

Selsey Medical Practice Newsletter

The latest news and information
from your local surgery

Spring 2022

Start of a New Season

Welcome to the first Newsletter of 2022. Our surgery remains fully open, and we are busier than ever! Luckily we have some excellent staff and we have recently recruited more, so look out for some new faces and please make them feel welcome. For most organisations it is back to “business as usual”, but COVID-19 is still around, so we must be careful in order to keep our patients and staff safe, and the Practice running.

The Government has removed most COVID-19 restrictions in England, including their guidance on mask wearing. The incidence of COVID 19 infection remains high though, and whilst the associated illness with the Omicron variant may be mild for most people, we have many vulnerable patients visiting the practice and we also want to protect our staff. When you come to the surgery, please wear a surgical type mask (we can provide these, if necessary) and use the hand sanitizer. Whilst you're no longer required by law to self-isolate if you have COVID-19, you should still stay at home and avoid contact with other people. This helps reduce the chance of passing it on to others. You should also stay at home if you have any of the main symptoms of COVID-19.

Ordering Repeat Prescriptions

The pharmacies in Selsey no longer provide a service for patients to re-order the medication which they have on repeat prescription.

Usually, once a patient is stable on their medication and a clinician has agreed that this will be taken regularly, it is put on to what we refer to as “repeat prescription”. This means that if you remain stable and, any monitoring which may be needed for the medications you are taking is ok, you can continue to order your medication without the need to see or speak to a clinician.

Although the Pharmacies are no longer offering this option, there are several ways in which you can still request medication which has been put on “repeat”:

- **Order via the NHS App:** You need to Download the NHS App to your phone (you will also be able to view other health information via this App, including results and hospital letters). Details can be found on our website.
- **Use Online Access:** Use can use “online access” through our clinical system (called SystmOne). You will need to complete a registration form and verify your ID in the surgery before we can set this up. Details can be found on our website. www.selseymedicalpractice.co.uk
- **On our Website:** Complete the online “request repeat medication form” on our website (no registration or log in required). www.selseymedicalpractice.co.uk
- **Email:** Send an email with your request to cwscg.selseyprescriptions@nhs.net. Please include your full name and date of birth, along with a list of the items you require.
- **Put in a written request.** You can either tick the medication you require on the white, right hand side of the paper copy of your prescription, or you can put your request in writing with details of your name, date of birth and medication you need. These can be dropped into the box in reception or the post box outside the practice, which is regularly emptied during the day.
- **You could also consider looking at using another pharmacy,** there are online pharmacies available who will provide a service for patients.

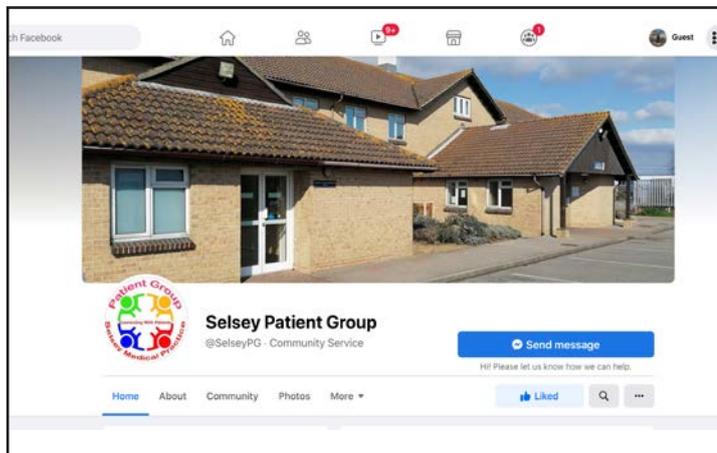


NHS App. Did you know that you can view your test results by using the NHS app?
This means you can get information quickly and avoid ringing the practice.
Find out more and download the app here: www.nhs.uk/nhs-app/



Patient Group - Visit our Facebook Page

Do you use social media? Are you on Facebook? Have you discovered the Selsey Patient Group Facebook page yet? Here is a screen shot of our banner.



