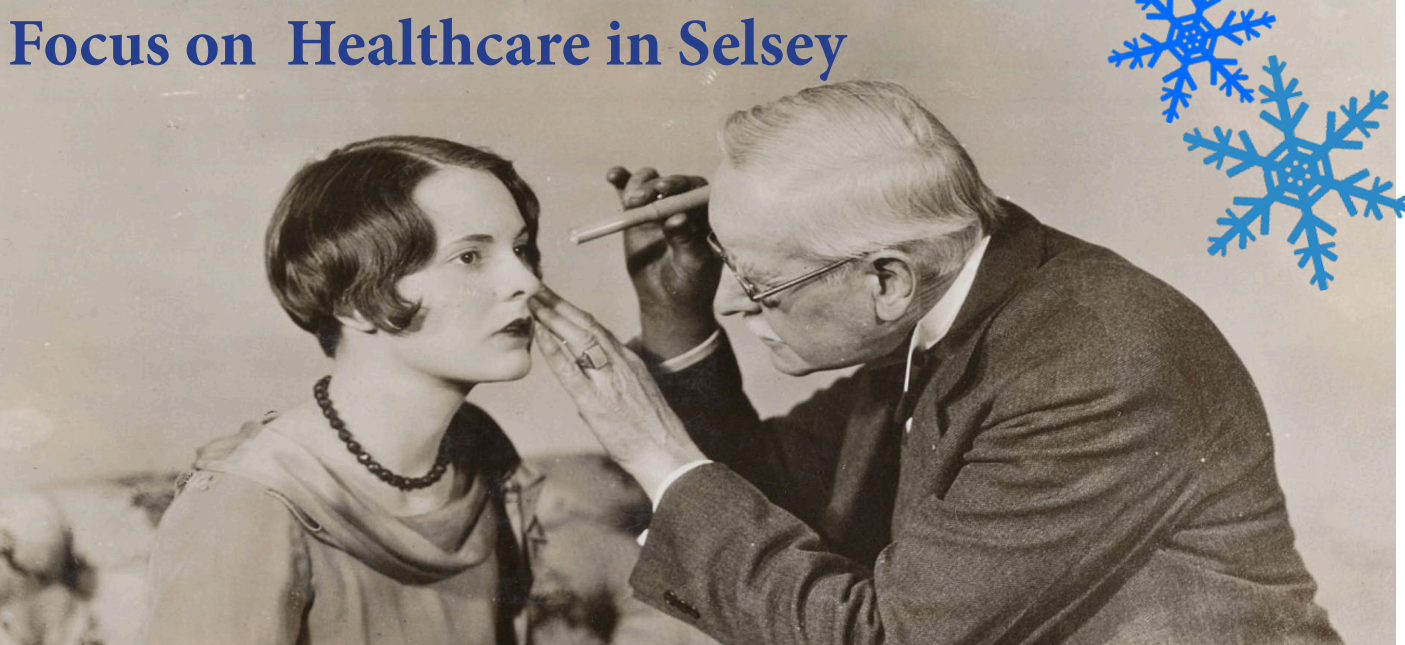


Selsey Medical Practice Newsletter

The latest news and information
from your local surgery

Winter 2021

Focus on Healthcare in Selsey



General Practice has changed considerably since this photograph was taken! Dress codes have evolved and so has modern medicine, but patients remain at the heart of all we do. Our nurses and doctors continue to examine patients face to face at the surgery and on home visits, when clinically indicated.

Developments in modern diagnostic techniques and a wider range of available treatments mean we are all living longer. These wonderful advances in medicine, nevertheless, put more pressure on General Practice and other NHS services.

In this special edition, we will highlight how we are responding to some of the pressures. We will also outline some of the ways you can help, listing some of the services you can access directly, as well as some self-care ideas that can help you to stay or get well. By pulling together, the NHS will be there when you really need it.

Get your Booster Jab!

