

MID SUSSEX HEALTH CARE – NEWSLETTER

Summer 2019

The Health Centre Trinity Road Hurstpierpoint West Sussex BN6 9UQ	The Health Centre Windmill Avenue Hassocks West Sussex BN6 8LY	The Health Centre Lewes Road Ditchling East Sussex BN6 8TT
Telephone number: 01273 834388	Website: http://www.midsussexhealthcare.co.uk/	

Practice Team News



Dr Hugo Wilson MSc

We are proud to announce that Dr Hugo Wilson has been awarded an MSc (with Merit) in Strategic Leadership and Medical Education from the University of Kent. As you may be aware, Dr Wilson is Programme Director for GP Education in Mid Sussex, and has been working with the academic department in Kent to study the career intentions of GP trainees. This topic was driven mostly by the national GP workforce shortage, with the aim of identifying modifiable influencing factors on retention of GP trainees in the local area.

Park Run

On Saturday 1st June a keen group from Mid Sussex Health Care took part in our inaugural Park Run at Hove Park. The weather could not have been better, and the atmosphere was incredibly relaxed and friendly. The marshals welcomed us, along with another group practice, as part of the RCGP Park Run initiative. As you can see from the picture, we had a lovely debrief in the café at Hove Park in the sunshine!



National Institute of Healthcare Research Award



National Institute of Healthcare Research (NIHR) Partner award for Best Contribution to Non-Commercial (i.e. NHS) Research. As you may be aware the practice is actively engaged in research, partnering with Universities such as Oxford, Southampton, Dundee and Nottingham to decipher the best treatments for common primary care conditions. Examples recently include home blood pressure monitoring and antibiotics for chest infections in children. This is a rewarding project and the practice and patients report enjoying being involved.

Thai Delegation



A delegation of officials and physicians from the Thai Ministry of Health visited Mid Sussex Health Care for three days in June 2019 to learn about the process of health care in the UK. They are endeavouring to replicate the UK organisation of General Practice in Thailand, where currently 1 GP provides care for around 10,000 patients. They were absolutely delightful to have as

guests, very interested in the efficiency of our systems, how we care for a defined, registered population, with each GP responsible for around 2,000 patients. It is remarkable to think that the NHS created this system in 1948, and despite numerous reorganisations, the essence of the initial blueprint of population, registration and continuity of care lives on today.



Improving Access NHS app

The Practice has for many years promoted and encouraged access to our on line services via SystmOne and we currently have 36% of our patient population using this facility. We would like to increase this percentage to 75% with the introduction of the NHS app. As a practice we fully support NHS England's commitment to developing digital access for patients and endorse the use of the new NHS app.



Who can use it?

The NHS app is for people over the age of 13 who are registered with a connected GP surgery.

The benefits to patients are:

- you get 24-hour access from anywhere
- you don't waste time trying to get through on the phone
- you have more control over when you book appointments
- you can easily cancel an appointment
- you can order repeat prescriptions
- NHS login means in most cases you don't have to come into the practice to get access
- when you do still call rather than using the app, phone lines and reception staff are more likely to be free
- you have access to information about your medications, conditions and treatments wherever you are
- DNAs (did not attend – where a patient does not turn up to a booked appointment) are reduced, which will enable other patients to access these appointments
- in most cases patients can verify their identity themselves, through NHS login

For further information please go to

<https://www.nhs.uk/apps-library/nhs-app/>

Care Co-ordinators

Firstly, we would like to welcome Amelia to the Care Co-Ordinator's Team. Amelia has worked within the Practice on our reception team for the past nine years and has now transferred to the care co-ordinator role. We are sure she will be a great asset. This role was introduced to MSHC three years ago and has been implemented nationwide and found to be a successful and ever growing service. All Care Co-ordinators are linked throughout the local area and have regular meetings with speakers from various charities and local support groups which enable a wealth of information to be gathered and shared.

Rita and Amelia cover all three Practice sites Monday through Friday. Information leaflets are available in all reception areas and additional information is also accessible on the Mid Sussex Health Care website. To contact either Rita or Amelia please phone the surgery or ask at reception to speak with them. If they are not immediately available they will contact you and arrange an appointment at the Health Centre or, if you are housebound and find it difficult to get out, they will come and see you in your home.

Our Care Co-ordinators are a non-clinical, signposting service aiming to support mainly the over 75's (although this is not set in stone)! to access services that are appropriate to your needs taking into consideration both patients and their carers.

You can be referred to them via your GP, nurses, other health professional, family or you can contact them yourself. Once you have spoken to them and they have all the information regarding your requirements they will be able to either give you the information for you to make contact with services yourself or, with your consent, they can refer you to local groups and multi-disciplinary teams. They in turn will then contact you to assess your needs and introduce the relevant service. They are also able to refer to responsive services that can react quickly if urgent care is needed to avoid unnecessary hospital admissions and support you through your crisis in your home environment. The services they provide range from finding care providers, funding support including Social Services, transport, dementia, Alzheimer's, support for carers, safety in the home and many more.

