

Selsey Medical Practice Newsletter

The latest news and information
from your local surgery

Spring 2019

Focus on Appointments

Like most other practices we experience very high demand for our appointments. The practice regularly reviews our appointment system in order to improve availability and ensure that patients who need us can access our services in a safe and effective way. On average we provide **6,750** GP, Nurse, HCA and Paramedic Practitioner appointments every month. Approximately 200 of these appointments are missed when patients do not cancel them in time or turn up late. We do understand that sometimes there are genuine reasons but it is very important that patients arrive to appointments on time or cancel with good notice.

To reduce the number of wasted appointments we have implemented a missed appointments policy, which was developed with our patient group and was featured in the Winter Newsletter. Sometimes patients make appointments for matters that could be managed in a better way. Please follow the tips below so we can work together to optimise appointment availability for patients who really need to be seen:

Help us to increase available appointments

- **Try self care first**- many minor illnesses like coughs, colds, back ache, hay fever and minor injuries either get better without any intervention or can be self managed using over the counter remedies (**talk to the pharmacist**)
- **Minor ailments.** Very helpful advice can be found on www.patient.co.uk or www.nhs.uk
- **Advice.** For telephone medical advice you can **call 111** in or out of hours.
- **Cancellations.** If you realise you are unable to attend a booked appointment, contact the practice to cancel as soon as possible. You can do this in person, by phone, online or, if you have consented to our text service, you can cancel via a text message.
- **Existing referrals.** Please **DO NOT** make a GP appointment to discuss an existing referral, these can be dealt with by our **medical secretaries** and they can speak to your GP if needed.
- **Non-medical problems** such as social difficulties, can be discussed with our **Community Referrer**. Ask the receptionist, nurse or doctor for a referral.
- **Self-referral services**- ask our reception team if you would like information on how to refer yourself for **physiotherapy** or to our psychological therapy service called **Time to Talk**.
- **Sickness certificates**- employees need to “**self certificate**” for the first 7 days, the appropriate self-certification form can be obtained from your employer. A doctor’s note, (Med 3 form), is not available for the first 7 days sickness.
- **Children.** If your child or young person is unwell a clinician should see them if you judge that they need medical attention. Please do not come to the practice just as proof of absence for the school as this is not a good use of an appointment and **the doctor will not write a sick note**. If the education authorities are concerned at a later point that excessive time has been taken off school, they may request a report from the GP. Any information disclosed to the school will require written parental consent and, in some cases, the child’s consent.
- **Hospital medication.** Following discharge from hospital you should be provided with at least 2 weeks supply of medication, please **contact the hospital team** who looked after you, if you don’t have the appropriate medication.
- **Hospital sick note.** Hospitals must provide a medical certificate following any procedure, for the whole period of time that they have advised you to stay off work. You should **contact the hospital** if you have been discharged and need a certificate, as GP’s will not be able to provide certificates immediately after a hospital procedure.
- **Pregnancy related queries Telephone 01903285269**- the hospital provides a 7 day a week maternity advice line between 7.30 a.m. and 8.30 p.m. to advise on problems from early pregnancy right through to full term. To book your pregnancy with the hospital search on line for ‘**book my pregnancy in West Sussex**’ and follow the links.
- **Dental problems.** Our GP’s are not insured to see patients regarding dental problems; patients should see their own dentist for any dental problem. In an emergency, you can contact The Jubilee Dental Centre at St Richards Hospital on **01243 831790**. Phone lines are open from 5.30pm Monday to Friday and from 8.30am Saturdays and Sundays.

Also in this Issue! - Sleep and Exercise (pages 4&5)

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Why do the reception team ask for an outline of my problem when I ask for an appointment?

While patients are under no obligation to give this information, there are good reasons for them asking the question, as follows:



- Our administration staff are trained to understand which member of the practice team is the most appropriate person to help you with your problem.
- We have a growing team of clinical professionals with a wide range of knowledge and skills.
- Our nurse prescribers and paramedic practitioner can assess and treat minor ailments and can seek supervision or support from the duty doctor if necessary.
- Different members of the nursing team have training and expertise in different areas so it is vital to have an outline of the problem to ensure we get you seen by the right person and don't waste your time or our appointments.
- Our administration staff will use the training they have had on the symptoms of common medical emergencies, to advise really sick patients to call 999 or escalate their concern urgently to the duty doctor where needed. In conditions such as heart attack, stroke or sepsis this can save precious time, which could be lifesaving.
- Sepsis awareness training recently enabled one of our receptionists to correctly identify a case of sepsis.
- We need to know if a patient with a potentially contagious illness, such as measles, is coming into the practice so that we can look after them in a room away from the general waiting area.
- If a patient is very emotionally distressed, we can ensure that our privacy room is available.

