



COLLINGHAM MEDICAL CENTRE



Winter 2017

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your email address
www.collinghammedicalcentre.co.uk*



We know you,
know your history
If it's not an emergency



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www.newarkandsherwood.nhs.uk

Providing NHS Services



Welcome

Welcome to a bumper edition of the Collingham Medical Centre newsletter. It's been a while since we last published a newsletter so we have lots of exciting information to share with you.

Our newly formed Patient Participation Group also want to share information which they feel would be of interest to our registered patients.

Meet the Team

Our Doctors:	Dr Karen Fearn Dr Lindsay Li Dr Laura Walker Dr Andrew Coulton
Executive Partner	Julie Reid is the Executive Partner and is responsible Partner for the running and administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice.
Advanced Nurse Practitioners	Ian Farnsworth and Tracy Savill support acute episodes of care, usually same day but often within 72 hrs of contact. They are independent prescribing clinicians.
Specialist Care Practitioner	Judy Derry supports housebound patients and those requiring specialist input helping to keep our patients out of hospital.
Superintendent & Clinical Pharmacist	Julia Prenter runs our dispensaries and offers help and advice in our dispensary and over the counter. Her Clinical Pharmacist role to support medications reviews to support the GP team is appointment only in the practice.

Pharmacist	Julia is supported by a responsible Pharmacist, we use a few to support the dispensary services. They also provide advice over the counter for minor ailments.
Practice Nursing Team	The Practice Nurse Team is Emily Feely, Vicky Sims, Jolene Parkes, Carol Carleton, Jenny Waite and Dee Inger. The nurse team are available by appointment and undertake a variety of clinical procedures including phlebotomy, wound care, chronic disease reviews, minor illness and minor injury.
Patient Care Advisers (PCA) <i>(formerly known as Receptionists)</i>	The PCA team are trained to assist you with your telephone and front desk queries, ensuring prompt access to the most appropriate healthcare professional. Some PCA's are trained chaperones. We trust our PCA team to help signpost you to the most appropriate clinical support and all information is confidential.
Community Nurses	The District Nursing team carry out nursing care in the community.
Community Midwife	The midwife cares for women throughout pregnancy and after the baby is born.
Physiotherapy	A physiotherapist sees patients at the surgery by referral from the doctors.
Admin Team	A team of secretaries and administrators who deal with the day to day administration of the practice and process referrals to hospital.
Audiologist	Kirsty Davison undertakes NHS hearing tests and offers choice of NHS or private hearing aids. Kirsty also provide private ear microsuction (a service not readily available on the NHS).

Changes in the Team

You will have noticed some changes in the team during 2017. The NHS is increasingly finding that the demand vs capacity of workforce is no longer well matched and a number of the NHS workforce are leaving the profession or seeking a new environment where they may hope to reinstate a work-life balance. Whilst not to the same affect as some neighbouring practices, Collingham has been affected by this transit workforce within the healthcare sector.

We continue to aspire to increase our GP team and continue to periodically advertise nationally and locally. We are currently seeking a GP to cover Dr Walker's maternity leave during 2018.

Please help us to value the team, including the use of social media posts.

We have welcomed several new team members to Collingham and introduced a few new roles whilst reviewing our workforce during 2017:

- Lesley - Patient Care Adviser (PCA)
- Sam - PCA / Medical Secretary
- Ella - Apprentice PCA
- Vicky - Respiratory Nurse—*a new dedicated role for respiratory*
- Ian - Prescribing Acute Nurse Practitioner—*a new enhanced ACP role*
- Tracy - Prescribing Acute Nurse Practitioner- *a new enhanced ACP role*
- Jenny - Health Care Assistant
- Dr Andrew Coulton - General Practitioner

Dr Lisa Terrill resigned from general practice partnership this summer and sadly we have also said goodbye to Dr Emma Watson (GP), Helen (Medical Secretary), Natalie (Practice Nurse), Victoria (HCA), Natalie (HCA), Claire (Practice Nurse) and Zoe (PCA).