The Practice holds coffee mornings at the Health Centre organised for groups of patients with varying conditions such as dementia and multiple sclerosis, guest speakers are invited to attend on these occasions and we have found this to be a useful way to introduce and access services that patients may not be aware of.

Flu Vaccinations 2019/20

The doctors at the Surgery would like to invite you to attend for a flu vaccination this Autumn. We have reserved a dose for all those who are eligible (see spotlight on flu below). Receiving your vaccine at the surgery will ensure your medical record is immediately up-to-date. If you are due to see your GP or nurse in September or October, please ask them for your flu vaccine at that appointment.

As a result of patient feedback received from last year's clinics, this year we have changed our format for walk in flu clinics to allow for week days and evenings.

ADULT - WALK IN FLU CLINICS (for children's flus, parents will be contacted individually).

Saturday 28 September	08.30-11.00	HURSTPIERPOINT SURGERY
Wednesday 02 October	15.00 -17.00	HASSOCKS SURGERY
Thursday 10 October	09.00 - 11.00	DITCHLING SURGERY
Monday 14 October	17.00 -19.00	HURSTPIERPOINT SURGERY

In addition, once these main clinics have run there will be additional lunchtime clinics made available and advertised, at Hassocks Surgery.

Spotlight on Flu

What is Flu?

Flu (influenza) can be an unpleasant illness caused by a virus. In otherwise healthy people it usually clears up by itself within a week. However, the symptoms can be more severe in people who are particularly vulnerable to the flu virus, including: young children, adults aged 65 and over, pregnant women, and people with long-term medical conditions or weakened immune systems. If you are one of these people, the NHS recommends that you are given a flu vaccine every year.

How does the flu vaccine work?

The flu vaccine introduces small, inactive fragments of the virus to your immune system. These fragments won't make you sick, but they help your body learn to identify the flu virus, meaning it can produce a strong defence in case of an actual attack from the flu. Vaccination is our best defence against the flu, which can be a severe and unpredictable illness for some people. Remember, flu is a virus so antibiotics won't help to get rid of it.

Why is my medicine not in stock?

Drug shortages are a national problem. There is no simple explanation for this. It is thought to be due to a combination of reasons, including:

- Increased global demand
- New regulatory requirements driving up costs
- Certain companies being unwilling to carry on selling unprofitable products
- The NHS doing a good job of driving down prices making the UK a less attractive market for manufacturers.

In recent years we have seen an increase in shortage problems for a combination of these reasons, and pharmacies have to spend a lot of time trying to source medicines for their patients. Factors such as Brexit planning and contingency may be adding to the ongoing issues.

The community pharmacy sector is working with Government and others on plans to ensure that the supply of medicines and medical devices is maintained after the UK exits the EU, including in a no-deal scenario.

I can't get my medicine from my usual pharmacy but another pharmacy has it – why is that?

There are a number of reasons why some pharmacies may have different medicines available:

- Different pharmacies use different suppliers so availability will depend on whether each pharmacy's suppliers have stock or not.
- Where there is a known shortage of a medicine supply levels can change quickly and can vary regionally – so while pharmacies in one area may be able to find a medicine; others may not.

Our pharmacies are working hard to try to find the right medicines for you. Things that they may be doing for you include:

- Liaising with GPs to find alternative medicines that may be suitable for you.
- Making many phone calls to different suppliers to try to find the medicine you need.
- Seeing if stock may be available in other local pharmacies.

What can patients do to help?

- There are a few things that you can do to help:
- Order any medicines that you need in good time (but no more than seven days before it is due).
- Only order medicines that you need. If you have unused medicines in your cupboard, please use these first (remember to check the expiry date) and please do not order extra medicines.

The Government has asked people not to order extra medicines in the run up to Brexit, and for GPs not to prescribe more medicines than they usually would. This is because overprescribing and ordering of medicines can contribute to the problems and create medicine shortages for others.

Patient Participation Group (PPG)

At MSHC we have an active PPG (Patient Participation Group) which represents our patients across all three of our sites. We meet with them regularly to discuss patient feedback and share information about changes within the practice, and discuss ways to improve patient care. Our current committee have organised health education events, attended meetings within the CCG, helped at flu clinics and with our annual patient survey, and we thank them for their time and commitment.

PPGs have an important role to play in helping to give patients a say in the way our services are delivered to best meet their needs, and the needs of the local community.

- Are you a patient or carer of a patient at MSHC?
- Are you interested in being involved in how our services are developed and delivered?

We are always looking for more patients/their carers to join our wider PPG and help out at events, however due to retirement of several long standing members there is also a need for new committee members.

If you are interested in finding out more please complete the slip below and return to reception.



Patient Participation Group (PPG) registration of interest.

Name

Address.....

.....Post Code.....

Telephone Numbers

Land line.....Mobile.....

Email address.....

I am happy to be contacted by any of the above methods, by the Practice or the Practices PPG representatives.

Signature.....Date.....