Stroke? Heart Attack? Call 999

Occasionally a patient struggles in to the surgery with a suspected heart attack or stroke. We are not equipped to treat these conditions and any delay in getting to the A&E department can be very serious. Here are some images from a presentation in our waiting room to help you recognise the signs. Call 999 if you have these symptoms and get straight to hospital.

Stroke

FACE

- Has their face fallen on one side?
- Are they unable to smile evenly?



ARMS

- Are they unable to raise both arms and keep both arms raised?
- Does one arm drift downward?



ARM WEAKNESS
Is one arm weak or numb? Try to raise both arms. Does one arm drift downward?

SPEECH

- Is their speech slurred or jumbled?
- Are they unable to understand what you are saying to them?



Heart Attack

Symptoms of Heart Attack Include:

- **Chest Pain**
 - Ranging from mild to severe
 - Which may radiate into the jaw, neck, arms and back
 - May feel like a squeezing, crushing sensation



Symptoms of Heart Attack may Include:



- **Shortness of Breath**
- **Feeling weak or lightheaded**
- **Overwhelming feelings of anxiety**

Presentation by Dominic Parrish



TIME = BRAIN
TIME = HEART



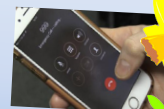
If you suspect a stroke or Heart Attack

Dial 999 immediately
DON'T DELAY



TIME

- Any of these signs could indicate a stroke



TIME TO CALL 999



Women's Health Evening - with Melanie Tipples



Our most recent evening educational event was on Wednesday 6th March and was well attended by patients, staff and members of our patient group.

Miss Tipples who is a consultant at St Richards Hospital and Nuffield health gave an informative talk, which was pitched at a level that was easy to understand by all the audience. She was clearly very experienced in this area and was able to answer the many questions which were asked during this interactive evening. Her talk covered a wide variety of topics including screening, menopause and menorrhagia (heavy bleeding).

Cervical Screening

She highlighted the launch of the recent Public Health England campaign to encourage more women to take part in cervical screening. The number of women attending their regular screening is at a 20 year low and Miss Tipples was keen to dispel some of the myths associated with the test and to explain the huge benefits. Around 2,600 women are diagnosed with cervical cancer in England each year, and around 690 women die from the disease, which is 2 deaths every day. It is estimated that if everyone attended screening regularly, 83% of cervical cancer cases could be prevented.

All women aged from 25 - 64 should be offered a cervical screening appointment by letter. The frequency of tests will vary according to age groups as follows: 25 - 49 years old - every three years, 50 - 64 years old - every five years. If you are over 65 you will not be recalled unless one of your last three tests was of concern. If you think you may be due for a screening test and have not heard from the surgery please contact us to ask if one is due and to arrange an appointment.

Talk to your GP

As well as emphasising the importance of cervical screening in the prevention of cancer Miss Tipples explained a wide variety of ways in which women can help manage their menopause symptoms. There are lots of options and many new developments, so do talk to your GP if you are finding it challenging to manage.

We are really pleased to tell you that the full presentation from this interesting talk can found on our website (www.selseymedicalpractice.co.uk). It contains some excellent advice and guidance on a wide range of women's health issues.



Check your own Blood Pressure!

You may have noticed our new blood pressure machine in the screened off area of the waiting area. This machine is for anyone to use and it is very simple to operate by yourself.

There are instructions by the machine and we hope that you will use it to record your own blood pressure. It is helpful to keep a record especially if you have high blood pressure, in order to monitor the effects of any medication or other intervention you are trying. The machine prints off a ticket which you can hand in to the reception desk - the result will then be added to your medical notes so a clinician can see your record next time you have an appointment. If the level is a cause for concern you will be contacted by the duty doctor.

You are welcome to use the machine at any time during normal opening hours. You do not need to be attending an appointment - why not check your blood pressure next time you are passing!

**Friends of Selsey
Medical Centre**



&

**Patient
Group**



We are very lucky and grateful to have the support of so many patients, particularly the hard-working members of our Friends who raise funds for equipment and also our dedicated Patients Group who work with us to develop and enhance the services we offer our patients here in Selsey.

