

# Selsey Medical Practice Newsletter

The latest news and information from your local surgery

## Winter 2023



## Winter Vaccinations



In September and October, we ran a number of very well attended Flu vaccination clinics at the surgery. Eligible patients were invited to attend the clinics which were held during normal surgery days as well as at weekends. We are incredibly grateful to our Patient Group members and volunteers who have given up their time and worked alongside our wonderful staff to provide an efficient, caring and well organised experience for our patients.

The local vaccination team organised by IPC also set up in our car park with their well-equipped mobile clinic to administer COVID boosters to patients in high risk groups.

At the time of writing there are still Flu Vaccinations available; please call the surgery on **01243 608201** to book an appointment. We are also offering some “walk ins” as long as we have staff available - please ask at reception. Look out for announcements on our website, Patient Group Facebook page and reception notice board for dates of any Flu and COVID Vaccination clinics. Alongside the annual vaccinations we also offer one off shingles and pneumonia vaccinations to patients who are eligible.

There has been news that pharmaceutical companies are developing combined Flu and COVID vaccinations, perhaps in time for next season, but in the meantime we hope patients will take advantage of the separate vaccines when we are able to offer them. COVID is still at large and we have seen cases locally. It seems to be less serious than earlier strains, but can still be concerning for those with underlying conditions. If you are experiencing any respiratory conditions, please let us know if you attend an appointment and please be prepared to wear a mask (which we can provide).

## Recent Statistics

We are now publishing monthly statistics so you can see how we are working to meet the needs of the Selsey community. We post them on our website and the Patient Group post them on their Facebook page.

Here are October's figures. We regularly analyse these to see how we are doing (see page 3).

 We went out on 125 home visits

 We processed 3571 documents

 We carried out 929 blood tests

 We received 776 online consultations

 We issued 5361 prescriptions

### Selsey Medical Practice

12479 registered patients

In October 2023..

We carried out 8994 appointments

#### APPOINTMENTS BY CLINICIAN

2372 GP  
2180 Nurse  
1156 HCA / Phlebotomist  
458 Paramedic Practitioner  
65 Physiotherapist  
228 Clinical Pharmacist  
2535 Other / Seasonal Vaccinations



 We made 549 referrals

 We received 10522 calls  
We made 5741 outgoing calls

 We processed 3095 test results

#### MISSED APPOINTMENTS

13 GP Appointments  
67 Nurse Appointments  
3 Physio Appointments  
67 Blood test / HCA Appointments  
9 Paramedic  
223 Vaccinations



## Patient Group - Supporting our Patients

Do you use social media? Are you on Facebook? Have you discovered the Selsey Patient Group Facebook page yet? Visit us here: <https://www.facebook.com/SelseyPG>

Many thanks to all of you who completed the annual patient survey – we had a record number of completed surveys and we have met to discuss the findings. Some of the comments are beyond our control to ‘fix’, but we have addressed any issues that can be improved. One suggestion was for refreshments in the surgery. Providing tea and coffee are beyond us, but we have arranged for water to be available. A watercooler will hopefully be funded by the Friends of Selsey Medical Practice.

Selsey is lucky to have two distinct groups of people linked to the medical practice – the ‘Friends’ raise the money to provide equipment and some services for the surgery and the Patient Group assists the Practice to make any improvements. The Patient Group is also represented at ChAMP (Chichester Alliance of Medical Practices) and amongst wider Sussex Patient Groups. This gives us an opportunity to share ideas, for example; the excellent Buddy Transport Scheme was first developed in the north of Sussex.

Our Patient Group incorporates people from all walks of life who are willing to help out when needed, as well as the committee who discuss how best to support the medical practice and represent the patients. All of us have been acting as marshals at the flu and covid sessions, enabling them to run smoothly and efficiently. It is a rewarding job but it is not always easy for the vaccinators to keep perfectly to time, so if you attend, please treat the marshals with respect as they are doing their best to get you through.

Best wishes to you all.

**Barbara Shepherd, Chair, Selsey Patient Group**

## Friends of Selsey Medical Centre



The Surgery is extremely fortunate to have the valuable support of such a dedicated group of volunteers as the Friends of Selsey Medical Centre.

The Friends raise money from membership fees to provide additional and improved facilities at the Centre over and above those provided by the NHS, for the benefit of all patients in Selsey and the wider community.