New Patient Participation Group (PPG)

Our new Patient Participation Group now has a full compliment of 17 members plus representatives from the Practice. Members are:

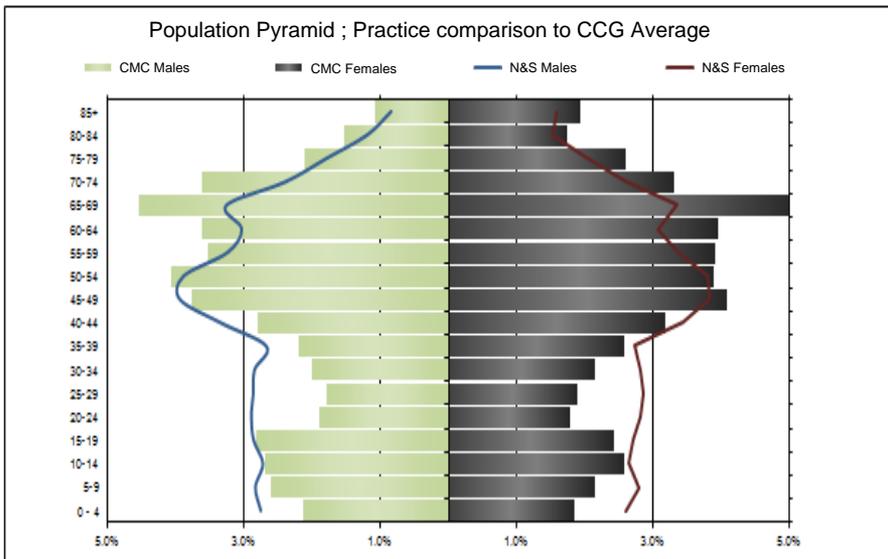
Linda Dales - Chairperson
Michael Davies - Vice Chairperson
Rosemary Eaton - Secretary
Judith Whysall
Ann Mackie
David White
Herbert Moore
Ann Chandlish
Keith Needham

Barbara Wilson
Yvonne Savage
Sheila Tanner
Samuel Goodman
Jim Barrie
Lynne Carter
Hilary Sheffield
John Sheffield
Julie Reid

The PPG have now met twice and are currently agreeing their role and areas they would like to focus on. They are keen to be positive ambassadors for the your services at Collingham Medical Centre.

Some key information the PPG thought you would like to know:

- We are a Dispensing Practice and Community Pharmacy
- We cover 31 villages—132 sq miles, and 6,775 patients (16 Oct 17)
- Demographics of the Practice by age group, compared to the CCG average:



- Between August 2016 and July 2017, within Newark and Sherwood CCG (N&S), Collingham were:
 - * Above average for first outpatient attendances



- * Below average for A&E attendances



Our patients are the least likely in N&S to need A&E

- * Overall below average for Non Elective Emergency Admissions



Patient at Collingham have lower than average emergency admissions

- GP Patient Survey Results for 2017:

What this practice does best

83% of respondents find it easy to get through to this surgery by phone.

94% of respondents find the receptionists at this surgery helpful.

88% of respondents say the last appointment they got was convenient.

What this practice could improve

42% of respondents usually get to see or speak to their preferred GP. *(This compares to a National average of 55%, and is mainly due to changes within the NHS)*

83% of respondents say the last GP they saw or spoke to was good at giving them enough time. *(Compared to 86% National average)*

88% of respondents say the last GP they saw or spoke to was good at listening to them. *(Compared to 89% National average)*

How you can help us

Please keep your appointment, or if you are unable to attend, please cancel with as much notice as possible. This will allow us to help someone else.

During November 2017:

95% of appointments booked with a GP were attended.
93% of appointments booked with a nurse were attended.

We would like to thank everyone who attended.

Sadly, a total of 160 appointments were wasted in November by people not attending a booked appointment, or not letting us know.

Why self care?

Rather than visit their GP, most people can take care of themselves when they have common symptoms such as sore throats, coughs, etc. This is called self care.

Pharmacists can help you to look after yourself. They can also advise you on over the counter medicines.