In the next issue we hope to shine more light on the work both of these valued groups do.

If you would like to join the Friends or the Patient Group, or find out more, please ask at reception or visit our new noticeboard by the main entrance and pick up a relevant leaflet.

Sleep - 10 tips to beat insomnia

At times many of us find it hard to get a good night's sleep. Sleep is vital for good health and coping with the challenges we face every day. Doctors avoid prescribing sleeping tablets because they are addictive and don't give proper, refreshing sleep. Simple lifestyle changes can make a world of difference to your quality of sleep. Follow these 10 tips from the NHS for a more restful night.

1. Keep regular sleep hours

Going to bed and getting up at roughly the same time every day will programme your body to sleep better. Choose a time when you're likely to feel tired and sleepy.

2. Create a restful sleeping environment

Your bedroom should be a peaceful place for rest and sleep. Temperature, lighting and noise should be controlled so that your bedroom environment helps you to fall (and stay) asleep. If you have a pet that sleeps in the room with you, consider moving it somewhere else if it often disturbs you in the night.

3. Make sure your bed is comfortable

It's difficult to get restful sleep on a mattress that's too soft or too hard, or a bed that's too small or old.

4. Exercise regularly

Moderate exercise on a regular basis, such as swimming or walking, can help relieve some of the tension built up over the day. Make sure that you don't do vigorous exercise, such as running or the gym, too close to bedtime though, as it may keep you awake.

5. Cut down on caffeine

Cut down on caffeine in tea, coffee, energy drinks or colas, especially in the evening. Caffeine interferes with the process of falling asleep, and also prevents deep sleep. Instead, have a warm, milky drink or herbal tea.

6. Don't over-indulge

Too much food or alcohol, especially late at night, can interrupt your sleep patterns. Alcohol may help you to fall asleep initially, but it will disrupt your sleep later on in the night.

7. Don't smoke

Nicotine is a stimulant. Smokers take longer to fall asleep, they wake up more frequently, and they often have more disrupted sleep.

8. Try to relax before going to bed

Have a warm bath, listen to quiet music or do some gentle yoga to relax the mind and body. Your doctor may be able to recommend a helpful relaxation technique or an app for you phone or tablet.

9. Write away your worries

If you tend to lie in bed thinking about everything you have to do tomorrow, set aside time before bedtime to make plans for the next day. The aim is to avoid doing these things when you're in bed, trying to sleep.

10. If you can't sleep, get up

If you can't sleep, don't lie there worrying about it. Get up and do something you find relaxing until you feel sleepy again, then go back to bed.



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If lack of sleep is persistent and affecting your daily life, make an appointment to see your GP. Find apps and tools in the NHS Apps Library to help you sleep better (www.nhs.uk/apps-library).



Exercise - Physical activity guidelines for Adults aged 19 - 64 years

Guidelines from the NHS website (www.nhs.uk/Livewell)

Now that spring is finally here we should all be thinking about enjoying the beautiful outdoors here in Selsey and taking some exercise. There are many benefits associated with daily activity. Exercise reduces the risk of a range of diseases, e.g coronary heart disease, stroke, type 2 diabetes. It also helps us maintain a healthy weight and increases the ability to perform everyday tasks with ease. Less well known but equally important benefits are to mental health; including improved self-esteem and reduced symptoms of depression and anxiety. We hope the advice below helps to motivate you.



NHS Guidelines for Exercise

- Adults should aim to be active daily.
- During a week, activity should add up to at least 150 minutes (2½ hours) of **moderate intensity activity** in bouts of 10 minutes or more – one way to approach this is to do 30 minutes on at least 5 days a week.
- Alternatively, comparable benefits can be achieved through 75 minutes of **vigorous intensity activity** spread across the week or combinations of moderate and vigorous intensity activity.
- Adults should also undertake physical activity to improve muscle strength on at least two days a week.
- All adults should **minimise sedentary behaviour** (the amount of time spent sitting for extended periods).
- Individual physical and mental capabilities should be considered when interpreting these guidelines.

Examples of physical activity that meet the guidelines

Moderate intensity activities will cause adults to get warmer and breathe harder and their hearts to beat faster, but they should still be able to carry on a conversation.

Examples include:

- Brisk walking
- Cycling

Vigorous intensity activities will cause adults to get warmer and breathe much harder and their hearts to beat rapidly, making it more difficult to carry on a conversation.

