

# Selsey Medical Practice Newsletter

The latest news and information  
from your local surgery

## Autumn 2018



## Patient Survey 2018 - the results are in!

### Thank you...

Thank you to all who took part in our patient survey this year. The survey ran from June to August and we received 466 responses - the most we have ever had. Here are a few of the key results, but if you wish to see a full report please follow the link on our website: [www.selseymedicalpractice.co.uk](http://www.selseymedicalpractice.co.uk)

91% said their nurse was good or very good at treating them with care and support.

92% said their GP was good or very good at listening to them.

Some respondents found the process for making same day appointments stressful.

We always appreciate your positive feedback but we are also aware of some aspects of our service which could be even better. In this issue of the newsletter we highlight some of the ways in which we are improving and how you can help us to help you. As well as some excellent advice on respiratory conditions and weight loss, we have suggestions on getting the best from appointments and medication reviews. We hope to run another patient survey in 2019 and we would like to hear from as many of you as possible. If you have great suggestions or contributions you don't have to wait until then; you can contact the Patient Group (see page 2) or better still, get involved with them. You can also join or take part in activities organised by The Friends of Selsey Medical Centre if you want to support the work we do (also page 2).

**Practice Website** Our website contains a wide variety of information about the surgery and also a number of links for other services and for self-help.  
You can visit our website at: [www.selseymedicalpractice.co.uk](http://www.selseymedicalpractice.co.uk)

Also in this Issue! - 10 top tips for weight loss (page 6)

# How to make the most of your appointment.

The majority of GP and nurse appointments are ten minutes in duration so in order to get the best care please read this short guide. We ask that you try to observe the “**One appointment, one problem**” ethos. We strive to deal with each medical problem to the highest standard and this proves to be impossible if we are asked to deal with a number of problems in one appointment slot. Please note that your appointment is only for you so book a separate appointment for your child/relative if they need to be seen as well. Please do not ask the doctor to deal with the problems of a child or other relative in your appointment slot. Please look at our appointments checklist below.

- |  |  |   |  |
|--|--|---|--|
| ▶ <b>Before making an urgent appointment ask yourself:</b><br>How urgent is my problem?<br>Could I seek advice from an alternative source?<br>Would it be better for me to wait and see a doctor who knows my condition? | ▶ <b>Before you come for your appointment:</b><br>Think about what’s really going on.<br>Make short notes that describe your symptoms and bring them with you. | ▶ <b>During your appointment:</b><br>Get to the point.<br>Don’t save important issues until the end.<br>Wear accessible clothing in case you need an examination. | ▶ <b>At the end of your consultation:</b><br>Make sure you understand what has been agreed and what is happening next. |
|--|--|---|--|

Please remember, if a doctor runs late it is because they are spending necessary time with another patient. One day you may appreciate them spending extra time to help you so please be understanding.

## Physician’s Associate

Selsey Medical Practice is hosting a trainee physician’s associate on a placement from Health Education England until June 2019. Will Herniam is in his first year of a 2 year course. Physician’s associates are a relatively new role in the NHS in England, although they have been around in the USA for a number of years. They work under the direct supervision of a doctor and carry out many similar tasks, including patient examination, diagnosis and treatment.

## Patient Group



The Patient Group have continued to support the practice and have helped to organise a series of evening talks. Following on from the success of our Eye Health evening we have two talks coming up:

Wednesday 14th November – **Diabetes Awareness**  
Thursday 13th December – **Urology**

Both talks will be held in the town hall and start at 6:00pm, If you would like to attend you can sign up on reception or email [sarah.rose6@nhs.net](mailto:sarah.rose6@nhs.net)

2

You can join the patient group via the website or by picking up a leaflet from the surgery.

## Friends of Selsey Medical Centre

Last month the Friends purchased a new ABPI (Ankle Brachial Pressure Index) machine for the practice or “doppler” as it is more commonly known. This machine is used to check the circulation in the lower limbs and is used for helping in the management of leg ulcers and also as an aid in the diagnoses of peripheral arterial disease (PAD).