At the time of writing, the headlines are reporting that over 17.5 million people in the UK have had their COVID-19 booster vaccination, which is great news, but we need to maintain the momentum to keep us all protected. Booster jabs are available in the UK to anyone aged 40 and over, front-line health and social care workers and over-16s with some health conditions. Worries about the Omicron variant mean the gap between 2nd dose and booster may be reduced from 6 to 3 months and all adults will be offered it. Some staff from Selsey Medical Practice, who helped run the Selsey Centre clinic earlier this year, have been working at the booster clinic at Sidlesham FC. There is also a clinic running in the Festival Theatre car park in Chichester. Although take up was excellent in our adult population, national data suggests that the effectiveness of the double-dose vaccine begins to wane, hence the priority to give a third “booster” jab.

If you think you are eligible for a booster, but have not been called, you can contact the IPC bookings team on **0333 370 4111** or the national bookings service online (search “book booster jab nhs”).





Patient Group - Annual Patient Survey

During the month of June the Selsey Patient Group carried out their regular annual Patient Survey. Volunteers gave out paper versions and subscribers were sent electronic versions. Chair of the group, Bob Arnold, summarises their activities below.

This past year has been an immensely difficult one for both staff and patients because of the pandemic. 15 of the 21 clinicians have either had Covid or have been required to self-isolate on occasions, and the Admin team have been similarly depleted at times. It is for this reason that face-to-face consultations were limited, in order that patients were not infected by staff or other patients whilst at the surgery. However, I can assure you that rumours that the surgery has been closed are pure myth.



During these unprecedented times the Patient Group has been very active in supporting the Practice, primarily in providing our members to assist as marshals at Covid and flu clinics and at other times when the normal resources have been depleted. Thanks go to our Members for their work at the Surgery handing out newsletters, encouraging patients to complete our survey forms, helping patients to use the blood pressure machine, and wiping down and cleansing chairs during the pandemic.

During the month of June this year we undertook our annual survey of patients to help us to understand what the community particularly appreciates about Selsey Medical Practice, and where there could be room for considering changes or enhancements.

This year's survey was responded to by fewer people (272 compared with 686 last time) and reflected a real concern amongst a significant number of patients that it is not easy to get through to the Practice by phone or to make an appointment. We've since discussed these outcomes with the Practice, and I'm pleased to say that work is already under way to find a means of improving matters.

There were one or two other matters arising from the survey that have caused us concern, and we have since taken these up with the Practice. I'm pleased to report that they have recognised the need to look closely at these and indeed have already started work, with our assistance, on a path to improvement.

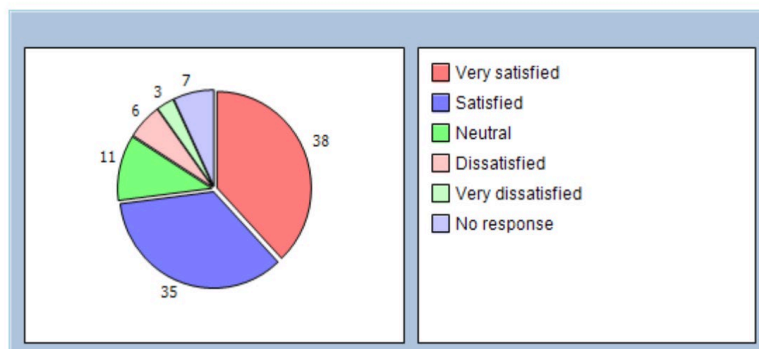
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Patient Satisfaction

The Patient Group asked patients how satisfied they were overall with the practice, and most of them were generally positive.

The practice's aim is to keep working hard for these patients, whilst addressing the concerns of the few who were dissatisfied.

Very satisfied	38%
Satisfied	35%
Neutral	11%
Dissatisfied	6%
Very dissatisfied	3%
No response	7%



...Generally though (and recognising the quite considerable impact that Covid has had on the Practice), outcomes from the survey have been better than had been hoped for, and it's clear that the services provided by the Practice, and the people that work for it, are still highly respected. For example, in our survey 95% reacted positively to say that practitioners listen to them, and a similar percentage felt positive that patients were involved in decisions about their care. 89% considered that the Selsey admin/reception staff are helpful. The Patient Group were pleased to note that these figures are considerably better than those achieved more widely across both the West Sussex CCG area and nationally.