This autumn the Friends have undertaken to cover the costs of Building Alterations to the surgery to accommodate two new staff and to make better use of space for existing staff. This involves creation of a stock room, changing an office into a clinical room and the conversion of a small room into an office. It is hoped this work can all be completed by Christmas.

Furthermore we are committed to contributing for another year towards the Community Advisor who is available every Thursday at the Surgery and otherwise at the Care Shop. She will assist any local individual with non-medical issues, such as finance, form-filling, employment and general advice. This service ensures that as many local people as possible receive free, professional assistance with their personal administration and problem-solving.

**Tim La Haye, Friends of Selsey Medical Centre**

The Friends are always keen to attract new members to support the surgery. The minimum annual subscription is £5 per person. You can join without any commitment to become involved in fundraising or organisation, though the Committee are always happy to receive help and ideas.

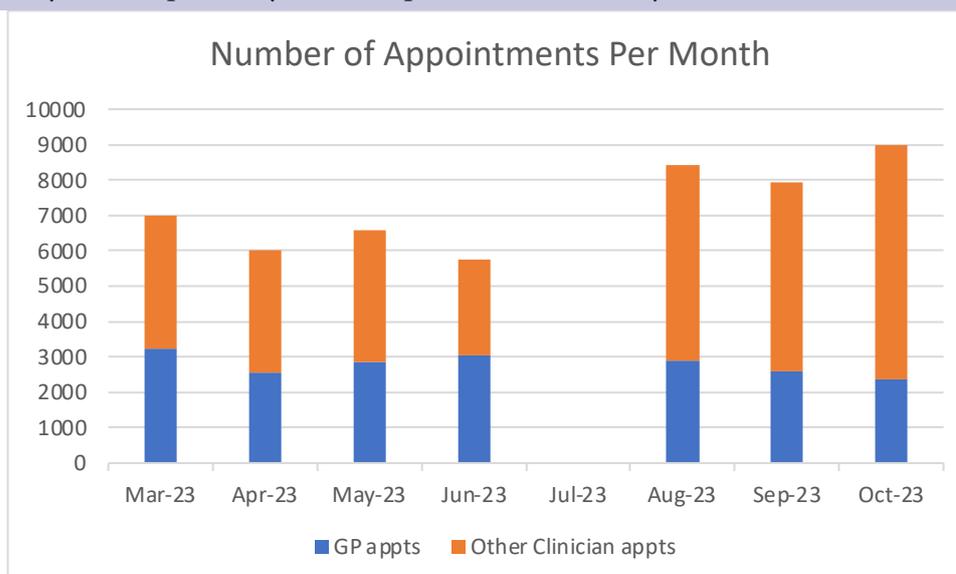
All funds raised are used to benefit the patients at the surgery, whilst committee members give their time freely. If you would like to support the Friends for as little as £5 per year, you will find membership forms at the surgery. Otherwise phone **01243 607869** and talk to our Membership Secretary, who will welcome your call!

# Making More Appointments Available

One issue highlighted in the Patient Survey is the increasing demand for appointments. We have noticed a steady increase in appointments ever since the end of Lockdown and now that we have been reporting our monthly figures using the new format (page 1) you can clearly see how high the numbers are (we offered over 8,400 appointments in August). October's figures include lots of vaccinations but we expect higher numbers during the winter months anyway, so it is vital that we use every opportunity to work efficiently and provide safe medical care.

One way in which we have been successful is by identifying the best clinician for the treatment you need. In addition to our GP team, we have highly trained Nurse Prescribers, Practice Nurses, Paramedic Practitioners, Healthcare Assistants, Phlebotomists, Clinical Pharmacists, Physiotherapists, and a Social Prescriber, as well as The Care Shop, all available to you. The chart below shows how these valuable team members are helping us to meet the increasing demands on primary care. Government policy is moving us towards a new model of delivery and we will continue to see additional clinical roles providing care alongside those we have become familiar with.

Whilst referring to a "signposting tool" developed by our GPs, our Patient Support team will ask a few questions when you ring for an appointment, to make sure you are directed to the best person for your needs (our new recorded phone message explain this). Please help us to help you when you call by explaining your problem as clearly as you can. If possible, please explore other options such as self-care before seeking an appointment. Our website [www.selseyemicalpractice.co.uk](http://www.selseyemicalpractice.co.uk) has lots of good information and advice, or you can speak to your local pharmacist. Thank you.



