take to your streets – do you know your neighbours, young and old?
- Take care of yourself and of others, and remember we all have something to give.

The charity Mind says that it can be helpful to think of feeling lonely like feeling hungry. Just as our bodies use hunger to tell us we need food, loneliness is a way our bodies tell us we need more social contact. The simplest way to ease feelings of loneliness can be to try to meet more, or different, people.

Some of the following ideas might be helpful:

- Think about something you're interested in. Is there a class or group you've heard of that could connect you with like-minded people?
- Volunteering is a good way to meet people. Helping others can really improve how you feel. For example: Age UK offers befriending services which could help you and someone else.
- Join an online community.
- If you have plenty of connections, but you don't feel close to them, or they don't give you the attention you need, open up to them about how you feel.

If you've felt lonely for a long time, it can be difficult to try and meet new people, or open up to people for the first time. Take it slowly. You don't need to rush into anything, but try and be brave and reach out to someone.

- Start by going somewhere like a cafe, cinema, or sporting event where you can be around people, but not be expected to talk to them.
- If you're going to a group or class, see if someone you know will go with you the first time.
- Go somewhere it's not expected that you'll interact straight away, like a class where everyone is focussed on an activity.

When you make the first move to opening up, you'll find there are many other people out there who are feeling the same as you.

We need to be careful when comparing ourselves to others. We all do it, but it can help to be aware that things are not always as they seem from the outside. When using social media, we very often only see what others want to share about their lives, and that can make us feel we're the only ones feeling lonely. It's important to remind ourselves that we don't know how people really feel when they turn their social media feeds off.

[Continued on page 5](#)

Loneliness Continued Calling all Clubs & CCG News – World Asthma Day

Loneliness Continued

If you're feeling lonely and want to change it, any small step you take is good. The important thing is to do something. We at the PPG are attempting to build a database of local clubs, groups and societies in our local communities, and are looking to build relationships with them. (See our "Calling all Clubs!" article.) In the future we hope, through this, that we and the Practice will be able to help signpost people to suitable contacts that might help combat the feelings of loneliness and isolation.

(Sources: "The Guardian", Joseph Rowntree Federation, BBC, Campaign To End Loneliness, Mind, Everydayhealth.com, Age UK.)

Thanks to Doug Vince

Calling all Clubs!!!

Are you the organiser, or a member, of one of the many and varied clubs, groups and societies in the catchment area of the Ancaster & Caythorpe Medical Practice? If so, we at the Patient Participation Group would love to hear from you.

One of the PPG's main objectives is "to support and build a two-way relationship between the Practice and its Patients", and we are looking at ways we can increase and improve that relationship. There will always be a need for people to make the Practice aware of Patients' concerns or local issues. Likewise, the Practice sometimes needs to inform Patients of matters and initiatives relating to peoples' health and wellbeing, or obtain feedback about particular aspects of its services.

What we would like to do is build up a database of local clubs, groups and societies, large or small, including details of their main activities and objectives, and with a nominated point of contact for each one. 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.)

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

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.***

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 think it would be useful, we would be happy for a couple of our PPG members to come and talk to you, or give a short presentation about the PPG, and what we do, to your members. We would then be able to explain how we envisage the idea of linking with clubs, groups and societies could work, and how we might work together.

In using the term "clubs, groups and societies" we have no set ideas of who we are aiming these links at. You could be a mother and toddler group, a social club, a special-interest group, a local WI branch, or even a village or pub sports team!

An important, additional, potential benefit of compiling this database of local clubs, groups and societies, 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 subject of another article in this issue of our newsletter.

If our idea might be of interest to you, please contact us at:

villagedoctorppg@gmail.com

Thanks to Doug Vince

West Lincolnshire CCG News World Asthma Day – 2nd May

Asthma is a common long-term condition that can cause coughing, wheezing, chest tightness and breathlessness and South Lincolnshire Clinical Commissioning Group is raising awareness of the condition on World Asthma Day.

The severity of symptoms vary from person to person. Asthma can be controlled well in most people most of the time, although some people may have more persistent problems.

Occasionally, asthma symptoms can get gradually or suddenly worse. This is known as an "asthma attack", although doctors sometimes use the term "exacerbation".

Severe attacks may require hospital treatment and can be life threatening, although this is unusual.
Dr Kevin Hill, Chair of South Lincolnshire CCG said:

"In the UK, around 5.4 million people are currently receiving treatment for asthma. That's the equivalent of 1 in every 12 adults and 1 in every 11 children. Asthma in adults is more common in women than men.

If you think that you or your child may have asthma speak to your GP. You should also talk to your GP or asthma nurse if you have been diagnosed with asthma and you are finding it difficult to control your symptoms."

While there is no cure for asthma, there are a number of treatments that can help control the condition and more information can be found by visiting www.nhs.uk. For children diagnosed with asthma, the condition may disappear or improve during the teenage years, although it can return later in life. Moderate or severe childhood asthma is more likely to persist or return later on.

Did you know? Even if you never open them, once you leave a **dispensary**/pharmacy your medicines can not be recycled or used by anyone else. This means that any you return are destroyed.

Basic Life Support & Healthwatch Update

Basic Life Support

Walking for Life approached the PPG to see if the surgery could assist in some first aid training. Our Secretary Kate contacted Gerry East from British Heart Foundation, Heartstart at Newark and it was arranged for Wednesday 1st March and was attended by 10 walk leaders from the Caythorpe, Ancaster and Sleaford walking groups. It lasted for a 2 hours and the main focus was on CPR, so all participants practised giving mouth to mouth resuscitation and putting casualties in the recovery position, but also covered heart attacks, bleeding and choking.

We would like to give our thanks to Gerry and Heartstart for providing the training.

Heartstart offer an hour basic life support course. They cover treatment of the unconscious casualty, recovery position, choking, severe bleeding, recognition and treatment of heart attack and CPR, They teach to the latest resus council guide lines, and can cover Defibrillation if required and other things if needed. A certificate of attendance is given but not a qualification.

Healthwatch Lincolnshire Update

Back in December we undertook some work looking at the cancer assessment and diagnosis pathway, we also listened to **patients living with and beyond cancer**, their feedback and experiences have all been fed into planning and strategies for cancer pathways being developed by the Clinical Commissioning Groups and partners. We are currently visiting **mental health talking therapy clinics and hospital pain clinics** to hear patient experiences. The pain clinic experiences will be fed back immediately into a current review of pain pathways for patients.

We are currently talking to professionals about their experiences of the **CAMHS (child and adolescent mental health services)** and our **theme for this year is care** (residential/nursing, in the home and social care) so if you want to share any experiences we would love to hear them.

We are currently **looking for new volunteers** to support the reach of Healthwatch, so if you are interested in finding out what opportunities we have please get in touch, Healthwatch Lincolnshire has now achieve the Investors in Volunteers Award (IiP).

- In your experience how would you describe the communication between care homes and the community nursing team?
- Are you willing to pay more council tax to protect social care in Lincolnshire?

- In your experience how would you describe the communication between care homes and the community nursing team?

If you want to share any patient stories about health and care experiences or if you need any advice and guidance relating to health and care services please do not hesitate to contact us. Telephone 01205 820892 or info@healthwatchlincolnshire.co.uk.

Our quick polls can be found online but the questions of the month are:-

Have you found in the last 6 months that your GP surgery no longer provide additional services such as INR (blood tests), ear syringing, spirometry?

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.

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.

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I would like to receive the newsletter by email

Email.....

Name (optional).....

Telephone (optional).....

Address (optional).....

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Thank you from the PPG.
Email - villagedoctorppg@gmail.com.