Finally, whilst on the survey, 11% of people said they were less than happy with their overall experience of the Practice. Although a relatively small figure, this is nevertheless disappointing, and the Patient Group would encourage anyone, in the future, who feels strongly that they have not received the services they anticipate, to use the Practice's formal complaints procedure at the time so that such concerns are duly recorded in detail and an opportunity is given for the matter to be considered further and wider.

The Patient Group are unanimous that it is NOT acceptable to take frustrations out on surgery staff by resorting to abuse, threats and violence as has happened in a very small but sadly growing number of instances this year.



The Group is an active and significant contributor to several wider bodies including ChAMP (Chichester Alliance of Medical Practices) and West Sussex CCG (Clinical Commissioning Group). Through these groups we have joined the discussion on wider issues; this year including the proposed amalgamation of regional CCG's into an ICS (Integrated Care System), the potential effect of new housing projects upon local Medical Practices, the proposed NHS Data Sharing with research companies, and a non-emergency patient transport consultation undertaken by South Central Ambulance Service.

Finally, as we look ahead to a New Year, we have big plans to work with the Practice staff to further develop and improve services across a range of areas. These plans include an Open Day next summer, the resurrection of our popular, themed evening medical seminars, which have been cancelled during the pandemic. We will also review the processes of (1) obtaining medication and (2) telephoning the surgery and making appointments. Look out for more information about these initiatives in due course on both the Medical Practice website and the Patient Group Facebook page.

Bob Arnold, Chair, Selsey Patient Group

To find out more, visit the Patient Group Page www.selseymedicalpractice.co.uk/patient-group or their Facebook page, www.facebook.com/SelseyPG

Thinking About Appointments

One of our biggest challenges is to provide enough appointments to satisfy the needs of our patients.

We are aware that some of our patients find making an appointment difficult. We offer 340 appointments a day but, unfortunately, demand often exceeds supply.

As there is huge demand for both urgent 'on the day' appointments and for routine booked appointments, we have trained our front-line receptionists to use a set of triage questions to get a brief outline of the problem. This is so they can book you at the right time with the right clinician, or direct you to a more appropriate service, so please assist them if they ask you for a few details.

Each appointment freed up by someone choosing appropriate self-care for a minor condition, could mean vital access for another person with an urgent need.

We do see patients with problems that would have got better in time or by using over-the-counter remedies from the pharmacy or by following self-care advice on NHS choices (www.nhs.uk), our website, or from a local pharmacist.

Please think carefully before asking for an appointment slot.

(This DOES NOT mean ignoring a genuine need for medical attention).

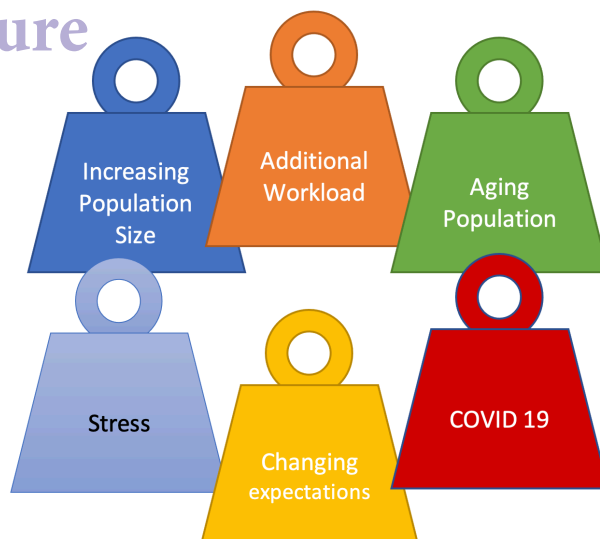


Primary Care Under Pressure

Working in General Practice is very rewarding but it is also a complex and tough job.

Staff wellbeing is vital for good patient care and satisfaction. Unfortunately, and as the General Medical Council have recently reported, increasing pressures are leading to staff who suffer with high levels of stress, burnout and, in some cases, anxiety and depression.

Some of the pressures on the system can be dealt with at surgery level, but others are beyond our control and are affecting staff and patients all over the country.