## How Can you Help Reduce the Demand on Appointments?

- **Minor ailments.** Very helpful advice can be found on [www.patient.co.uk](http://www.patient.co.uk) or [www.nhs.uk](http://www.nhs.uk)
- **Advice.** For telephone medical advice you can **call 111** in or out of hours.
- **Self-referral services-** visit our website or ask our reception team if you would like information on how to refer yourself for **physiotherapy** or to our **psychological therapy** service called **NHS West Sussex Talking Therapies**.
- **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.
- **Dental problems.** Our GPs 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.

Do all you can to keep yourself healthy in natural ways. Think about improving your lifestyle with more exercise and a better diet.

# Online Consultation Tool

Did you know that you can contact us about a medical or administrative matter electronically?

Those of you who already use online services will have noticed that earlier this year we replaced our old 'e-Consult' online consultation system with what we think is an easier system for you to use. The new system uses simple online forms and is a quick and easy way for you to contact us. We would like to encourage more patients to take advantage of this facility.

Using a smart phone, tablet, or computer, you have to complete a short form and enter a few personal details, but you won't have to answer lots of questions. Your request for non-urgent medical help or for an administrative task will be reviewed by one of our team within 2 working days. You can find a link to this service on our website.

You can use the online consultation system weekdays from 06:00 - 15:00, although, very rarely, if there is a high demand we may adjust these timings.

Please note that online consultations should not be used for issues requiring urgent assessment as they may not be processed on the same day. Similarly, it should not be used for minor injuries; for these, you should contact the Minor Injuries Unit (MIU) at Bognor War Memorial Hospital **01243 623563**.



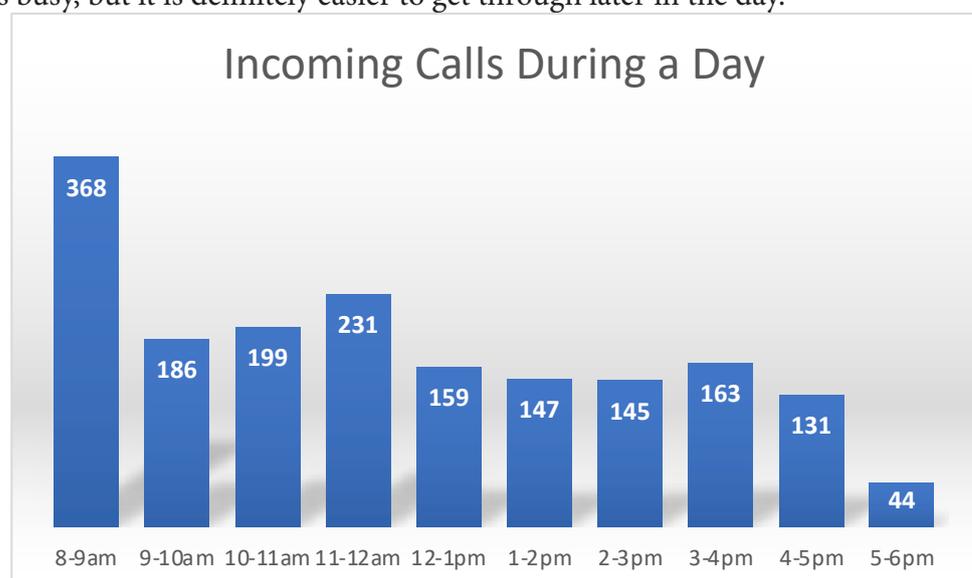
## When Should I Call?

If you are phoning us about a non-urgent or an administrative matter, please consider waiting until later in the day.

The chart below shows the number of calls we answer during a typical midweek day (this was Wednesday Nov 8th). As you can see there is a lot of traffic early in the morning and another peak just before lunchtime, whilst the afternoon is usually much quieter. During the 8-9am period there were up to 25 people calling at any one moment, which inevitably means longer times before answering and longer queue waiting times.

We know that the 8-9am slot is mostly used by patients wishing to make appointments on the day for urgent matters, so if your problem is non-urgent and you can avoid the busiest times it would help us and should also be better for you. It is also worth noting that Mondays are always much busier than any other day.

