

Neston Medical Centre

See our website – www.nestonmedicalcentre.co.uk

Patient Newsletter No 3 - September 2018

This newsletter has been produced by the Patient Participation Group (PPG) for the Neston Medical Centre (NMC). We are a group of patients who meet approximately every 3 months with the doctors and staff at NMC to discuss new projects and changes, and to offer our help in promoting services when needed.

If you believe you have something to contribute, please join us, we welcome new members. Please contact Pat on 336 2606

Who we are: Pat Clare – Chair, Derek Haylock, Betty Smith, John Gibbon, Brian Slack, Keith Millar, Lilian Baker.

Flu vaccinations

If you are 65 and over, have any chronic health conditions or you are pregnant, please arrange to have a flu vaccination at the surgery. Clinics will start the first week of October.

Wellbeing Coordinator at NMC

The aim is to integrate the Well Being Service into the daily operation of general practice so it becomes an enabler for patient social care. Co-ordinators will see patients within the GP practice, allowing a greater number of patients to have access to the service.

The Wellbeing Coordinator will work with you on the issues that you think will make a difference and help YOU to manage your wellbeing. You do not need to speak to a GP to be referred; you can ask a receptionist, Health Care Assistant (HCA) or nurse to refer you. As long as you are over 18 years of age, registered with a practice within West Cheshire, have a long term condition and give your consent to the referral then you meet the criteria. Referrals into the service will be accepted with immediate effect.

We welcome our new Doctor



Dr Amanda Bertram is the latest addition to the team. She is a very experienced GP, who trained in London and worked as a partner at a GP Practice in Chester until 2015.

She then widened her experience by training and appraising other GPs.

She is married and lives locally with her husband, two teenage children and a dog. Her interests are walking, rambling and she enjoys yoga.

After doing some locum sessions in Neston, Dr Bertram was keen to join the Practice as a contracted GP working 5 sessions a week.

She likes to provide continuity of care. Her aim is to help patients manage their own health and wellbeing with support where needed.

The Role of the Advanced Nurse Practitioner

An Advanced Nurse Practitioner (ANP) is a trained nurse who has undertaken further training at Masters Level.

The ANP works in partnership with patients, the GP and other health care practitioners.

The ANP has the ability to assess, diagnose and develop treatment plans for patients who present with a wide variety of health and social care needs. This includes clinical examinations, prescribing medications, and also the ability to refer the patient into hospital if this is required.

Our team of Advanced Nurse Practitioners



Victoria, Karen and Stacey

Karen Rushforth is our most experienced ANP. She is also the Practice Manager so has a split role. She joined the Practice in October 2015 having previously worked across Western Cheshire CCG - in general practice since 1992. She has also worked for the trust in contraception and sexual health services and Out of Hours in an Advanced role.

The benefit she has brought to the Practice has led to the addition of the two other nurse practitioners who are contributing to the services offered to our patients.

Stacey Oates joined Neston Medical Centre 16 months ago. She trained as a nurse in Leeds before moving to Chester. Prior to joining us, she had worked as a district nurse in Ellesmere Port and Chester. Stacey is studying to become an Advanced Nurse Practitioner. Her area of special interest is palliative care.

Victoria Gardiner is the latest addition to the team. She had previously worked at the Wirral Walk-In Centre. She is also studying to become an Advanced Nurse Practitioner. She feels that her new role gives her closer contact with patients and the ability to give better continuity of care. She lives locally, is married and has three small children.

Neston Medical Centre now has a team of experienced Nurse Practitioners who have a range of previous experiences, which can only be of benefit to patients. We wish Stacey and Victoria every success as they study for their MSc as Advanced Nurse Practitioners.

North West Ambulance Service

The NW ambulance service is the largest in the country. It provides emergency services from three 999 bases in Manchester, Liverpool and Preston. The demand for 999 services is increasing with 1.3 million calls in one year (plus 1.5 million calls via 111 service). This high demand, especially over the winter period, has meant delays in responding to life threatening emergencies. The target for these Category 1 emergencies is now set at 7 minutes but this has not been met.

This problem can be helped by

- The public using the service appropriately - it is NOT a transport service. 49% of 999 calls are treated without a need for transfer to hospital.
- Cutting ambulance hand-over times at hospitals. If A&E and hospitals are full, ambulance staff must care for their patients until they can hand them over to the hospital staff. During this time, the ambulance cannot respond to any other emergency calls.

The way forward

- **Better use of the 999 service.**
 - Do you really need an ambulance? The public needs to be better educated on using ambulances.
- **NW ambulance improvements**
 - Change the ratio of rapid response vehicles into 2 manned ambulances
 - Challenge all hospital waits over 60 minutes
 - Take fewer patients to hospital by better use of “hear and treat” and “see and treat”.
 - Provide more medical support in Call-Centres
 - 6 month trial of using urgent care practitioners to respond to 999 calls – to treat more patients at home not in hospital.

On-Line Access to NMC – A Patients Viewpoint

To me, on-line access to the services offered by NMC has been excellent. I no longer need to take my repeat prescription to the surgery, then collect it 2 days later to take it to my chosen pharmacy. I then would wait 15, 20 or 30 minutes for my prescription, or come back later, even the next day.