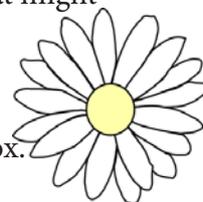
It was in February last year that our page went live with our first post which was about the process of booking Covid vaccinations. Since then we have posted many more items of interest, and many more people have “liked” our page or followed our posts, such that a recent post reached a record 1,318 people!

Social media is dynamic and, were there an urgent message which needed to reach many people as quickly as possible, we can have that posted within minutes.

The main purpose of the page however is to inform those in the local community, in a clear and concise manner, of health and welfare issues that may affect them. We receive suggestions for posts from Selsey Medical Practice, Chichester Alliance of Medical Practices (ChAMP), Innovations in Primary Care (IPC), and other relevant sectors of the NHS, and we use our own judgement to ensure that all posts are relevant, timely, and worthy of publication.

Our Facebook page also receives messages, and we are always pleased to hear from ‘followers,’ although we are not able to pursue personal matters for patients and we have no legal status to insist or force the Practice or any other party to make any changes or take any particular action whatsoever. However, where there would appear to be a problem with a process which could detrimentally affect other people, we can discuss this with Selsey Medical Practice to determine what the issue is and whether there are alternatives that might be available.

If you want to visit our Facebook page (and hopefully follow it!), you can find it here; www.facebook.com/SelseyPG or simply search for ‘Selsey Patient Group’ in the Facebook search box.



Bob Arnold, Chair, Selsey Patient Group

Community Pharmacy Consultation Service

Coming Soon to Selsey Medical Practice.....

Selsey Medical Practice will be participating in a new approach to improve access for patients to clinical appointments. The aim is to direct patients to the most appropriate healthcare professional, which may be a GP or a pharmacist. We are aiming to “go live” with this service at the end of May.

When we start using this service in the practice, if your symptoms could be resolved by a booked consultation with the pharmacist instead of the GP, you will be given a same-day referral to a pharmacy of your choice. We think this is a good thing. Once you see how great your local pharmacist is (they are highly trained and skilled clinicians, experienced in treating minor illnesses) we don't think you'll look back.

2

This will also help us to free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional. We are keen to hear what you think about this initiative and will be listening to your comments and feedback about your experience of using this service.

Patient Advice; Taking your own Blood Pressure

High blood pressure, or hypertension, rarely has noticeable symptoms. But if untreated, it increases your risk of serious problems such as heart attacks and strokes. Around a third of adults in the UK have high blood pressure, although many will not realise it. The only way to find out if your blood pressure is high is to have your blood pressure checked.

Our Clinicians can measure your blood pressure and we also have a blood pressure machine in the waiting room which our patients may use. Increasingly, patients are buying and using their own machines, which is a great way to keep track of blood pressure readings.

It is important to use these machines correctly so we have provided some information below, based on Guidance from Blood Pressure UK and the British Hypertension Society.

Firstly, you should use a validated BP device that measures BP from your upper arm, and ensure that the cuff size is appropriate for your arm. You can buy these from pharmacies, or online. The one on the right costs from about £35 from Boots Website.



When recording your blood pressure

- Follow the instructions carefully that come with your monitor. Ensure you are relaxed and
- Wear loose fitting clothes so that you can easily roll up your sleeve. Avoid smoking, caffeine or exercise within 30 minutes of BP measurements and ensure at least 5 minutes of quiet rest before readings. Sit with back straight and supported, with feet flat on the floor and legs uncrossed. Keep arm supported on a flat surface with the upper arm at heart level. Keep still and do not talk whilst recording.
- Take two BP readings at least 1 minute apart and ideally 5 minutes apart twice daily, in the morning and evening for 7 days. If there is a big difference between the first and second readings, then take further readings until they level out.
- Initially take your BP in both arms. If there is a big difference between the two let your doctor or nurse know and use the arm with the higher reading.
- Ignore the first day of readings. Record all subsequent readings in a BP diary and calculate the average. Do not round readings up or down and make sure you record both the upper (systolic) and lower (diastolic) readings.
- Your doctor or nurse will advise on how frequently to check your BP and how to communicate the results to them. A series of morning and evening readings over 4 to 7 days every 3 to 6 months is typical, more often if medication is being changed.
- Your doctor or nurse will advise when and how often you will need to meet up. When you do, bring your machine with you so that they can check your technique and the accuracy of your machine.

