



NEWSLETTER



Extended Hours Opening

An update and some guidance

YOUR LOCAL PATIENT PARTICIPATION GROUP

- Contributing to the continuous improvement of services

- Fostering improved communication between the practice and its patients

- Helping patients take more responsibility for their health

- Providing practical support & help to implement change

Extended hours opening went live across Rushcliffe in April 2017 and is working well. Patients now have the option to see a GP, Nurse or Health Care Assistant (HCA) out of normal surgery hours at one of the 3 participating surgeries provided they meet certain criteria:

Keyworth
East Bridgford
Castle on Wilford Lane, West Bridgford.

Statistics for August, show an overall 62% uptake of the service:

GP appointments are proving more popular than those for Nurses and HCAs.

Partners Health is exploring more services which could be offered by these two groups.

As a guideline, examples of who these services are suitable for is as follows:

GP Appointments

- Ear/chest/urinary infections (UTI's) that are not urgent or acute
- New Pains; New rashes; New problems
- Emergency contraception; Medication

Nurse Appointments

- Asthma; Diabetes; Dressings; Removal of stitches, clips and sutures
- CVD reviews/ Heart vascular; Hypertension (Blood Pressure); Renal
- Contraception (Pills only); Smear tests

Health Care Assistant Appointments

- Blood Pressure checks ; ECG's; NHS Health checks



Patients who are acutely unwell or need to see a GP urgently should be seen as normal at the Radcliffe Health Centre.

Call the surgery before 9.00 am for a same day consultation.

Ongoing problems should be followed up with your own GP for continuity of care.

Queries relating to hospital correspondence should also only be discussed with your own GP.

Medication reviews, including repeat prescriptions should continue through Radcliffe Health Centre.

The extended hours service offers appointments on weekday evenings and Saturday and Sunday mornings. They can be made through the Radcliffe Health Centre in the usual way you would make an appointment. If you are not offered one you can request it providing you meet the above criteria.

PLEASE NOTE THAT ALL EXTENDED HOURS APPOINTMENTS ARE PREBOOKABLE ONLY BY CONTACTING YOUR OWN GP PRACTICE. *THERE IS NO WALK IN SERVICE OFFERED.*

REMEMBER: IF YOU REQUIRE URGENT ASSISTANCE BEFORE 8AM OR AFTER 6.30PM, PLEASE CALL 111

Practice News



The NHS
non-emergency
number

NHS
choices

Latest Health Event Grange Hall

Saturday 11th November 2017 11:00 to 12:30



Embracing Self-Care for Life

Saturday 11th November 2017

Radcliffe Surgery Forum (RSF), your Patient Participation Group (PPG), is holding a health event. Come along and:

Listen to Dr Ram Patel speak about

“Obesity – intervention & prevention: the health risks of being overweight & managing lifestyle changes”

Meet local groups & organisations supporting better self-care for you and those you care for

11.00am to 12.30pm

Saturday 11 November 2017

The Grange Hall, Vicarage Lane, Radcliffe on Trent, NG12 2FB
REFRESHMENTS: tea, coffee & biscuits from 10.30am

A question & answer session will be held during the meeting.
To ask a question in advance, please use the RSF suggestion box on the noticeboard at Radcliffe Health Centre

Embracing Self Care for Life

13-19 November 2017 SELF CARE WEEK

NHS



One of our new RSF committee members, **Kayleigh Goodman**, works for **The Alzheimer's Society** and would like to share details of some of the excellent support work carried out locally by them.

Are you living with dementia or caring for someone living with dementia? The Alzheimer's Society provide a number of services to people affected by dementia across Rushcliffe and Notts.

Their specialist Dementia Support Workers can provide support, information and guidance on how to maintain your independence, improve your sense of well-being and put you in control of your life. They offer a one-to-one Dementia Support service by telephone, face to face visits and written information.

Dementia Cafés are a place to relax, socialise and meet other people living with dementia and their families and friends. Cafés provide information about living with dementia and other services in a comfortable environment. A free Dementia Café runs monthly in West Bridgford.

'Singing for the Brain' bring people affected by dementia together in a fun and friendly environment. Based around the principles of music therapy, the stimulating sessions include a vocal warm-up and singing a variety of familiar and new songs. 'Singing for the Brain' sessions are free of charge and run on a regular basis in West Bridgford.

If you have questions about dementia, would like to know more about the Alzheimer's Society's Dementia Support service, or to book a place at a Dementia Café or 'Singing for the Brain' session please contact them on 0115 934 3800 for details.



The Primary Care Conundrum - Please help!

Recently the media have highlighted the challenges facing the NHS including the strains on GP practices and primary care.

At a recent conference information from research led by the University of Oxford (published April 2016) was presented. It showed that '...people in England are visiting their GP practices more often, and are having longer consultations than they were in 2007 resulting in a 16% rise in clinical workload'. This increase was in addition to the extra demands driven by increases in population.

One reason given for the extra workload was the increase in the number of people over 65. Although we are all living longer, the majority of people over 65 suffer from a 'single dominant or moderate' chronic disease or 'chronic disease in two or more organ systems'. The percentage of the population suffering chronic disease gets significantly higher the older we get.

This is quite sobering information, so the RSF decided to ask the practice how they cope with these challenges.