If you have had a doppler here you will know that you have to have been lying down for 30 minutes before the pressures can be measured, this isn’t a great use of anyone’s time these days as we all have much better things to be doing. The new machine means that in most circumstances patients will no longer have to have been lying flat before the readings are taken and because the machine is automated it will take less time to do.

Our nurses currently carry out about ten dopplers a month and this new machine will help us to free up valuable nursing time.



# Medication Reviews

We are lucky to live in an age when so much medical knowledge is available about the best way to manage and prevent long term conditions. We are all living longer and surviving different health problems along the way but this can involve taking one or more medications. If you are on repeat medications you should have an annual medication review.

## Why are medication reviews important?

- To ensure the medication is still important to your health.
- To do important monitoring checks, e.g., blood pressure measurement and blood tests.
- To ensure the medication is being taken correctly.
- To check that you are still agreeable to taking the medication.
- To check that you are not experiencing unacceptable side effects from the medication.
- To ensure that waste is not a problem - this can happen when the Practice and the chemist continue to issue medication that you are not taking or needing, e.g., 'as needed' items that you have plenty of and you don't know how to stop them being dispensed.

## New Process for Medication Reviews

Our long term aim is for all long term conditions check ups (asthma, COPD, Diabetes, Heart disease etc.) and medication reviews to be done in the month of your birthday.

We are trying to improve the efficiency of our medication review appointments by inviting you in for the blood tests in advance and requesting that you have a BP check before speaking to the doctor.

## Options for having a blood pressure check






- Using your own BP machine at home.
- Using our automated BP machine, discretely hidden behind screens in the downstairs right hand waiting room.
- By appointment with our Health Care Assistant (HCA).

## Medication Review appointments:

These are often done over the phone; the doctor is only given five minutes so review appointments are not suitable for discussing complex issues or other health problems.

If you have more to discuss please make another appointment.

Help us to help you: Complete and cut out the slip below and hand it into reception before your medication review

									
<b>Medication Review Form</b>					<b>Today's date:</b>				
<b>Full name:</b>									
<b>Date of birth:</b>				<b>Blood pressure:</b>		/			
<b><i>Enter the following optional information to assist the doctor in reviewing your medication</i></b>									
<b>Height:</b>				<b>Weight:</b>					
<b>Smoking status: (circle one)</b>		never smoked		ex-smoker (date quit: _____)		current smoker			
<b>Alcohol consumption:</b>		average units alcohol consumed per week: _____							

# Managing Respiratory Disease

*As we are entering cold and flu season we thought it would be helpful to give some advice on how to keep safe and healthy and, hopefully, stay out of hospital.*

## Asthma

Asthma is an on-going respiratory condition caused by inflammation and narrowing of the airways. Symptoms of asthma include: wheezing, coughing and breathlessness or tight-chestedness.

An asthma attack is the short-term worsening of these symptoms and may be caused by viral illness like a cold or the flu, exercise, cold air, or exposure to allergens such as dust, pollen or animal hair.



Asthma attacks can be life threatening, and are an indication of poorly controlled asthma. Unfortunately, three people die from asthma every day in the UK.

Sadly, the rate of death from asthma has not decreased for several decades.

Expert opinion is that this is due to over reliance on the **RELIEVER** medication (**BLUE** inhaler/Ventolin/Salbutamol) and under use of **PREVENTER** medication (**BROWN** inhaler/Becotide/Clenil/Seretide/Qvar), which are commonly referred to as inhaled corticosteroids (ICS).

When you feel wheezy and use your **RELIEVER** inhaler there is usually a sense of immediate relief. However, this may be falsely reassuring as the temporary relief of the **RELIEVER** inhaler wears off after a few hours, and the asthma attack may worsen.

In the management of asthma, it is important that the underlying inflammation is treated with inhaled corticosteroids (**PREVENTER** inhaler).