When should I worry?

- If taking your own blood pressure makes you feel anxious or stressed it may not be appropriate for you. You can discuss this with your doctor or nurse.
- Do not worry if you get a one-off high reading, but repeat it later. If the upper reading (systolic) is > 180 or < 100 , or the lower reading (diastolic) > 100 then contact your doctor or nurse.
- Your doctor or nurse will advise on your ideal BP target level, but an average BP of $< 140/90$ (or $< 130/80$ for patients with other conditions such as cardiovascular or kidney disease) is ideal. Let your doctor or nurse know if your average readings are higher than this.

Do all you can to keep your BP down naturally. Think about improving your lifestyle with more exercise and a better diet, including making sure you eat less salt.

Expanding our Workforce

Our population is being impacted more and more by complex, long term conditions. These new challenges are increasing the pressure on the system to deliver for those in our communities. There is more that we can do to shift our focus from treating those who are unwell to preventing ill health occurring and tackling health inequalities.

The NHS has provided funding for additional roles to support primary care in this activity, through our Primary Care Network (PCN).

Currently at Selsey we have access to the following roles:

Clinical pharmacists

Clinical pharmacists work in primary care as part of a multidisciplinary team in a patient-facing role to clinically assess and treat patients, using expert knowledge of medicines for specific disease areas. They work with and alongside the general practice team, taking responsibility for patients with chronic diseases and undertaking clinical medication reviews, to pro actively manage people with complex medication use.

Pharmacy technicians

Working within primary care settings allows the pharmacy technician to apply their acquired pharmaceutical knowledge in tasks such as audits, discharge management, prescription issuing, and where appropriate, informing patients and other members of the primary care network (PCN) workforce. Work is often under the direction of clinical pharmacists as part of the PCN pharmacy team.

First contact physiotherapists

First Contact Physiotherapists (FCP) are qualified independent clinical practitioners who can assess, diagnose, treat, and manage musculoskeletal (MSK) problems and, where appropriate, discharge a person without a medical referral. FCPs working in this role can be accessed directly by patients, or staff in GP practices can refer patients to them to establish a rapid and accurate diagnosis and management plan to streamline pathways of care.

Paramedic Practitioners

A paramedic can recognise and manage the deteriorating patient and can manage patients with long term conditions, minor injuries, and minor illness. They can also support patients who require wound care, have fallen, have MSK problems, and have urinary tract or respiratory infections.

Paramedics can respond to on the day demand by offering 'Hear and Treat' telephone triage or undertaking home visiting. We have just been joined by a new Paramedic Practitioner (see page 5).

Social prescribing link workers

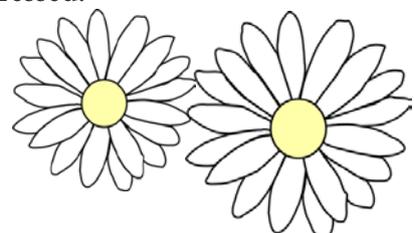
Social Prescribing Link Workers give people time and focus on what matters to the person as identified in their care and support plan. They connect people to community groups and agencies for practical and emotional support and offer a holistic approach to health and wellbeing, hence the name 'social prescribing'.

Care Coordinators

Care coordinators work closely with the GPs and other primary care colleagues to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers (if appropriate), and ensuring that their changing needs are addressed.