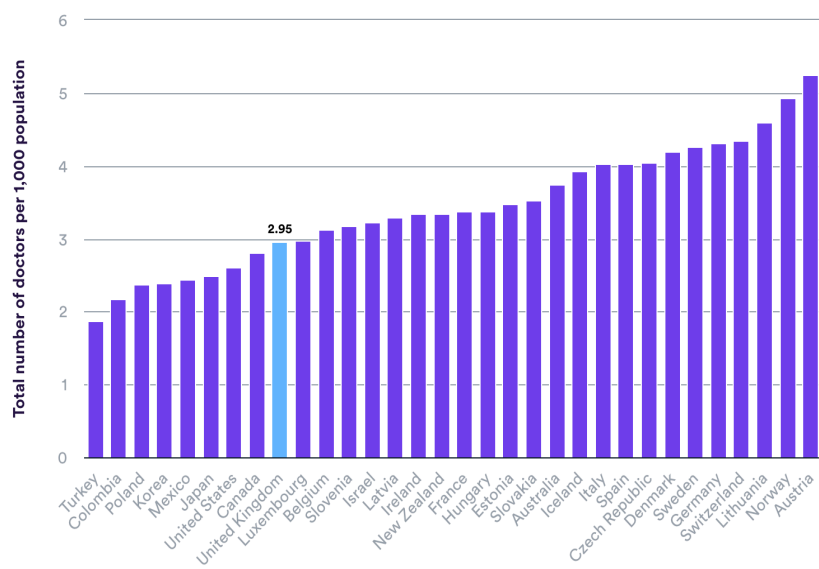


As you can see below, other countries like France, Germany and Norway have got higher total numbers of doctors per 1000 of the population working in hospitals and general practice.

Number of doctors per 1,000 population for OECD countries

02/09/2021

Chart



© Nuffield Trust

In England there is 1 GP for every 2000 patients. To provide a good and accessible service many more doctors and nurses are needed. The pressures are pushing some clinicians to retire or leave their profession early, and in the past 10 years, NHS staff numbers have fallen. Training places for Nurses and GPs are being increased but it can take 8 years to train a Practice Nurse and 10 years to train a GP, so things are likely to take time to get better.

Here in Selsey we have the equivalent of 7 full time GPs, 6 Nurses and 4 healthcare assistants for 12,500 patients. We do supplement our team where possible with Locum doctors and nurses. We are also grateful for the essential support of junior doctors, and other local service providers.

We are proactive in our efforts to recruit and retain staff by trying to ensure a supportive and friendly clinical and administrative team, with great resources provided by The Friends of Selsey Medical Practice. In the last 2 years we are delighted to have successfully recruited some excellent new Nurses and GPs. Justine Bohan, Kristal Wallace, Dr Sara Coe, Dr Amanda Nicholls and Dr Harriet Goodhead, who will be joining us permanently next year, after her maternity leave.

We often hear of the good relationships that clinicians have with many patients. Long-standing therapeutic relationships and making a real difference to patients' lives are the key reasons clinicians went into general practice. Positive feedback, following good treatment always helps. Let's do all we can to support those who care for us.

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We regularly advertise for vacant positions (clinical, administrative and reception staff) on our website www.selseymedicalpractice.co.uk/vacancies. Our vacancies are also advertised on the NHS Jobs website; www.jobs.nhs.uk If you want to find out more about a position, discuss your suitability or availability, please contact the practice.

How Can You Help? By taking good care of your health.



Who really wants to go to the doctors, let alone A&E? Let's face it, it's not first on the list of how we want to spend our time! If we all do our best to stay well, we can avoid doctors and hospitals as much as possible.

'Lifestyle diseases' refers to conditions linked to the way we live. The key words are 'too much' when applied to eating, alcohol, smoking and not exercising. Unfortunately, all the fun things in life seem to be associated with illnesses like type 2 diabetes, heart disease, and lung disease. Selsey has a higher prevalence of these conditions compared to the national average. Not a great reason to stand out from the crowd!

Behavioural psychologists know we are more likely to change if we feel good about ourselves. It does not help to blame yourself... Our behaviours are wired into our genes by evolution (to seek pleasure, avoid pain and to survive), but that doesn't mean we can't do something about it.

Start by thinking of making some changes. If you can't moderate in the Festive Season, there's always the New Year. Focus on the positive benefits of making changes.

Start with small manageable changes that do not rely too heavily on motivation, which we know fluctuates.

Build on your successes by making more small changes.

