

# Selsey Medical Practice Newsletter

The latest news and information from your local surgery

Spring 2020

## Making the best of NHS resources

We hope your year has begun well! This year we are planning lots of improvements to the service we provide for our community here in Selsey. During 2020 we will also be continuing our drive to encourage our patients to use the wide range of information and resources available to manage their own common conditions. If we are successful we can all work together to make more efficient use of our precious NHS resources and free up time and funding for the management of more serious chronic and acute illnesses.

### Self-Care helps us to care for you



**NHS** Think Pharmacist

Self-care means keeping fit and healthy, as well as knowing how to take medicines, treat minor ailments and seek help when you need it. If you have a long term condition, self-care is about understanding that condition and how to live with it.

Most people are very capable of looking after themselves most of the time, self-treating when it's safe and knowing where and when to seek help when they need it. However, there are still 3.7 million visits to A&E every year for self-treatable conditions which puts the NHS under avoidable strain – and 25% of GP appointments in our area are for illnesses that could be treated at home.

Pharmacists can provide advice and over the counter medication and there's also a wealth of information on websites such as [www.selfcareforum.org](http://www.selfcareforum.org)

or by calling NHS 111 by dialling 111 on your phone.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

**This could include treatment for the following:**

- Minor aches and pains
- Minor sprains, sports injuries, grazed knee and scars
- Coughs, colds, blocked noses, fevers and sore throat
- Hangover
- Athlete's foot
- Constipation, diarrhoea and haemorrhoids (piles)
- Dry skin
- Hay fever and allergies)
- Head lice (wet combing is recommended)
- Indigestion remedies (for occasional use)
- Mild acne and eczema
- Skin rashes
- Travel medicines
- First aid

• Pharmacists are qualified health professionals

• Ask your pharmacist first for advice about treating minor conditions

• You can get helpful advice or buy a treatment for your condition, saving you time and helping you start to feel better quicker.

Caring for the Environment - several articles this month!



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## Patient Group

The Patient Group is hoping to expand its membership numbers so, if you fancy joining them, please speak to Reception at the surgery.



### 2019 Patient Survey Results

We are very grateful for the continuing support of the Patient Group. Amongst other things, they organise our excellent evening talks and also undertook our Patient Survey last summer. The results of the survey just missed our last edition. They have now been collated and we are delighted to report that 95% of Selsey patients have expressed their overall satisfaction with the service they receive from Selsey Medical Practice, with 80% regarding the Practice as good or excellent. The survey ran from June through to August and received 686 responses – our best ever! If you kindly filled in one of our forms in the surgery or on-line during that time, may I take this opportunity to thank you for giving us your considered thoughts about the Practice.



The excellent 'headline' news reflects the community's rating of many parts of the service, and tells us that :

- **96%** of patients were content or pleased with the manner in which they were listened to by Practice staff.
- **95%** of patients were content or pleased that they were actively involved in decisions about their care.
- **96%** of patients were content or pleased with the manner in which tests and/or treatment were explained to them by Practice staff.
- **95%** of patients found reception staff to be polite and helpful.
- **94%** of patients respect the Practice website as a useful source of information.

### Opportunities for improvement

There were, however, several areas where you've indicated that the Practice didn't meet your expectations. The survey showed with some clarity that 21% of patients are particularly concerned about non-urgent appointments often not being readily available, and that continuity of care (i.e.. seeing the same practitioner on each occasion) is important to many people but is very often not achieved.

There are no easy answers to these issues, which the Patient Group and the Practice itself have been aware of for some time now, although we have succeeded somewhat in bringing an extra 200 appointments per month on the basis of having halved the number of missed appointments which 2 years ago were running in excess of 400 per month. There is further work to do on this "still too high" figure. Every appointment missed, for whatever reason, is one appointment not available for someone else.

These are on-going issues on all of our agendas with the Medical Practice which we will be returning to once again at our next meeting in January. If you believe you may have the solution to these issues I would welcome your joining our Patient Group so that we can move these on quickly and satisfactorily. Please speak to Reception at the Surgery.

This year's survey follows on from a similar (but smaller sample) survey undertaken earlier in the year by the independent company IPSOS MORI, on behalf of the NHS. The overall results of both

surveys are broadly similar but the MORI survey drew comparisons between the Selsey Medical Practice outcome and the average outcomes of all the Practices within the regional Clinical Commissioning Group (CCG), and comparison with the national picture too.

I'm pleased to say that, despite our issues, Selsey Medical Practice generally stands up well against comparison with others. For example, whilst Selsey was significantly lower than both the CCG and national results in respect of the two issues mentioned earlier, on other key comparable questions between the different surveys our results were generally around 4 percentage points higher than those in the CCG, and around 6 percentage points higher than national figures.