Regular use of a **PREVENTER** inhaler is strongly recommended for all asthmatics:

- who have had an asthma attack in the last two years or
- who use a **BLUE** inhaler three times per week or more or
- who have symptoms three times per week or more or
- who wake due to asthma symptoms one night per week or more.

## What to do in case of an Asthma Attack

(from [nhs.uk/conditions](https://www.nhs.uk/conditions))

1. Sit upright, try to take slow, steady breaths and remain calm.
2. Take a puff of your reliever (blue) inhaler to alleviate your symptoms - take a puff every 30 to 60 seconds, up to a total of 10 puffs.
3. If you don't have your reliever with you, or you don't feel any better after 10 puffs, call 999 to request an ambulance.
4. If the ambulance hasn't arrived within 15 minutes, repeat step 2 as you wait for help.

4

Remember, an asthma attack is a life-threatening condition. If you are having an asthma attack and think you need help, you must call 999. For further patient friendly information, go to: <https://www.asthma.org.uk>

# Chronic Obstructive Pulmonary Disease (COPD)

COPD is an irreversible lung condition, which used to be called emphysema and chronic bronchitis. People, who have COPD, have reduced lung function and so suffer breathing difficulties, excessive coughing and have extra sputum production. COPD is more common in later life and the commonest cause is smoking but it can also come from poorly controlled asthma and sometimes by other environmental factors.



People with COPD are at risk of chest infections and pneumonia, which can become very serious and even life-threatening.

## *COPD Rescue Medication Packs*

If you have two or more flare-ups of your COPD per year you can keep a stock of antibiotics and steroids (prednisolone) at home. These are called 'RESCUE MEDICATIONS', and getting a supply should be discussed at your annual review.

RESCUE MEDICATIONS can prevent your chest deteriorating and keep you out of hospital so we really support these packs being kept at home.

Start your RESCUE MEDICATION if you are feeling more unwell with your chest:

- If you have more sputum and the sputum is discoloured and darker than usual, start your course of antibiotics.
- If you are more breathless than usual, start your prednisolone following the instructions on the packet.
- If you have more coloured sputum AND are more breathless than usual, start both your antibiotics and prednisolone following the instructions on the packet.

When you start your RESCUE MEDICATION you will need to speak to a doctor or nurse who will assess you over the phone or face to face and restock your supply.

Please follow the below instructions:


- Phone the practice and tell the receptionist that you have COPD, you have a chest infection and that you have started your RESCUE MEDICATION.
- If you are concerned about your condition ask for a SAME DAY appointment with the COPD nurse or the duty doctor.
- If you feel your chest is settling and you are happy with your general condition, you can ask for a routine telephone appointment with the COPD nurse or a GP.
- If a routine appointment is not available you will need a telephone appointment with the duty doctor who will phone you back and make an initial assessment over the phone and if concerned will invite you in to be seen.
- During this assessment the Doctor/Nurse will restock your supplies of RESCUE MEDICATION to cover any future flare up. (Make sure you ask if you think this has been forgotten).

Remember!  
Ask for a flu jab every year if you  
have Asthma or COPD

A once in a  
lifetime pneumococcal vaccination is  
also recommended and available  
at our Practice.

# Ten Top Tips for Losing Weight and for Preventing or Reversing Type 2 Diabetes

If you have found a great way to lose weight that suits you, that's wonderful, keep going - you do not need this sheet. If you are struggling to lose weight try to follow as many of these tips as possible and great things could happen.

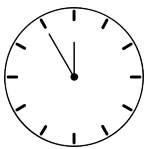
**1**  **Try to reduce or avoid sugar-containing foods** or drinks like cakes, biscuits, sweets, puddings, fruit juice and sweet fizzy drinks. If you **don't buy them** or have them in the house, you can't be tempted when you have a weak moment.

**2** **Eat 2-3 sensible meals per day.** Portion size should be the same size as your cupped hands.



**3** Try to plan small, healthy meals and **cook from basic ingredients** including some colourful vegetables if you can. Try to avoid ready meals that can be eaten cold or just heated up - they contain all sorts of fats, sugars and salt. Try to feel outraged by the food companies who are manipulating your taste buds to make you want to overeat these tasty food types.


