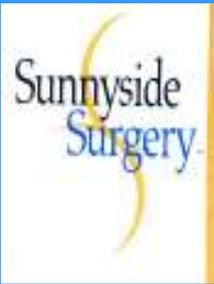


SPRING 2017



Sunnyside Surgery Newsletter

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If you would like to receive future newsletters and practice updates by email, please let us know by emailing:
reception@gp-L81102.nhs.uk

Improving Access to Practice Appointments

Sunnyside Surgery and several other North Somerset Practices, are taking part in a pilot scheme to offer evening and Saturday morning GP and Nurse appointments to North Somerset Patients. If there isn't an appointment available at our Practice when you want to book one, then you may be offered an appointment at one of the other participating practices. The doctor or nurse who sees you, wherever your appointment is, will have access to your patient record, as long as you have agreed to this.

One Care

A number of GP practices in Bristol, North Somerset and South Gloucestershire have come together to form One Care (BNSSG) Ltd. One Care's vision is to create an integrated and effective approach to the delivery of primary care across Bristol, North Somerset and South Gloucestershire, They have received government funds to improve access to GP practices and other health care services.

The Service

This is for anyone who is booking an appointment to discuss a routine problem with their doctor or practice nurse. If you don't want to visit a different surgery then you don't have to – it's entirely up to you.

Many practices already offer appointments in evenings and at weekends. What is new here is that practices are working in groups to offer more appointments at more flexible times which should make it easier for patients to see a doctor or nurse.

Record Sharing

In order for this service to work, the doctors and nurses need access to your patient record. Sunnyside has signed a local Data Sharing Agreement (not linked to any national data sharing agreement) to allow this to happen, but you can opt out at any time.

If you have already chosen to opt out of the local data sharing agreements, your choice will continue to be in place. Opting out will prevent you from using this new service, as we require access to your patient record to safely treat you.

Sharing your patient record will give the doctor or nurse at the practice you visit access to the same details as your GP has. All information about you is treated in the strictest confidence and will not be accessed without your consent.

One Care is committed to ensuring that personal data is protected and that all information is handled responsibly in order to maintain the highest levels of patient privacy and security.



If you have any questions or concerns about this pilot scheme, please do not hesitate to contact One Care on 0117 941 0900 or email: enquiries@onecareconsortium.co.uk

The Leg Club is up and running!

In the last newsletter we informed you that we were planning to set up a leg club where people who have leg ulcers can come and have their legs re-dressed, enjoy a cup of tea and also socialise with others. We are pleased to announce that it is now up and running on a Monday morning from 9-12 at St Andrew's Church Hall.

Loneliness is a very significant health care issue and can hugely effect elderly patients in the community. Loneliness and social isolation can be caused by the death of a loved one, or a friend; it can also be caused by retirement, poor mobility and health issues.

A former district nurse Ellie Lindsay introduced an innovative social leg club model for wound management in the community in 1995. This provided leg ulcer management in a social, non-medical setting, where patients are treated collectively and the emphasis is on social interaction, participation, empathy and peer support.

Why come to the leg club?

- * It gives people suffering from ulcers the chance to socialise and build a relationship and positive friendship with others in the local community who are also suffering from leg ulcers making them feel less isolated.
- * It can provide people with the opportunity to have their leg ulcers seen to in a non-medical environment.
- * People can enjoy a chat over a piece of cake and cup of tea.
- * It can rebuild self-esteem and self-respect by destigmatising the condition.
- * It can empower people to become stakeholders in their own treatment, promoting a sense of ownership and involvement.

How can you help?

We are always looking for volunteers to help out at the leg club. Anyone can volunteer - all we need is people who are enthusiastic and energetic who can help create a welcoming and enjoyable atmosphere for those attending. Volunteers can also organise fundraising events and help with patient registration and documentation. Volunteers in existing clubs are now helping to put together newsletters, questionnaires, general information, fundraising letters and information leaflets. Many volunteer committees have successfully applied for substantial awards from the national lottery.

If you would like to become involved with the leg club as a volunteer, please contact the Surgery.

Alternative emergency services

There used to be just one number to phone in an emergency - 999. However many people are not aware that there are now many different emergency or non-emergency numbers that people can ring if they require emergency attendance or just advice. But what are these numbers for? Which number is for what? When can I use it? Below is information regarding alternative help and emergency lines.

999 – The main emergency number



This is the emergency number for police, ambulance, fire brigade, coastguard, cliff rescue, mountain rescue, cave rescue, etc. please note the word 'emergency' Please only use this number when urgent attendance of the emergency service is required. This number can also be called from a mobile phone that is locked and all calls are free.

112 – Another emergency number

This operates exactly the same as 999 and directs you to exactly the same emergency call centre. The important thing about 112 is that it will work on a mobile phone in many countries around the world. So on your next foreign holiday, you don't need to make a note of the emergency number for the country you visit; you just need 112. Incidentally, a EU requirement is that emergency call centres must provide a translations service. 112 calls are free and can also be dialled from a locked mobile phone.

101 – The non-emergency number for the police

You can use 101 when you want to contact the police, but it's not an emergency – i.e. an immediate response is not necessary and/or will not be serve any purpose. For example, your car has been stolen, your property has been damaged, your home has been broken into. This contact number can also be used for enquiries and information about a crime that has been committed or general enquiries.



111 – The non-emergency medical number

This is available nationwide and replaced and expanded on the former NHS Direct service. Use this for illnesses and minor injuries where life isn't threatened, but you would like some advice on what to do next.

What if I need multiple emergency services?

If you need more than one emergency service, you only have to call one – and ask them to contact the others.



DIABETES UK

KNOW DIABETES. FIGHT DIABETES.