For more information visit:

www.england.nhs.uk/gp/expanding-our-workforce/



Why Does The Receptionist Need To Ask What is Wrong With Me?

Our reception staff are trained members of the practice team, and it has been agreed that they should ask patients 'why they need to be seen' when they visit or call to ask for an appointment.

Reception staff are trained to ask certain questions to ensure that you receive the best medical care from the most appropriate health professional at the most convenient time. They are not being 'nosey', and they are not making clinical decisions, but it is their job to ask you some questions, so please do try to assist them as they try to help you.



Finding the right person for you.

Our clinical team consists of Healthcare Assistants, Nurses, Prescribing Nurses, Paramedic Practitioners, and GPs, each of which offers a range of specialities and expertise. There are also associated Practitioners offering other services (see page 4), to whom you can be directed, as well as our new Community Consultation Pharmacy service (see page 2), so it is important for the receptionist to find out information to make an appointment with the best person for you.

In particular, the receptionists are asked to collect brief information from patients to help:

- doctors to prioritise house visits and phone calls
- ensure patients receive the appropriate level of care, and
- direct patients to see a nurse or other health professionals rather than a doctor where appropriate.

Reception staff, 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 it accordingly.
- You can ask to speak to the receptionist in private if you wish, away from the reception desk.
- If you feel your issue is very private and do not wish to say what this is, then this will be respected.

Our receptionists are on the front line every day and understand how stressful it can be when you feel unwell and anxious. Please understand that they are there to help and they will always try to find the best solution for you. Please help them as much as you can, thank you.

New Member of Staff

We are delighted to announce that Kate Shaw, Paramedic Practitioner, joined us in April. Kate will be working 4 days a week. She is an experienced practitioner and can see and treat most minor ailments. As a qualified prescriber, she will be able to prescribe medication if it is needed.

The activities of Paramedics in General Practice are varied and valuable.

Paramedics work in a variety of roles to provide clinical care for patients. Their background in pre-hospital care means that they are used to working with people with a variety of health conditions, from coughs and minor injuries to more serious conditions such as asthma and heart attacks. They work alongside GPs and help manage routine and urgent appointments, as well as making home visits, and undertaking telephone triage (assessing the urgency of illness or injury).

They also offer; face to face assessment and triage of patients, including same-day triage, and, as appropriate, providing definite treatment. They also Advise patients on general healthcare and promote self-management. They are also involved in carrying out specialist health checks and reviews, performing and interpreting ECG's, undertaking investigatory procedures, and they can also perform a blood tests.

Ear Ache



There is normally no need to treat ear infections with antibiotics. Pain control with Paracetamol and/or Ibuprofen is all that is normally needed.

If your child is having hearing problems, or the ear is draining, they should see a GP.

This chart shows you how long earache often lasts in children. The faces represent ten children who have seen their GP with earache. Green faces are those who have recovered at each time period.

After one week, more than three-quarters of children will be better, whether they take antibiotics or not. Most (14 out of 15) children who take antibiotics get better just as quickly as if they had not taken them.

Children under the age of two with ear infections in both ears, and those with an ear infection that is draining, are more likely to benefit from antibiotics than other children, and should be seen by a doctor or nurse.

In Summary...

A child's immune system is very powerful, and will clear up most common infections by itself.

- You can help your child fight the infection by making sure they get plenty of rest and offering them healthy food (like fruit).
- Give your child plenty to drink. This will help prevent dehydration, loosen phlegm, and lubricate the throat. Try to avoid very sugary drinks.
- Pain and fever are best treated with Paracetamol and/or Ibuprofen.
- Paracetamol and Ibuprofen work differently. They can be used together if one alone has not worked. Just make sure you do not give more than the maximum recommended dose of either of them.
- These products often tell parents not to use them for more than a couple of days without seeing a doctor. If your child does not have any of the features of serious illness (below), and you are not overly worried about them, you can continue to treat with these products for longer than this.
- Make sure no-one smokes around your child.
- Most common infections do not get better quicker with antibiotics.
- Most children with a cold, cough, sore throat or earache, who see their GP, will still be ill 4 days later. This does not mean that they need treatment or need to be seen again.
- One third of children who have seen their GP with a cough will still be coughing 2 weeks later. This does not mean that they need treatment.
- Only children with signs of more serious illness generally need to be seen by a doctor or nurse. These signs are described below.