**4** **Try not to eat between meals and don't eat after supper.** This is a form of 'Micro-fasting' and is usually manageable as most of the fast happens while you are asleep. It does mean avoiding calories in food or drinks after supper/before bed. You can drink still or fizzy water or black tea or coffee without sugar. If you want to hit this harder, try fasting for 16 out of 24 hours for 3-5 days a week - eat two meals between 1pm and 9pm but no food after supper, overnight and nothing before lunch. This form of dieting means you can join in with social evening meals. **If you take medication for diabetes** you should seek further medical advice before fasting.



**5** If you get hungry between meals try drinking a large glass of water and **distract yourself with an interesting activity.**

**6** **Try to avoid alcohol in the week.** Alcohol has lots of calories. 1 pint of beer is like eating a large slice of pizza, 1 pint of cider is like a doughnut and a large glass of wine is like 3-4 biscuits. Alcohol also can make you lose your resolve not to snack. If you want to drink alcohol at the weekend try to moderate your intake by alternating your tittle with a glass of still or fizzy water.

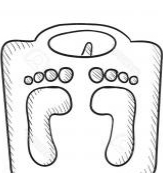


**7**  **Avoid eating in front of the TV,** there is evidence that we eat more when we are not paying attention and we're probably not even registering it or enjoying the food.

**8** **Don't count calories** if you find this boring or depressing, especially if it makes you think about food all the time. If you follow all the other tips you can lose weight without counting calories.

**9** If you can exercise, **chose an activity that you enjoy,** that is convenient and fits in with your day and if possible find someone to do it with you. **Commit to a regular arrangement** so that you keep each other motivated when thoughts like 'I can't be bothered' creep in. Walking as fast as YOU can even for 15 minutes is a great start. Don't forget dancing may be a fun option. If you can't exercise you can still lose weight following the other tips.



**10**  **Weigh yourself once a week** on Friday or Saturday morning before the more relaxed approach at the weekend begins. **Put your scales into kilograms mode,** this can reduce the emotion you might have about stones and pounds. Don't sneak a peak on other days as daily fluctuations up may demotivate you. **Make yourself a paper chart and plot your weekly weight.**

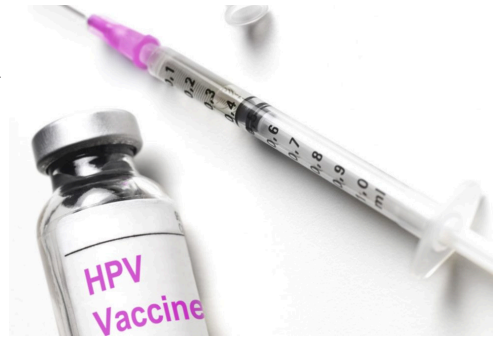
**6**

Give yourself a pat on the back if you are winning. If your weight goes up try to look at the long term, reset your resolve and try harder to stick to the tips the following week.

## Spotlight on HPV Vaccinations

HPV (human papilloma virus) is a very common sexually transmitted virus known to cause or increase the risk of developing certain cancers including:

- Cancers of the cervix, vagina and vulva
- Some cancers of the head and neck
- Cancer of the penis
- Anal cancer



Most unvaccinated people will be infected with some type of HPV at some time in their life. In most cases, the virus does no harm because the person's immune system clears the infection. But in some cases, and this is unpredictable, the infection stays in the body for many years and then for no obvious reason it may start to do damage.

### The good news:

Getting vaccinated against HPV reduces the risk of developing these cancers by 90%. For maximum protection, you should get the vaccine before becoming sexually active. However, if you are already sexually active, you may still benefit from vaccination.

Girls between 12 and 18 years old have been routinely offered the jab against HPV at school since 2007 – all of these women, and by extension their sexual partners, are protected from HPV and the associated risks.