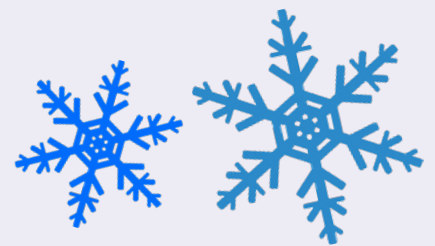
Use the resources given to you by doctors and nurses and on our website and if you need help to change, you could contact Chichester Wellbeing www.chichester.westsussexwellbeing.org.uk.

HeartSmart Walks

Selsey's very own HeartSmart Walk started on Mondays in November. They promise a regular short walk & cuppa afterwards. To take part in the Selsey short walk or any other HeartSmart walks, you need to book online, 7 days in advance: www.chichester.gov.uk/heartsmart

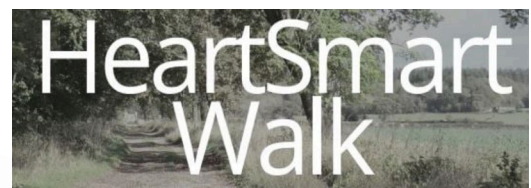
For the past 20 years, HeartSmart's volunteer walk leaders have been helping residents discover more of the great outdoors. The walks are especially good if you are not too sure where to go, or perhaps feel nervous about stepping out on your own.

Time: 10am
Leader: Debbie/Peter & Alison
Duration: 30 mins
Distance: 1 mile. A flat walk at a gentle pace along the coastal path, suitable for beginners. Finishing at a local cafe.
Meet: East Beach Car Park, Beach Road, PO20 0HA



Here are some of the comments from current walkers of how the scheme has improved their health:

- Feeling happy and energised
- Feeling fitter and meeting people
- Having more stamina and enjoying lovely company
- Enjoy good exercise in the fresh air
- Gets me out of the house and meeting people
- Living longer, feeling fitter, enjoying life
- Feeling energetic and positive about life
- Keeping fit and independent in retirement
- Being able to do anything I want to do
- Being able to enjoy life to the full



How can You help? Self referral

There are many specialist services which encourage self-referral, without the need for GP or nurse input. Each time a self-referral happens, or self-care is undertaken, a slot remains available for an emergency or booked appointment for someone who needs a nurse or doctor. We hope that by drawing your attention to some of the services available here and on our website, we can make better use of valuable clinical resources.

Some of the links below are a bit lengthy to type in, but you can click on them (and many more) when you visit our self-referral and self-care page (accessed directly from the home page of our website www.selseymedicalpractice.co.uk or scan the QR code).

SCAN ME



Problems with Joints, Muscles, Feet

Physiotherapy service www.sussexcommunity.nhs.uk/services/physiotherapy-coastalmsk-outpatient.htm

Physiotherapy exercises and advice www.selseymedicalpractice.co.uk/joints-and-muscle-problems---self-help

Podiatry service referral form www.selseymedicalpractice.co.uk/_common/getdocument/108716

Minor Injury, Dental Emergency, Urgent Medical help

Get Medical Help 111.nhs.uk/

Minor Injuries www.sussexcommunity.nhs.uk/services/minor-injuries-unit-miu-at-bognor-war-memorial-hospital/109002

Emergency Dentist www.sussexcommunity.nhs.uk/services/emergency-dental-service/108955

Long Term and Common Conditions

Chronic Pain Management www.my.livewellwithpain.co.uk

Diabetes www.selseymedicalpractice.co.uk/diabetes-advice

The Menopause www.menopausematters.co.uk/

Maternity www.westernsussexhospitals.nhs.uk/services/maternity/us/maternity-triage-advice-line/

Sexual Health www.sexualhealthwestsussex.nhs.uk/

Mental Health and Wellbeing

Chichester Wellbeing www.chichester.westsussexwellbeing.org.uk/

NHS Self-Help Leaflets web.nrw.nhs.uk/selfhelp/

Pathfinder (Richmond Fellowship) www.richmondfellowship.org.uk/services/chichester-peer-support/

Drug and Alcohol Service (CGL) www.changegrowlive.org/drug-alcohol-wellbeing-network-west-sussex/coast