Requesting a repeat prescription online is simple; just log in, then go to “Medication Requests” on the right hand panel and click on “New Request”. You will be presented with a list of your current medications; just click on the big blue “+” sign to add that medication to your request. Do the same for the other medications that you wish to order. On the right hand side is a list of the medications you have selected; when done, click the big red “Request” button and you are taken to the Confirmation page.

Here, you can amend your request, add a message to the surgery (but **NOT** the pharmacy), select a pharmacy, then click “Confirm Request”. That is it; 2 days later you should be able to collect your prescription from your nominated pharmacy; without even going to the surgery.

Did You Know that you can book appointments with a doctor on-line? Just log in, then go to “Upcoming Appointments” on the left hand panel and click on “New Booking”. You can then choose to be contacted by a GP or a Nurse Practitioner. Then select a phone number to be called on (you can even enter a temporary phone number; a friends, perhaps, if you are visiting them).

You will then be presented with a list of available dates, with Doctors that are available on those dates, and time slots that are available. Select the date and time slot you wish to reserve. NOTE: These time slots are not fixed; the Doctor may call earlier in the day, especially if your reason appears to be more urgent. Having selected all the above, you are then requested to enter a reason (in 150 characters or less) for your request. When completed, click on “Book Appointment” on the right hand side to action your request and wait for the call-back.

“Simples”, as the Meerkats would say ☺.

Womens Support Group Update

Those people who have not experienced mental health problems may not understand how the beautiful summer months can sometimes have an adverse effect on mental health, just as much as the dark winter evenings. Everybody seems happy, colours are more vibrant, and people are having barbecues and lovely days out. Often when a person has depression, you don't feel these good feelings, don't see the lovely days, and can't cope with the beautiful colours – other people think you are just being miserable but you simply don't feel as if you belong. This can often make a depressed person feel worse, as in the winter months it is ok to join everybody else by staying in and wrapping yourself up, spending the night in front of the television, and going to bed early.

So please, if you are a woman, of any age, who feels 'down' over the summer months, pop along to our Thursday evening Group, have some refreshments and chat to like-minded women who understand how you feel. Our meetings are very positive, and you don't have to talk if you don't want to, but often after the first week you suddenly realise that you are chatting away as if you have known the other women for ages.

When you feel ready, you might like to join us on some of our day trips. We recently had a fabulous canal boat trip to Beeston Castle, stopping at a canal-side pub for afternoon tea, and sitting in the sunshine. On a hot Thursday evening, a few weeks ago, we even went over to the local pub (*for an orange juice, of course!*) We were coerced into joining the quiz, and guess what? We won!!!

Our Women's Group continues to go well, but we will always welcome new members. So, if you would like to join us, contact information is below. I will always get back to you. You may prefer to go for a coffee to find out more about the Group before you make the decision. But, please give it a chance, you might just find you enjoy it.

Lilian Baker

Text/phone: 07971 477205 or email: lilibut3@yahoo.co.uk

Health Checks Available at NMC

Neston Medical Centre will be offering free NHS Health Checks. These can tell you whether you're at a higher risk of getting certain health problems, such as:

- heart disease
- diabetes
- kidney disease
- stroke

If you're aged 40-74 and you haven't had a stroke, or you don't already have heart disease, diabetes or kidney disease, you will be invited for an NHS Health Check every five years.

What happens at the NHS Health Check?

The NHS Health Check takes about 30 minutes; our Healthcare Assistant will ask you some simple questions about your lifestyle and family history, measure your height and weight, take your blood pressure and do a blood test using a small finger prick test.

Based on this, they will be able to give you an idea of your chances of getting heart disease, stroke, kidney disease and diabetes.

If you're over 65, you will also be told the signs and symptoms of dementia to look out for.

You will then receive personalised advice on how to lower your risk, as appropriate.

If you haven't already received our letter of invitation for a NHS Health Check and you meet the criteria, please contact reception to book your appointment.

Here's to a Healthy Life!

Friends And Family Test



The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

The FFT asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

Since it was initially launched in April 2013, the FFT has been rolled out in phases to most NHS-funded services in England, giving all patients the opportunity to leave feedback on their care and treatment.

During 2018/19, NHS England are carrying out a [development project](#) to improve the FFT and make it a more useful tool for driving service improvement and we are committed to producing refreshed guidance by April 2019, in line with a government Mandate.

So far, the FFT has produced more than 48 million pieces of feedback so far – and the total rises by around 1.2 million more every month – making it the biggest source of patient opinion in the world. Scores so far have told us that at least nine out of ten patients would recommend the NHS services they used to their loved ones. Patient comments also identify areas where improvements can be made so that providers can make care and treatment better for everyone.

While the results will not be statistically comparable against other organisations because of the various data collection methods, FFT provides a broad measure of patient experience that can be used alongside other data to inform service improvement and patient choice.

(See <https://www.england.nhs.uk/fft/friends-and-family-test-development-project-2018-19/>)