No guide can be complete. If you are still worried about your child after reading these pages then you should get advice. This could be telephone advice or a consultation with a doctor or nurse at the surgery. Telephone advice is also available from NHS 111 and out-of-hours services. If you feel that it is an emergency you should dial 999 for an ambulance. **The following are signs of possible serious illness:**

- **Your child is drowsy or irritable.** (Although children with a temperature are often more sleepy, irritable and lacking interest than usual, they usually improve after treatment with paracetamol and/or Ibuprofen. If they do not improve, or if they are very drowsy indeed, they should see a doctor urgently).
- **Your child has problems breathing** - including rapid breathing and being short of breath or 'working hard' to breath. (It sometimes looks as though the tissues between the ribs and below the ribs get sucked in each time they breath). Any child who has a lot of difficulty breathing needs to see a doctor urgently.
- **Cold or discoloured hands or feet with a warm body**
- **Severe arm and/or leg pains** (for no obvious reason)
- **Unusual skin colour** (pale, blue or dusky around lips)
- **High temperature** (40 C or higher) (not necessarily a sign of serious infection, but if the temperature does not come down with treatment or your child has other features on this list then you should seek help).
- **An infant who is not feeding** or any child that is showing **signs of dehydration**.

Symptoms related to meningitis:

Unusually severe headache
Dislike of bright lights

A stiff neck (difficulty putting chin to chest)
A rash that does not fade with pressure

Friends of Selsey Medical Centre

We are extremely fortunate to have the valuable support of such a dedicated group of volunteers as the Friends of Selsey Medical Centre.

Their objective is to raise funds to provide increased and improved facilities and amenities at the centre, over and above that which is provided by the NHS, for the benefit of all patients in Selsey and the wider community.



Please support your surgery!

Since the building opened its doors over 20 years ago, the population has grown to over 12,500, plus all the visitors to our lovely town. This means that every improvement we can make, helps the Medical Centre team to deliver care more effectively, and contributes to a better experience for a huge number of people!

Many healthcare providers have similar organisations; even large ones like St Richards Hospital have an active Friends committee. Our charity's committee offers their time freely. All the money we raise is spent on making our surgery a nicer place to visit. This includes purchasing specialist medical devices, clinical equipment, and office technology. One of our contributions, that you will all have seen, was to equip the waiting rooms with electronic display screens. The pandemic initially meant that we had to be cautious about sitting together, but now that more patients are allowed to wait in the waiting rooms, the Staff at the Medical Centre are going to update these displays regularly and use them to share information about the Practice, as well as medical advice and links to other NHS and community services.



We spend more on equipping our surgery than we raise with annual subscriptions. Legacies are therefore a vital source of income to us, so please can I ask that you consider including a donation to the Friends when making out your will.

We are also seeking to increase membership of the committee. If you feel willing to join us, we would welcome the opportunity to talk to you. We usually hold 9 meetings a year which you would attend as well as representing the Friends at a few local events. We are a Friendly lot, and your involvement and community spirit would be very appreciated. Please give your details to Reception if you would like to find out more.

If you are already a member... Thank you! Your AGM Booklet will be with you soon. Membership renewals are due now, £5.00 per person per year.

If you would like to join the Friends of Selsey Medical Centre or renew an existing membership, please visit our page on the Practice website (www.selseymedicalpractice.co.uk/friends-of-selsey-medical-centre) to download a copy of the renewal letter, which includes the membership form and details of Gift Aid.

David Webber, Friends of Selsey Medical Centre

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