



Sunnyside Surgery Newsletter

WINTER 2015

Inside this issue...



Page 2
CQC Inspection

Page 4
Electronic
Prescribing Scheme

Page 5
Looking After
Yourself



KEPT WAITING?

*If I keep you waiting, remember I'm just doing my best for those ahead of you. I may be helping an older lady dress, or a new mum putting her baby into a car seat. More often than not, I am waiting for someone to stop crying before they go, or I may be breaking bad news as sensitively as I can. You will never know, and when it's eventually your turn, I will do the same for you.
Thank you for your understanding.*

Sunnyside Surgery Clinical Staff

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



Care Quality Commission Inspection - Good

A Care Quality Commission inspection was carried out at Sunnyside Surgery on 18 August 2015. We were given an overall rating of Good.

The inspectors specifically found that the practice to be good for providing safe, well led, effective, caring and responsive services. We were also rated as good for providing services for all of the population groups that make up our patient list.



Some of the key findings across all the areas they inspected were as follows:

- Staff understand and fulfil their responsibilities to raise concerns, and to report incidents and near misses. Information about safety is recorded, monitored, appropriately reviewed and addressed.
- Risks to patients are assessed and well managed.
- Patients' needs are assessed and care is planned and delivered following best practice guidance. Staff receive training appropriate to their roles and any further training needs are identified and planned.
- Patients say they are treated with compassion, dignity and respect and are involved in their care and decisions about their treatment.
- Information about services and how to complain are available and easy to understand.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments available the same day.
- There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted upon.
- The practice facilities were designed and equipped to meet patients' treatment needs.
- Information about how to complain was available and easy to understand.

However there were areas of our practice that needs to have some improvements:

- Develop consistent systems for recording meeting minutes and significant events so they demonstrate the action taken and the shared learning. This would contribute to the quality monitoring processes.
- Further develop the GP buddy system to cover absences.

*Deborah Gadd
Practice Manager*

We are delighted to announce that Dr McCloskey had a baby boy (Ethan David) on 9th October. She will be returning from maternity leave in April 2016.

**Our long term locum, Dr Jane Spilsbury, also had a baby boy (Zachary) in October.
Both mums and babies are doing well.**

We currently have two GP Registrars on placement with us. Dr Jo Sewell will be here throughout 2016. Dr Katherine Gane will be leaving us in February to move on to her next training placement.

The Practice was sorry to say goodbye to Briony, one of our receptionists, who recently left the Practice.

CHARITY ABSEIL



Intrepid Practice staff and members of their families took place in a sponsored 50m abseil down the Avon Gorge in October last year in aid of St Peter's Hospice. A big thank you goes out to those patients who kindly donated and helped us raise almost £2500.



Wedding bells rang out for Dr Adrian Burt and his fiancé Sarah when they were married on 24th October 2015 in St Andrew's Church, Clevedon.

We wish them every happiness in their married life.



ELECTRONIC PRESCRIPTION SCHEME (EPS)

Starting 26th January 2016



EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy eg Boots, Well (next door to the Practice) Tesco, Rowlands
- a dispensing appliance contractor (if you use one)

Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.



Please note: Prescription requests will continue to take TWO working days to be processed by the Practice.



Looking after Yourself

Most of us will have a cold this autumn or winter, and some of us will have the flu. Here's how to look after yourself if these viruses affect you.

Colds and flu are caused by viruses. There are more than 200 common cold viruses and three types of flu virus, with many different strains, so they're hard to avoid.

These viruses can be spread through droplets that are coughed and sneezed out by an infected person. The viruses can also be transferred via a person's fingers or surfaces, such as door handles, if there are infected droplets on them.

The virus enters the body via the nose or eyes. If you have infected droplets on your fingers and you touch your eyes or nose, the virus can enter your body.

The main symptoms of winter cold and flu bugs are:

Coughing
Sore throat

Sneezing
Headache

Blocked nose
A slight temperature



If these are the only symptoms you have, it's unlikely that your GP will be able to do anything. You may want to visit your local pharmacy, where you can get advice on how to manage the symptoms and buy over-the-counter medicine.

Get rest and eat well

Our GPs have the following advice: "Try to rest, eat well, avoid stress and keep hydrated. If you have a fever, you may need extra fluids. You could also take paracetamol to treat fever and pain, or inhale steam with a decongestant in to help clear a blocked nose."

Pharmacists say cold and flu medicines are among their top sellers in the winter. Some of the remedies combine painkillers with decongestants, which can help to manage symptoms.