Examples include:

- Running
- Sports such as swimming or football

Physical activities that improve muscle strength involve using body weight or working against a resistance. This should involve using all the major muscle groups.

Examples include:

- Exercising with weights
- Carrying or moving heavy loads such as groceries

Minimising sedentary behaviour may include:

- Reducing time spent watching TV, using the computer or playing video games
- Taking regular breaks at work
- Breaking up sedentary time such as swapping a long bus or car journey for walking part of the way

Exercise in Selsey

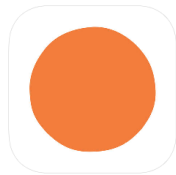
There are numerous sports and fitness clubs and facilities in Selsey and Chichester but with access to the seafront and surrounding countryside, there is no need to spend any money or break out the lycra if that isn't your thing. If you find it hard to muster the willpower or motivation to exercise consider asking a friend or colleague to join you - you are more likely to keep it up if you encourage each other. Don't set yourself too many goals - just aim to follow the guidelines. You will soon begin to feel the benefits.



Mental health

Self Help - Apps to help you manage life

If you have access to a smart phone or tablet you can access numerous apps and guided activities that are designed to help you to manage your thoughts and feelings and to develop your inner resources. We have tried many ourselves and recommended them to patients. We have listed a few of our favourites below but if you have your own list or perhaps recommendations from friends, then try them out and see if they help. If you don't have a smart phone but do have access to a computer we have provided some great links on our website (see bottom of page). If technology isn't your thing you can still find help in leaflets and on the posters displayed on the Mental Health notice board at the surgery or talk to your doctor. Most of these apps are free (or have a free trial) so why not give them a try?



Headspace: Guided Meditation 12+
Breathe, focus, relax & sleep
Headspace Inc.
#3 in Health & Fitness
★★★★★ 4.8, 166.4K Ratings
Free - Offers In-App Purchases

Headspace teaches you how to meditate, breathe, and live mindfully. It's even been proven to improve focus. There are exercises on topics including managing anxiety, stress relief, breathing, happiness, and focus. Don't worry if you've never meditated before. There's a free Basics course that will teach you the essentials of meditation and mindfulness.



RCPsych Mental Health App 12+
Melvyn Weibin
Free

This is an application developed for the Royal College of Psychiatrists by Dr. Melvyn Zhang. The aim of this application is to:

1. Provide general public information about key mental health disorders
2. Provide links to relevant videos and podcasts
3. Provide links to the Royal College Website to which members of the public could find further information about mental health disorders.



Calm 12+
Meditation and Sleep Stories
Calm.com
#2 in Health & Fitness
★★★★★ 4.7, 59.6K Ratings
Free - Offers In-App Purchases

Calm is the #1 app for Sleep, Meditation and Relaxation. Join the millions experiencing better sleep, lower stress, and less anxiety with our guided meditations, Sleep Stories, breathing programs, stretching exercises, and relaxing music. Calm is recommended by top psychologists, therapists, and mental health experts.



Self-help for Anxiety Management 12+
University of the West of England
#153 in Health & Fitness
★★★★☆ 4.2, 24 Ratings
Free

SAM is a friendly app that offers a range of self-help methods for people who are serious about learning to manage their anxiety. SAM has been developed by a university team of psychologists, computer scientists and student users. Established methods of self-help have been combined with high standards of usability to provide an engaging, flexible, and practical resource.



Stay Alive 17+
Grassroots Suicide Prevention
★★★★☆ 4.3, 16 Ratings
Free

This app is a pocket suicide prevention resource, packed full of useful information to help you stay safe. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. In addition to the resources, the app includes a safety plan, customisable reasons for living, and a life box where you can store photos that are important to you.



Sleepio 12+
The sleep improvement app
Big Health Ltd
Free - Offers In-App Purchases

This is the companion app for the Sleepio program. If you don't already have a Sleepio account, please create it by taking the sleep test at www.sleepio.com/nhs (UK) or www.sleepio.com (worldwide). Sleepio is designed to teach you how to overcome even long term poor sleep without pills or potions. Download the companion app for instant access to your daily sleep diary and schedule, and your virtual sleep expert, The Prof.

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Practice Website

Our website has a dedicated Mental Health section (click the "Mental Health" link at the top of our website) This has lots of really helpful advice and also links to specialist services and for self-help for a wide variety of needs. You can visit our website at: www.selseymedicalpractice.co.uk



Pathfinder

Are you looking for advice, information and services to support your mental health and wellbeing or supporting someone else? Find out about a huge range of local services using a web-based resource called Pathfinder.