Time To Talk www.sussexcommunity.nhs.uk/services/time-to-talk-talking-therapies-services-in-west-sussex/109066



Youth and Children's Services

Chi-Infoshop www.chi-infoshop.org.uk/

Drugs advice etc. Talk to Frank www.talktofrank.com/

Early Help Service www.westsussex.gov.uk/social-care-and-health/social-care-and-health-information-for-professionals/children/early-help/early-help-services/

Youth Emotional Service (YES) www.westsussex.gov.uk/education-children-and-families/your-space/health/emotional-wellbeing-and-mental-health/youth-emotional-support-yes-service/

Eating Disorders www.sussexpartnership.nhs.uk/eatingdisorder

Early Intervention Psychosis www.sussexpartnership.nhs.uk/service-early-intervention-psychosis-west

Support and Social Care

Selsey Care Shop www.selseycommunityforum.uk/Care-Shop/

Social Prescriber www.chichester.gov.uk/socialprescribing

Adult Social Care www.westsussex.gov.uk/social-care-and-health/social-care-support/adults/contact-us-for-adult-social-care-support/##after-you-contact-us

One Week's Work

We thought it would be useful to shed some light on our appointments and core activities every week. We examined our performance statistics for the last three months and found them quite revealing. We regularly use this kind of analysis to improve the way we work to keep up with demand, and figures suggest that we are busier than ever. We sometimes hear criticism about the amount of work we do (or don't do), so here are a few key facts that you can use to make your own mind up.

Appointments 1,717 appointments
(12.5% more than last year)



72% of these are
Face-to-face appointments

Visits



36 home visits

Communications

2,461 incoming calls



2,348 outgoing calls

Admin



1,003 clinical letters
119 e-Consult forms



1,250 prescriptions



502 blood test results

“Why do I have to wait for an appointment?”

We have just over 12,500 Patients registered at Selsey Medical Practice.

52% of our patients visited the surgery once every two months or less during the last year, which would seem reasonable.

24% of patients came more than once a month, and 333 patients came more than 25 times last year, which seems quite high.

These figures are just for booked and urgent appointments and do not include appointments for reviews or changing dressings etc. Interestingly, 2,829 patients (23%) did not attend the surgery at all.

If you can't get an appointment as quickly as you would like, it is simply because it is difficult to meet the demand. We are doing our best and we are trying to recruit more clinical staff. This is not a local issue either - the situation is similar across the region and at a national level.



Please remember that we do provide over 340 appointments every day; this means that every patient could have 6 appointments per year if they were evenly distributed. If you come more regularly than this, we would ask you to consider if there are other ways to manage your condition, such as using self-care or self-referral.

Friends of Selsey Medical Centre Need You!

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.



So far, this year the Friends have spent in the region of £8000. A major part of that was to help towards the cost of the new Covid safe flooring. This is the vinyl flooring throughout reception and linking corridors, which meant that the building could be deep cleaned and could therefore stay open during the lockdown periods, maintaining vital face to face contact with patients.

Smaller but equally important purchases include specialist diagnostic equipment like dermatoscopes (right), which enable clinicians to take high resolution photographs of skin lesions that can be sent to consultants for their opinion, potentially saving patients a trip to hospital.



The Friends raise money each year from membership fees but they rely on additional donations and legacies to be able to provide higher levels of support.

The photograph is of their stall, which is often seen at Selsey community events. As you can tell, they are keen to attract new members. You can join without any commitment to become involved in fund raising or organisation, although, of course, they are always happy to receive help and ideas.

There are just under 500 Members in total, but with over 12,500 registered patients at the practice, they would love to welcome a few more.

The Friends can now accept fees and donations by Standing Orders & Bankers Drafts and hopefully, in the very near future by Credit Cards.

Currently membership is £4.00 per person, per annum, rising to £5.00 next year. All monies raised are used to benefit the patients at the surgery, whilst the committee members give their time and services freely. If you would like a membership form, you can pick one up in reception or email the Membership Secretary: rosemaryacook@outlook.com or Chair: davidwebber29@gmail.com

David Webber, Friends of Selsey Medical Centre

You can find out more about the Friends of Selsey Medical Centre on our practice website www.selseymedicalpractice.co.uk or by reading a leaflet available in reception.

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