We do increase the number of staff answering the phones early in the morning and we have a flexible system for routing calls when it gets busy, but it is definitely easier to get through later in the day.



# World Antimicrobial Resistance Awareness Week

Antimicrobial Resistance (AMR) occurs when bacteria, viruses, fungi and parasites no longer respond to antimicrobial agents (medicines). As a result of drug resistance, antibiotics and other antimicrobial agents become ineffective and infections become difficult or impossible to treat, increasing the risk of disease spread, severe illness and death.

The World AMR Awareness Week (WAAW) is a global campaign organised by the World Health Organisation (WHO), to raise awareness and understanding of AMR and promote best practices to reduce the emergence and spread of drug-resistant infections. WAAW is celebrated from 18-24 November every year.

The theme for WAAW 2023 is “Preventing antimicrobial resistance together”. AMR is a threat to humans, animals, plants and the environment. It affects us all.

The WHO are encouraging GPs and other healthcare providers to use antimicrobials prudently and appropriately, take preventive measures to decrease the incidence of infections and follow good practices in disposal of antimicrobial contaminated waste.

A simple way for patients to help is to seek over the counter remedies for the cough and cold viruses that commonly occur at this time of year, rather than asking for your clinician to prescribe antibiotics, which don't work.

There is lots more information available on the WHO website:

<https://www.who.int/news-room/fact-sheets/detail/tmicrobial-resistance>

## Did you know that no amount of antibiotics can cure your cold?

Colds, most coughs, sinusitis, ear infections often get better without antibiotics as your body can usually fight these infections on its own.

**KEEP  
ANTIBIOTICS  
SAFE FOR  
THE FUTURE**

**Ask your pharmacist for advice  
about your symptoms**



## **SELSEY MEDICAL PRACTICE GROUP CHALLENGE**

**FOR 1 MONTH**

- 8,000 - 10,000 STEPS A DAY**
- EAT LESS PROCESSED FOODS & TRACK**
- MINIMISE PROCESSED SUGARS**
- EXERCISE 3x A WEEK MINIMUM**
- EAT PROTEIN WITH EVERY MEAL**
- DRINK 1.5 LITRES WATER PER DAY**
- GET 6-8 HOURS SLEEP**

## Healthy Challenge

In October members of our Clinical and Patient Services teams took part in a nutrition and fitness training session and for the next month they tried to stick to this list of goals.

We hope you agree that none of these are too hard to do, and those that tried it noticed real benefits in how they felt.

Making even small changes to live in a more healthy way can help us to stay well and improve our mental wellbeing.

Why not join us and see if you can meet the challenge?

# Understanding ADHD in Children



ADHD (Attention Deficit Hyperactivity Disorder) is one of the most common childhood psychiatric disorders, affecting an estimated 5-10% of children worldwide. ADHD symptoms vary between children but they include; inattention, hyperactivity, and impulsivity, which can significantly impact a child's daily life, learning, and overall well-being.

The causes of ADHD are complicated, but they include; genetic factors, brain function, influences at home and school, and development before birth.

Here in Selsey, parents sometimes come to us when they are worried about their child's behaviour so we thought it would be helpful to explain a bit more about this condition.

## Common Symptoms of ADHD

ADHD shows up in three main ways:

- **Inattention:** Children with ADHD often struggle with staying focussed on activities, becoming easily distracted and forgetful. They may frequently make careless mistakes, have difficulty organising tasks, and struggle to follow through with instructions.
- **Hyperactivity:** They may be very fidgety, restless, and can't remain seated when expected. Hyperactive children often talk excessively and may be disruptive.
- **Impulsivity:** They may make hasty decisions without consideration of the consequences. Children with ADHD may struggle with waiting for their turn, or blurt out answers in class.

Not all children with ADHD exhibit the same combination and severity of these symptoms. Some may just be inattentive, some may be hyperactive and impulsive, but most commonly they have a mix of all three.

## Diagnosis of ADHD

GPs cannot formally diagnose ADHD; this has to be done by a specialist. In our area this is done by CAMHS (the Child and Adolescent Mental Health Service). Diagnosing ADHD involves gathering information about the child's behaviour. Because children spend most of their time in school or nursery, this is the best place to start and schools/nurseries should make the referral to CAMHS.