Diabetes is the fastest growing health threat of our times and an urgent public health issue. Since 1996, the number of people living with diabetes has more than doubled. If nothing changes, it is estimated that over five million people in the UK will have diabetes.

Diabetes is a serious life-long health condition that occurs when the amount of glucose (sugar) in the blood is too high because the body can't use it properly. If left untreated, high blood glucose levels can cause serious health complications.

There are two main types of diabetes: Type 1 and Type 2. They are different conditions, caused by different things, but they are both serious and need to be treated and managed properly.

At this time there is no known cure for Types 1 or Type 2 diabetes. However charities such as Diabetes UK are funding pioneering, life-changing research into care, treatment and prevention and working to find a cure for all types of diabetes. Diabetes UK is one of the main leading charities that raise money and carry out research into a cure and also supports those that are affected by diabetes.



Swim 22

One of our GP Partners, Dr Kenyon, is helping to fund raise for Diabetes UK by taking part in a charity swim event. This event is called **Swim 22** and is taking place between the dates of the 22 February and the 22 May.

During these months Dr Kenyon will be swimming equivalent to the distance across the English channel.

To donate to Dr Kenyon's sponsored swim all you need to do is visit her just giving page 'Rachael Thomas'.

Dr Kenyon would be very grateful for any support you could give her!

Lasting power of attorney

A lasting power of attorney is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf. This gives you more control over what happens to you if, for example, you have an accident or an illness and can't make decisions at the time they need to be made (you 'lack mental capacity').

If you wish to make a lasting power of attorney you must fill in the appropriate form once you have chosen the person you'd wish to be your lasting power of attorney, this is so they can be appointed that role. You must then register that person as your LPA. This can take up to 10 weeks and also costs £110 unless you have an exemption from this.

There are two different ways someone can be your power of attorney and these are 'Property and Financial Affairs' and 'Health and Welfare'.

Examples of both of these are listed below...

Property and Financial Affairs lasting power of attorney

Use this LPA to give an attorney the power to make decisions about money and property for you, for example:

- * managing a bank or building society account
- * paying bills
- * collecting benefits or a pension
- * selling your home

Health and Welfare lasting power of attorney

Use this LPA to give an attorney the power to make decisions about things like:

- * your daily routine, eg washing, dressing, eating
- * medical care
- * moving into a care home
- * life-sustaining treatment

Need help deciding if you should make a lasting power of attorney?

Contact the Office of the Public Guardian:

customerservices@publicguardian.gsi.gov.uk

Telephone: 0300 456 0300

Textphone: 0115 934 2778

Monday, Tuesday, Thursday, Friday, 9am to 5pm

Wednesday, 10am to 5pm





Farewell!

On the 19th May we will be saying a sad farewell to Dr Simon Price, one of our GP Partners. Dr Price has worked within the surgery for 5 years - joining us in 2012 and becoming a partner in 2013.

We wish him a very happy and restful retirement.

Being a GP Registrar

The registrar year is a year of very many things. Firstly, there is the transition from secondary care to primary care, this in itself is a big change as in the secondary care system investigations are at your fingertips as well as being able to get second opinions from various specialties much quicker. In primary care these things may take longer to get so as a registrar you become very grateful for the knowledgeable partners and salaried GPs in the practice.

Secondly, it is the longest time you have spent in one job after leaving medical school and completing your rotations. Previously you would spend 4 or 6 months in a job and then move on so settling in for a year or in my case as a part time registrar, 19 months, it is a complete luxury. I have been able to get to know everyone in the team and work out from the receptionists and secretaries to the nurses and doctors what each person's expertise is and know where to go for advice which again leads us to the first point the knowledge of others in primary care.

Thirdly, it is the time to consolidate everything you have learned. There will be many things that you see in primary care that you never see in secondary care. You will have read about them in books and studied about them for exams but this will be the first time you will encounter them and therefore the first time you have treated them. This is when a second opinion can be very useful to ensure that you have not only recognised the condition appropriately but you have also chosen the correct treatment. Again the wisdom of other colleagues is useful and very helpful. As the year progresses the need to do this reduces as your confidence increases.

Finally, it is the time to gain as much experience with the support of seniors. To become confident with a busy daily surgery, triage and duty doctor responsibilities as well as the day to day activities of a busy GP practice. So working at Sunnyside where everyone including the patients have been so welcoming and supportive and there is a real team atmosphere has made this whole experience and continues to make the experience an easier transition to a fully-fledged qualified GP!

Dr Jo Sewell

NEW STAFF

In January, we were very pleased to welcome two new members of staff, Lydia and Sophie, who have joined us as part of the national apprenticeship scheme. They will gain knowledge and experience of the GP practice environment and work towards a two year administration qualification with support from Weston College.



A belated THANK YOU!

From everyone here at Sunnyside Surgery, we would like to say a big thank you for all of the gifts that were kindly given to us over the Christmas period.



Unwanted medication



This is a picture of the unused items recently returned to us from just one patient. Please help the NHS to save money by only ordering repeat prescription items that you actually need. Speak to the Practice or your pharmacist if you would like your current medication reviewed.

PLEASE LET US KNOW

Every year hundreds of patients fail to turn up for their appointments. These are appointments that could have been taken by other patients.

We understand that very occasionally you may not be able to make your appointment. If this is the case, we ask that you please contact us to let us know so that we have the opportunity to offer it to someone else.



Did you know?

We offer an appointment reminder service - please ask at reception for details.

**Sunnyside Surgery
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North Somerset, BS21 7TA**

**Tel: 01275 873588
www.sunnysidesurgery.co.uk**

**For out of hours urgent medical advice contact Freephone 111
For general health information go to: www.nhs.uk**

Sunnyside
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