As we move into 2020, and despite difficult times for the NHS, the Patient Group will continue to work with the Practice to keep service matters under review and hopefully identify further improvements and community benefits in the year ahead.

**Bob Arnold, Chair, Selsey Patient Group**

## Patient Group Event

# Pain Management Evening

Thursday 5th March 2020

6:30pm - 8:00pm approx. Tea/Coffee provided

Selsey Town Hall

55 High Street, Selsey, PO20 0RB

**You are invited to attend our Pain Management Information Evening with a presentation by consultant – Dr. Mike Husband.**

Dr Husband is an Anaesthesia and Pain Management Consultant from St Richards and Nuffield Health, who specialises in the diagnosis and treatment of chronic pain.

Dr Husband is interested in a multidisciplinary approach to pain with a focus on reducing the burden of unnecessary pain medication. Anyone can attend and we are sure the talk will be informative and helpful.



**Booking is essential.**

Tel: 01243 608201

Email: sarah.rose6@nhs.net

or drop in and speak to reception.



*This is a free patient event organised by Selsey Medical Practice and the Patient Group*

## Friends of Selsey Medical Centre

We have a very active Friends of Selsey Medical Centre organisation who enhance our practice by providing extra equipment which is above and beyond that provided by the NHS. The special equipment and the support provided is fantastic and helps keep the surgery up to date. It also aids recruitment of new staff, who appreciate the facilities and can see that we are all working together to make this a great team to join. Anyone who is a resident in Selsey and who benefits from the Medical Centre can become a member; you don't need to give up any time or attend any meetings unless you want to get involved - you can simply pay a subscription (min £4 per year). The Friends are also grateful for any donations or legacies.



There is a Facebook Page with some up to date information (search FB "friends of selsey medical centre"). You can also pick up a leaflet/joining form from Reception (noticeboard just inside the entrance).

## Staffing Update

We have recently welcomed several new members of staff to our Practice. Some work in our backroom admin team, some are new receptionists and some have joined our clinical team.

They include:

- Anna Brown - Data Administrator
- Amy Cooper - Medicines Management
- Christine Lee - Medical Secretary
- Louisa Reddings - Receptionist
- Carol White - Receptionist
- Justine Bohan - Independent Nurse Prescriber
- Dr. Rachel Colville - GP trainee
- Dr. Ala Al Kazemy - Foundation Doctor

We hope they soon settle in and enjoy working in our team to provide a good service to all our patients.

Welcome to our

**TEAM**

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# If you are Referred to a Specialist

When you visit your GP they may refer you to a specialist or another healthcare provider for a consultation. This may be to seek a specialist opinion or to make use of the testing and diagnostic facilities offered by a hospital department. This usually involves you making an appointment with them. To book an appointment you should wait 10 days; if you haven't heard anything by then please call on one of the following numbers:

- X-ray                                      Radiology Dept. St. Richards                      01243 788122
- Mental Health                          Chapel Street Clinic                                      01243 623355
- Dementia                                   Harold Kidd Unit    01243 791833
- MSK Service                              Bognor Hospital    01243 623601
- All other referrals                      Referral Support Services Team                      01903 708670



## Correspondence and New Medication

At your appointment you should ask your consultant or specialist to copy you in to all future correspondence. Keep all the documents you receive safely as they will help you to keep track of changes in management of your condition. If the consultant recommends new medication or changes your current medication they should provide you with information and discuss any side effects. They should also issue you with a prescription to get you started. Please do ask them for this to avoid any delay in starting your new treatment.

## Test Results Update.

There are often times when you may be required to have your blood or urine tested; perhaps by a clinician during your appointment or sometimes before you have a review, to see how you have been responding to treatment, for example. The results take some time to be processed by the lab and they are then sent back to us electronically. The results are checked every day as they arrive. If your results indicate that some action needs to be taken, you should be contacted by the surgery directly. They will be filed in your notes for future reference if the results are normal.



If you are concerned that you haven't heard anything then you can ring us on **01243 608201** after 10 am Mon-Fri and ask for your results. Please leave 2 weeks after the test before calling unless advised otherwise.

## Results straight to your Mobile Phone.

The Practice is planning to roll out a new service for patients that will enable us to send some results via text message. If you would like to take advantage of this service we will need your consent and your mobile number. You will get your results as soon as they have been checked by us. When you next give a sample you should be handed a slip indicating which tests are being carried out and including a short form, on which you can give us your details and signed consent. If you would like to enrol sooner there is a copy of this form at the bottom of the page which you can complete and bring into Reception when you are passing.

**Did you know..?** that you will soon be able view your test results online?

Please sign up for online access via our website or download the NHS APP on your smart phone.