If your symptoms carry on longer than is normal for a minor illness then make an appointment at your GP Practice.

Your self care strategy

Medicines for self care

The following minor illnesses can be treated effectively and safely using over the counter medicines.

Treatments for these conditions are no longer recommended on prescription. You can speak to your pharmacist for advice.

- ◆ Aches and pains
- ◆ Cold sores
- ◆ Constipation
- ◆ Dandruff
- ◆ Mild dry skin
- ◆ Fungal nail infections
- ◆ Conditions which require food substitutes or supplementation without clear clinical need
- ◆ Headache and migraine
- ◆ Heartburn and indigestion
- ◆ Upset stomach
- ◆ Other skin complaints including acne, sun protection, birthmarks, facial hair, bruising, tattoos, sweating
- ◆ Teething and toothache
- ◆ Travel medicines including travel sickness
- ◆ Varicose veins
- ◆ Athlete's foot
- ◆ Colic
- ◆ Coughs and colds
- ◆ Diarrhoea
- ◆ Ear wax
- ◆ Fungal skin infections - ringworm
- ◆ Hayfever and allergies
- ◆ Head lice
- ◆ Piles (haemorrhoids)
- ◆ Skin rashes including nappy rash
- ◆ Sore throat
- ◆ Threadworm
- ◆ Conditions which require vitamin, health supplements for prevention of deficiency including complementary medicines
- ◆ Vaginal thrush

Benefits of self care

Expert advice to support you.

Pharmacists can offer expert advice on a wide range of illnesses and you don't need to make an appointment. Your consultation will be confidential and discreet.

Save yourself and your GP time.

Choosing to self care can free up your GP so they can spend more time with patients with more complex conditions.

Save the NHS money.

In 2015, practices across the Mid Nottinghamshire area spent £1,500,000 on prescribing over the counter medicines. Many of these items are low cost and available from the pharmacist, and some are even available from your local shops and supermarkets

The money spent on those prescriptions, for minor illnesses, could be spent on treating more serious conditions or developing life-saving treatments.





Why does the Patient Care Adviser (PCA)* need to ask what's wrong me with?

(* PCA formerly known as Receptionists)

It is not a case of the PCA's being noseey!

The PCA's are members of the practice team and it has been agreed they should ask patients "why they need to be seen".

The PCA team are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

PCA's are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

PCA's, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a PCA in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.

Thank you for your support



Winter illness: It pays to be prepared

Make sure your medicine cabinet is stocked up with:

- Paracetamol
- Anti-diarrhoeal medicines
- Rehydration mixtures
- Indigestion remedies
- Plasters
- Thermometer
- Anti-inflammatories
- Antihistamine

Make sure you pre-order and collect repeat prescriptions before your GP surgery closes prior to any Bank Holidays.

Remember you can get a free flu jab from your GP if you are:

- over 65 years of age
- under 65 with a long term condition
- a 2 to 4 year old child
- pregnant
- a carer

Stop things spreading

To prevent something you have caught spreading to others:

- catch coughs and sneezes in a tissue
- dispose of tissues quickly and safely
- regularly wash your hands with soap and warm water

These simple measures, plus not visiting a patient in hospital if you are unwell yourself, can make a big difference and will help protect you, your family and those around you.

Change of Details and Mobile Phone Numbers

It is important that you let us know of any changes to your contact details or address so that if we need to contact you we have correct information to do so.

We also offer a free text service to all patients who have given us mobile phone number. We will send texts to remind you of booked appointments and also to inform you of any changes to appointments. Please contact reception to register your mobile phone number.



How to Contact Us



Enquiries/Emergencies: 01636 892156
Appointments: 01636 893956
Repeat Prescriptions: 01636 892210



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SYSTEMONLINE (On-line appt booking, ordering medications and access to records)

If you would like to register to use SystemOnline for booking of doctors appointments, ordering repeat medications and viewing your medical record, please ask a member of the PCA team to set this up for you.

Once registered, you can access the website via the link at the bottom of the home page on the practice website. You can also download apps for use on Apple and Android devices.