"Painkillers – such as paracetamol, ibuprofen and aspirin – can really help if you have a cold," says pharmacist Angela Chalmers. However, aspirin shouldn't be given to children under 16 years of age. She adds that, "decongestants help to reduce the swelling inside your nose so you can breathe more easily".

In most cases, antibiotics (which are used to treat bacterial infections) aren't necessary. Colds and flu, and most coughs, are caused by viruses, so antibiotics can't help. Minor bacterial infections should also be fought off by natural immunity.

Getting to Southmead Hospital from Clevedon

In our Spring/Summer 2015 issue we included an article about the options for travelling to Southmead Hospital from Clevedon. We would like to apologise for omitting to include details of the service provided by the local charity, Clevedon Care.

Clevedon Care has an office in St John's Hall, Hillside Road, behind the library. Volunteers take phone calls during office hours on 01275 343677 9.30 to 12.30 and 2.00 - 4.30 Mondays to Fridays.

They need to know the destination, the appointment time and whether you have special requirements or need space for a wheelchair or walking aids. They find you a suitable driver who determines the pick up time. You will be taken to a point as near as possible to your appointment and a driver will wait to take you home. They also take people needing to visit relatives or friends in hospitals.

A donation is charged to cover the driver's expenses and is paid to them at the time. No fee or charge is made by Clevedon Care for the service.



Consult our Doctors from home

From 1st February 2016, we will be piloting a new service - eConsult - that gives patients access to advice and care via the Practice website. You can send us details about your condition which will be reviewed by one of our GPs who then decides on the best treatment for you. We will ring you back with advice, a prescription or an appointment.

Please visit our website at www.sunnysidesurgery.co.uk for more information.

Sunnyside Patient Participation Group

The PPG aims to help Sunnyside Surgery improve its information and services to patients and achieve the highest possible quality of patient care."

The PPG welcomes new members at any time. We would particularly like to encourage younger patients (under 40) to join the Group so that we are more representative of Sunnyside's patient population.

Please ask at reception for further information or email the Chair, Julian Simcox, julian.simcox@blueyonder.co.uk



Clevedon, Portishead and Pill Leg Club

Loneliness is a significant health care issue for many elderly patients in the community. Retirement, poor mobility, the death of family and friends can create an environment of social isolation.

The link between social isolation, poor compliance to treatment, and low healing rates for patients suffering from leg ulcers is well documented. Pain, odour, bandages etc. contribute to low self-esteem, depression and social stigma. Home visits by community nurses do not unfortunately address the social and psychological needs of these patients.

Following research into the particular problems faced by this client group, Ellie Lindsay, a former district nurse conceived and 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.

Clinics are usually held weekly in a community setting, on an informal 'drop in' basis.

Objectives of the Club

- To empower patients to become stakeholders in their own treatment, promoting sense of ownership and involvement.
- Meet the social needs of isolated patients by providing a mechanism for social interaction, empathy and peer support.
- Rebuild patient's self-esteem and self-respect by de-stigmatising their condition.
- Facilitate an informal support network.
- Provide an informal forum for health promotion and education.

HOW YOU CAN HELP

A group of practice staff and volunteers from the GP practices in Clevedon, Portishead and Pill are in the early stages of setting up a Leg Club in this area. We are currently looking for more volunteers to help run and support the Club.

Anyone can volunteer to help with a Leg Club and volunteers are the backbone of the Leg Club model. All we need is people with enthusiasm and energy who can help create a welcoming atmosphere at their local Leg Club.

Volunteers can also organise fundraising events and help with patient registers 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 get involved in this very worthwhile project, please leave your contact details at reception.

**For more information about Leg Clubs please visit:
<http://www.legclub.org>**



Surgery Notices

Missed Appointments

Patients sometimes comment that it can be difficult to get an appointment with a nurse or doctor.

We have looked back at our records and noticed that in December 2015, there were approximately 110 occasions when patients did not 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.

Unwanted Medication

This photo shows just some of the medicines that have been returned to us over the last few months - often due to people ordering too many drugs, stockpiling them, or ordering drugs they are simply no longer using.

Nationally this costs the NHS in the region of £300 million per year.

Once medications have left a pharmacy premises they can no longer be re-used in this country. Only medications that are complete and unopened (not half packs) and have a use-by date of a minimum of six months can be sent for use in developing countries.



Please help to reduce the waste by only ordering those items you need.

Sunnyside Surgery
4 Sunnyside Road, Clevedon
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