## Text Messaging Request

Are you happy to receive your results and other communications from the practice by text message? If so, please complete this slip and hand it in to reception.

Name		Date of Birth	
Mobile No.			
Signature			



## Pressurised Metered Dose Inhalers (pMDI)

For many patients who suffer from asthma, COPD or other respiratory problems, pMDIs or “puffers” are literally life savers. Inhaled steroids and other medications can relieve symptoms and reduce the effects of these conditions and improve the lives of those who suffer from them.

Recently, through the diligence and concern of Dr. Sewrey, we have become more aware about the environmental impact of the dispensing methods used in these products and we are now considering ways in which we work with you to safely introduce alternatives where appropriate.



### Did you know..?

- MDIs use hydrofluorocarbons as propellant, they have a global warming effect 3800 x higher than CO<sub>2</sub>
- 100 doses of a pressurised MDI is equivalent to a 180 mile drive in terms of emissions!
- 3.5 % of all NHS carbon emissions (798k tonnes) are from MDI's
- 70% of all inhalers prescribed are high carbon (Sweden manages 10%)

In many cases, there is no alternative treatment and we don't want any patients to feel blamed for an unavoidable condition, but there are opportunities to reduce the use of these inhalers. The way to tackle this involves 5 key approaches;

1. **Ensure the diagnosis is correct:** this can be done at your annual review - your condition may have resolved and you no longer need the medication, or to take as much.
2. **Maximise non-drug treatments:** smoking cessation, pulmonary rehab, simple exercise, even changing the route you walk/cycle to school, work, etc. to avoid polluting traffic.
3. **Where possible use dry powder inhalers (DPIs):** these inhalers use a very fine powdered form of the same drug which is inhaled without the use of gas or propellant. These may be particularly good for some people in non-emergency situations. If you would like to find out more about these inhalers and whether changing to one would be appropriate for you, please discuss it at your annual review or next time you visit your GP.
4. **Make every inhaler count:** By developing good technique you can maximise the efficiency of the drug delivery. It is estimated that 50% of patients do not use their inhaler correctly. Correctly estimating the dose taken can be difficult too. Your Asthma nurse can show you how to use your inhaler correctly and efficiently.
5. **Recycle your Inhaler:** 99.5% of inhalers prescribed in the UK end up in the waste bin and go to landfill. That's around 50 million per year in the UK. We should now be well aware of the problems of plastic in the environment, but the canisters also contain those greenhouse gases. Some Pharmacies offer a recycling service for empty inhalers. Boots in the High St. Selsey has taken the initiative to provide this service, so drop your old ones off next time you collect a prescription. There is more information about how you can reduce the effect of inhalers on the environment at [www.greeninhaler.org](http://www.greeninhaler.org)

### Every little helps...

As with any intervention, on an individual basis the benefits are comparatively small, but taken together, general practice has the potential to make significant improvements to the environmental impact of healthcare in the UK. Inhalers are a good place to begin, so let's see if we can start to make a difference. This is our first step, but there is much more we can do in our practice. In 2020 we will look at other simple changes which make us more environmentally friendly, sustainable, AND potentially save NHS funds.



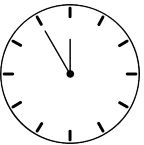



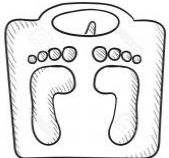
If you have any thoughts or suggestions about ways in which you think we could work together to reduce waste and care for our environment we would love to hear them. We have a suggestions link on our website (bottom of web page at [www.selseymedicalpractice.co.uk/contact1.aspx](http://www.selseymedicalpractice.co.uk/contact1.aspx)). You can also leave written suggestions at Reception or contact the Patient Participation Group.



## Top Tips for Losing Weight this Spring



Have you overdone things a bit during the festive season? Would you like some advice to help lose weight? You might have already started on your road back to a healthy weight but if you are struggling to make any progress you could try to follow as many of these tips as possible.

- 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.**

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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. Good luck!

# Reducing Repeat Prescription wastage

In our Autumn 2019 edition we raised the issue of wasted medications generated by the repeat prescriptions system. We are pleased that some of you are now considering your requirements and whether or not you really need all of the items on your repeat prescription.



When we visit patients at home we are often confronted by large stocks of unused medication which has been accumulated through the repeat prescription route. Unwanted medication can be returned for disposal but it cannot be re-dispensed so each unused item represents waste, and a considerable cost to the NHS. Sometimes these are “PRN” items, which means they are to be taken as and when required (these might include some creams, inhalers or painkillers). Other items may have been prescribed for a condition that is no longer a problem.