### The other good news:

After many years of campaigning by some of our major cancer charities working together as HPV Action, boys and young men are being brought into the routine vaccination programme from September 2019.

Before male HPV vaccination becomes mainstream, men who have sex with men (MSM) are at significantly greater risk of catching HPV through normal sexual contact.

How boys and men can get HPV vaccines on the NHS before September 2019:

Boys and men up to and including the age of 45 are entitled a free HPV vaccination at their genitourinary medicine (GUM)/sexual health clinic.

Transgender people are also entitled to a free HPV vaccination at their GUM clinic.

HPV is a very serious concern for MSM and trans people. If you think this may apply to you (even if you don't identify as gay or bisexual), enquire about vaccination at your local GUM clinic (St. Richard's Hospital)

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## Please pay for over-the-counter medicines

When you visit your doctor you may be asked to take responsibility for buying items that are available for purchase over the counter. Did you know that prescriptions for medication cost the NHS £1 million A DAY? A high percentage of prescribed medication never gets taken. Please offer to buy your own Paracetamol. Paracetamol prescriptions cost the NHS £70 million last year - just for England. The supermarket cost for 32 tablets is about 50p.

# Appointments

Our GPs are aware that some patients are finding it increasingly difficult to get the appointments and services they need from us. Over the past few years, successive governments have reduced the investment in General Practice from around 10% of the NHS budget to nearer 7%. In spite of this reduction in funding we still provide 90% of consultations carried out in the NHS. Access is available to GP services 24 hours, 7 days a week, and the demand to see GPs is rising dramatically. There are currently 340 million GP consultations a year, an increase of 40 million in the last 5 years. We are all aware that there is a National Shortage of GP's.

## Headlines from the last year at Selsey Medical Centre

**72,407 appointments with clinicians**  
(approximately 6000 appointments every month)

**Carried out 4178 visits**  
(an average of 80 a week)

**Handled approximately 250,000 phone calls**  
(that's an average of 1,000 calls a day)

**Processed around 40,000 documents**  
(approximately 150 a day)

**Processed 50,744 prescriptions**  
(around 1,000 a week)

We want you to know that we are aware of the problems you have accessing some services and that we are working as hard as we can to provide those services. We hope you will bear with us as we strive to continue to provide quality General Practice in Selsey.

### What are we doing to help?

We are reviewing the way we work in order to maximise our resources and deliver services efficiently, especially to the people that need it the most. We have a number of specialist clinicians such as our Nurse Practitioner and our Paramedic who can see minor illness and injuries and also do home visits.

### What can you do to help?

You can help us by ensuring you use our services appropriately. Many minor illnesses are self-limiting and can be managed at home with advice from a pharmacist. NHS Choices provides advice on a wide range of conditions ([www.nhs.uk](http://www.nhs.uk)).

Self-help advice can be found on our website  
[www.selseymedicalpractice.co.uk](http://www.selseymedicalpractice.co.uk)

Please understand that it may not always be possible to see the GP of your choice especially as some GPs work part-time. We currently employ 11 GPs and as we meet the rigorous standards required to be a training practice, we benefit from the additional services of qualified doctors training in general practice.

So that we can ensure you are placed with the most appropriate clinician, our receptionists will ask you the nature of your call. This enables us to provide the most efficient service, especially as we have established that a number of GP appointments could have been handled by another clinician or member of staff. All our staff are bound by the strictest confidentiality rules, however we recognise that patients may not wish to disclose the nature of their problem and we respect our patients' privacy.

Approximately 200 appointments are wasted each month when patients do not turn up. Please make sure you cancel any appointments you no longer need so that these can be used by someone else. You can do this online if you have access, by replying CANCEL to your text message reminder if you have signed up to this service or by calling our cancellation line on 01243 608201 option 6.

Selsey Medical Practice

High Street, Selsey

West Sussex. PO20 0QG

tel 01243 608201/608202

[www.selseymedicalpractice.co.uk](http://www.selseymedicalpractice.co.uk)