The Health Centre offers a service to everyone in the village who wishes to register.

In October 2017 the practice has 8161 registered patients. This approximates to the published population of Radcliffe. Of these 2234 are over 65 years old. At 27% this is much higher than national average of 17.5% though not unexpected when the age profile of the village is considered.

To provide us with primary care, the practice employs 15 Clinical staff and a further 15 administration staff all working to ensure our experience is as good as possible.

Each week the GP's carry out:

- 511 'face to face' consultations and
- 175 by telephone.

In simple terms, our GP's are talking with more than 8% of their registered patients every week.

The practice offers other services. Each week there are:

- 304 appointments with the Nurses,
- 100 appointments with the health care assistant and
- 180 appointments with the phlebotomist.

In addition to appointments available at the surgery in Radcliffe, patients are now able to see a GP or nurse at other local surgeries in the evenings or at weekends (see article on 'Extended Hours Opening'). In any evaluation, this is a large and quite complex organisation that despite the challenges gets over a 90% satisfaction rating (ref. NHS Choices website).

What can we as patients do to support this practice? Well, a disappointing statistic is that last month (September) 103 patients did not attend their planned appointment. There may be acceptable reasons why a patient may decide that it is no longer necessary to see the doctor or nurse. However, we must advise the surgery, preferably no less than 24 hours before the appointment. If you have a mobile phone, register the number with the practice and you will receive reminders of your appointment. You then get the option to text back to cancel if you no longer need the appointment. If you have not yet registered your phone, ask at the reception desk next time you visit. The procedure is quick and simple. Alternatively you can cancel your appointment using the on-line connection service. To date 2436 patients have registered to use the on-line services to book non-urgent GP appointments, cancel appointments, request repeat prescriptions and view their recent medical history.

If you haven't already registered for the on-line service for yourself and for your children, you can do so easily by completing the form from the surgery receptionist.

This will aid the efforts made by the team at the Health Centre to meet the challenges of the increasing demands made on them. It will also free up valuable appointments for those who need them. There are both financial and time constraints yet the aim is to make sure that patients receive the best possible care in a timely way. There is no easy answer to these challenges but a better understanding of them will be a good start. We are sure to return to this topic in the future.

Changes to the RSF Committee

In recent months we have been successful in getting new members to join the RSF Committee, our Chair (Kamaljeet Pentreath) explains:

“The RSF believes that for it to represent patient’s diverse view-points, the committee membership should reflect the varied age-range and patient & carer experiences of its local population. This year we made a concerted effort to increase the diversity. I am delighted to say that the response has been very positive. We managed to recruit 6 new members and expand our numbers to 15.”

Introducing our new members:

Susan Gaffney

Susan and her husband moved to Radcliffe 6 years ago. Now retired she held senior posts in both public authorities and business. She is familiar with how our village, city and county work for the benefit of everyone. Susan has had experience in education, NHS and commercial businesses in both executive and non-executive.

Kayleigh Goodman

Kayleigh moved to Radcliffe in 2014. After studying Biomedical Sciences at university and finding a real interest in clinical ageing, she has gone on to work with The Alzheimer's Society. She feels most at home along Radcliffe’s cliff walk with her dog, Jasper. Kayleigh is looking forward to supporting the RSF to voice the healthcare needs of our local community.

Richard McCallum

Richard completed his dental degree at the University of Sydney and gained a postgraduate qualification in the U.K. He has lived in Radcliffe since 1984. He worked for over 30 years in the NHS in UK as a clinician in the community and hospitals. He was also a Medical Director in an NHS Trust. He is a serving Chair of Fitness to Practise committees at the General Dental Council and locally as Chair of the Rushcliffe Community and Voluntary Services charity. “..the best way to improve health and health services is through communication and involvement of the public and professionals..”

Kelli Scott

Kelli has lived in Radcliffe for 6 years, is married to Rob who she met in Australia whilst backpacking. They have four children aged 4-10. She teaches swimming and is on the bank staff at the local preschool playgroup. She will shortly begin a new job with Mencap as a support worker.

Mary Sowter

Mary has lived in Radcliffe all her life and is a pupil at Toot Hill; currently doing her GCSEs. She has a great interest in science and engineering. She is curious about jobs in medicine so has joined the committee to find out about the inner working of her local doctor’s practice to gain insight into the NHS.

Carol White

Carol moved to Radcliffe in 1964. She became a nurse in 1984. She spent all of her whole career in Critical care, most in ICU at Queens Med, Nottingham. She helped set up Medical High Dependency where she worked as a Sister for 11 years. Partial loss of vision forced her into retirement. During her career she gained insight into the workings of the NHS and the problems it faces, and obviously saw many changes. She says ‘..it has given me the skills and experience to be able to contribute to the Forum and continue giving service to the health provision of the local Community.’

They join the existing members; Kamaljeet Pentreath (Chair), Joy Thackeray (Secretary), Helen Randall (Treasurer), Rob Pearce, Phil Thomas, Ann Moffatt, Paul Morgan and Joan Barber

Our Congratulations - Dr Natasha Turner (nee Knibbs)

The RSF committee would like to add our best wishes to Dr Knibbs following her recent marriage. We will be getting used to seeing her married name, Dr Turner, at the surgery and on our prescriptions!