Some of our patients also tell us that unrequested items seem to arrive with their repeat medication and they feel powerless to stop it. The Pharmacists and our GPs are working together to stop this terrible waste. Please let us and the Pharmacist know if this is happening to you, or if you no longer require a particular item, so that your repeat prescription can be adjusted accordingly. Your annual medication review is an excellent opportunity to do this. Please continue to help us to tackle this important issue.

## Vitamin D and Calcium Supplements

Vitamin D and Calcium are needed to protect bones and promote muscle health. Recent guidance has been issued to us by N.I.C.E. about vitamin D and Calcium intake for good health and for the treatment of osteoporosis.

### Vitamin D

During the spring and summer vitamin D is made in our skin. This is due to effects of sun light. Unfortunately, people living in the UK (Northern Hemisphere) lack adequate sunshine in the winter months to make enough vitamin D so there is a strong argument for everyone to take vitamin D supplements during this gloomy time. Additionally, people whose skin gets little or no exposure to the sun, like those in institutions such as care homes (and some teenagers!) or people who stay covered up in the sun, also risk vitamin D deficiency and may need to take a daily supplement throughout the year. The recommended daily dose for vitamin D is 1000 IU which is the same as 25micrograms (25µg). **The NHS, through our local CCG, has asked GPs not to prescribe vitamin D but to ask people to buy their own supplements over the counter. Vitamin D is readily and cheaply available from most supermarkets.**



### Calcium

There has also been a change in guidance regarding calcium supplementation. People who have a balanced diet containing dairy products e.g. milk, yoghurts and cheese, also tinned fish, fortified cereals and baked beans, do not need calcium supplements and taking them when not needed can be harmful.

A full list of foods containing calcium can be found by going to:

[www.nof.org/patients/treatment/calciumvitamin-d](http://www.nof.org/patients/treatment/calciumvitamin-d)

You can calculate your daily intake if you search “National Osteoporosis Foundation Chart Steps to estimate your calcium intake”. Or visit:

[www.nof.org/patients/treatment/calciumvitamin-d/steps-to-estimate-your-calcium-intake](http://www.nof.org/patients/treatment/calciumvitamin-d/steps-to-estimate-your-calcium-intake)

**If you are taking calcium supplements on prescription, but do eat enough dietary calcium, please discuss reducing or stopping this medication at your next appointment or review.**

# National Data Opt-Out

Your health records contain a type of data called **confidential patient information**.

This data can be used to help with research and planning.

You can choose to stop your confidential patient information being used for research and planning. You can also make this choice for someone else like your children under 13.

Your choice will only apply to the health and care system in England.

This does not apply to health or care services accessed in Scotland, Wales or N.Ireland.



## What is Confidential Patient Information?

Confidential patient information is when 2 types of information from your health records are joined together.

The 2 types of information are:

- **something that can identify you**
- **something about your health care or treatment**

For example, your name joined with what medicine you take. Identifiable information on its own is used by health and care services to contact patients and this is not confidential patient information.

## How we use your Confidential Patient Information?

Health and care staff may use your confidential patient information to help with your individual treatment and care. For example, when you visit your GP they may look at your records for important information about your health.

Confidential patient information might also be used for research and planning, for example, to:

- plan and improve health and care services
- research and develop cures for serious illnesses

The NHS collects confidential patient information from:

- all NHS organisations, trusts and local authorities
- private organisations, such as private hospitals providing NHS funded care

Research bodies and organisations can request access to this information. This includes:

- university researchers
- hospital researchers
- medical royal colleges
- pharmaceutical companies researching new treatments

Access to confidential patient information will not be given for:

- marketing purposes
- insurance purposes (unless you request this)

## Your Choice

If you wish to stop your confidential patient information being used for research and planning you can do so online; visit [www.nhs.uk/your-nhs-data-matters/](http://www.nhs.uk/your-nhs-data-matters/)

In order for the online service to confirm your identity you will need to provide:

- your NHS number, or your postcode (as registered with your GP practice)
- your mobile phone number or email address provided previously at a GP practice or other NHS service

The online service is available 24 hours a day, 7 days a week.

Patients who have registered for the NHS App using NHS login can set a national data opt-out using the app.

Patients can set their own opt-out choice by calling **0300 303 5678**. Calling this number should cost no more than calls to a normal landline number. The telephone service is available 9am to 5pm, Monday to Friday, apart from on English bank or public holidays.

If you are unable to use the online or telephone service, or would prefer not to, you can complete a paper form and post it. The form can be downloaded from [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or requested by calling the telephone service on 0300 303 5678.

If you are happy with your confidential patient information being used for research and planning you do not need to do anything. Any choice you make will not impact your individual care. For more detail on how we look after your data you can visit our website [www.selseymedicalpractice.co.uk](http://www.selseymedicalpractice.co.uk) and look for the Data Protection page.

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