The Pathfinder website (www.pathfinderwestsussex.org.uk) provides :

- A single point of access to mental health and wellbeing support
- A range of services to support people with their mental health and wellbeing
- Advice, information and sign-posting, including clear information about what support is available locally
- Access to a clinical service provided by nurses and occupational therapists from Sussex Partnership NHS Foundation Trust who work alongside other Pathfinder agencies:
 - Providing support to successfully discharge people from Sussex Partnership teams (Step down) and to link them to the wider Pathfinder Alliance
 - Providing proactive preventative support and link to Sussex Partnership teams if required (Step up) for people accessing Pathfinder Services
 - Improving links for people between other critical partners (Step across), such as Time to Talk



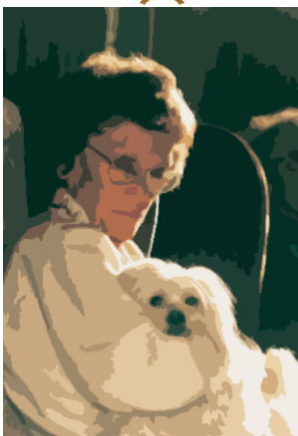
pathfinder
west sussex
FOR BETTER MENTAL WELLBEING

Minor ailments - visit your local Pharmacist

In our last edition we looked at the issue of self-care. Please remember that if you have a mild common condition such as a cold, sore throat, indigestion, acne, sprains/strains, constipation, migraine, back pain or dermatitis please visit the NHS website (Search “how to treat common ailments at home”) or talk to your pharmacist for help and advice on managing your symptoms and about their range of over-the-counter medicines. If your symptoms persist or worsen, call the surgery to ask for an appointment.



The Cinnamon Trust - caring for your pets



Have you ever worried about your pet and what might happen if you became too ill to look after it? The Cinnamon Trust is the only specialist national charity for people in their last years and their much loved, much needed companion animals.

A network of 15,000 volunteers “hold hands” with owners to provide vital loving care for their pets. They keep them together - for example, They’ll walk a dog every day for a housebound owner, and foster pets when owners need hospital care. They will even fetch the cat food, or even clean out the bird cage, etc.

When staying at home is no longer an option, their Pet Friendly Care Home Register lists care homes and retirement housing happy to accept residents with pets, and providing previous arrangements have been made with them they will take on life time care of a bereaved pet.

If you would like to find out more about this great charity or you are interested in volunteering to become a dog walker or foster a pet, please visit their website at www.cinnamon.org.uk

Children and Consent

There are occasions when some children and young people wish to see or speak to a doctor without their parents present. We have developed a practice policy to cover this sensitive area and thought it might be helpful to share some of the key points from it. At every stage the best interests of the patient are paramount.

Appointments

Young people under 16 are allowed to see a clinician without the presence of an adult if requested. There is no barrier to children seeking confidential help.

The competence of a person under 16 years to consent to treatment without parental input

A child or young person should be involved in any decision as much as possible, depending on their level of understanding.

Children under 16 can consent to medical treatment including for contraception and sexual health care if they understand what is being proposed.

It is up to the doctor to decide whether the child has the maturity and intelligence to fully understand the nature of the treatment, the options, the risks involved and the benefits.

A child who has such understanding is considered Gillick competent (or Fraser competent).

Parents cannot overrule their child's consent - so for example a Gillick competent boy can consent to receiving tetanus immunisation even if his parents do not agree with it.

Children under 16 who are not Gillick competent and very young children cannot either give or withhold consent. In these cases those with parental responsibility need to make the decision on their behalf.

Urgent medical care for a child who is not Gillick competent, when a parent is not available.

In an emergency situation, when a person with parental responsibility is not available to consent, the doctor will consider what the child's best interests are and then act appropriately (limited to what is reasonably required to deal with the particular emergency).

Right to confidentiality

Young people who have the capacity to understand the implications of their health and treatment have the same rights to confidentiality as any other patient.

Systems are in place to protect their confidentiality so that, for example, results or prescriptions are not given to parents without the consent of the young person.

Sharing information with the consent of a child or young person

If children and young people are able to take part in decision-making, the clinician will explain why there might be a need to share their information, and ask for their consent. This shows respect and involves them in decisions about their care.

Sharing information with the right people can help to protect children and young people from harm and ensure that they get the help they need.