According to the NHS website, to be diagnosed with ADHD, your child must also have:

- Been displaying symptoms continuously for at least 6 months.
- Started to show symptoms before the age of 12.
- Been showing symptoms in at least 2 different settings – for example, at home and at school, to rule out the possibility that the behaviour is just a reaction to certain teachers or to parental control.
- Symptoms that make their lives considerably more difficult on a social, academic or occupational level.
- Symptoms that are not just part of a developmental disorder or difficult phase, and are not better accounted for by another condition.

## Treatment and Management



ADHD is a lifelong condition, but with proper management, children can learn to cope with their symptoms and achieve their full potential. The most common approaches for managing ADHD include:

1. **Behavioural Therapy:** Where children learn to control their behaviour, develop better social skills, and manage their impulsivity. This often includes parent and teacher training to create a consistent and supportive environment.
2. **Medication:** In a few cases, specialists may prescribe medications, such as stimulants or non-stimulants to help manage symptoms. They are most effective when used in conjunction with behavioural therapy.
3. **Educational Support:** Children with ADHD may benefit from educational support including; getting extra time for tests, having smaller class sizes, and individualised education plans (IEPs).
4. **Supportive Environment:** Supportive home and school environments are essential. Consistent routines, clear expectations, and positive reinforcement help children thrive.
5. **Parent Training:** This gives you coping skills to manage your child's ADHD symptoms.

## Nurturing and Supporting Children with ADHD

Children with ADHD often have unique qualities that should be celebrated and supported. It's important to recognise that while they may face challenges, they also possess strengths, including creativity, energy, and a fresh perspective on the world.



1. **Creativity:** Many individuals with ADHD have good imaginations and can think outside the box. Nurturing their creative abilities can help them do well in areas where traditional thinking falls short.
2. **Energy and Enthusiasm:** This can be channelled into positive activities, such as sports, music, or the arts.
3. **Resilience:** Living with ADHD can be challenging, but children who learn to cope with it develop problem-solving skills and adaptability that can help them throughout their lives.
4. **Empathy and Compassion:** Children with ADHD often understand the challenges faced by others and can be supportive and caring friends.

## Asking your School to make a Referral

We have information on our website where you can find out more about ADHD and also about how to ask your school to make a referral to local services.

<https://www.selseymedicalpractice.co.uk/children-and-young-people>



## The King's Award for Voluntary Service

*The MBE for volunteer groups*

# Congratulations to Selsey Community Forum!

The amazing team at the Community Forum and The Care Shop have received this top award for "Looking out for those in need seeking to work in partnerships to support them fully."

262 organisations across the UK have been awarded the first ever King's Award for Voluntary Service, the highest award given to local volunteer groups in recognition of their outstanding community service. Formerly known as The Queen's Award for Voluntary Service, the award was established in 2002 to celebrate Queen Elizabeth II's Golden Jubilee. It is equivalent to an MBE and is the highest honour awarded to voluntary groups.

Selsey is so lucky to have the support and dedication of so many wonderful people. The Practice works closely with the Care shop team and they now have regular 'surgeries' in the medical centre so we can make appointments for you to speak to them for all kinds of help.

You can contact Selsey Community Forum directly c/o Selsey Care Shop at 121 High Street, Selsey PO20 0QB.

Their opening times are:

Mon - Fri 9am - 4pm, Sat 9am - 1pm, Sun 10am - 1pm.

You can also Telephone: **01243 201616** and email: [mail@selseycommunityforum.uk](mailto:mail@selseycommunityforum.uk)



## Contact Details



It is really important that we have your correct contact details. Sometimes patients move within Selsey so we may have an out of date address, also mobile phone numbers may change, making it hard for us to contact you or return a call. Please make sure we have the correct contact details for you next time you interact with us. If you use email and are happy to be contacted this way could you please provide your email address.

You can do this by emailing [sxicb-wsx.selsey-selsey@nhs.net](mailto:sxicb-wsx.selsey-selsey@nhs.net)

If you haven't already done so, you might also indicate if you are willing to be contacted by SMS message to your mobile phone. This is a good way for us to share important information and send helpful reminders about appointments.

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## Selsey Medical Practice

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