



WHITSTABLE
MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Whitstable Medical Practice and Patient Participation Group News

Volume 7, Issue 1

June 2019

This newsletter is compiled by the Whitstable Medical Practice (WMP) Patient Participation Group (PPG). We welcome new members and you can find out more about what we do in a separate leaflet displayed in each surgery or at www.whitstablemedicalpractice.co.uk/the-practice/patient-participation-group.

Headlines

WMP Annual Patient Survey - results and Practice action initiatives are summarised on page 2.

General Practitioners - Details of GPs leaving and joining the Practice recently are on Pages 2 & 3.

Healthy Lifestyle Clinic - WMP now has a Lifestyle Advisor running a weekly clinic at Whitstable Health Centre - see page 3.

Polymyalgia Rheumatica Support Group - WMP has assisted in setting up a local support group for patients suffering with Polymyalgia Rheumatica (PMR) of Giant Cell Arteritis (GCA). Details on page 3.

Patient Participation Groups Awareness Week - this national annual event will be during 10th - 15th June. Please see Page 4 for more information.

Red Zebra Update - Pages 4 & 5 have more information about Red Zebra Social Prescribing (in conjunction with WMP), the recent Whitstable Wellness Week, and the Community Car Service.

Summer Seasonal Tips - stay safe in the sunshine and if travelling abroad with the tips and information on page 6

Additional information about GP and other Clinics - can be seen on pages 7 & 8.

HEALTH ON THE WEB:

National Health Service www.nhs.uk

Practice News

The Annual Patient Survey

was conducted during December and January with an even higher return rate (1879) than last year; thank you all.

Patients continue to score high levels of satisfaction for most questions, summarised by 95.5% "*considering WMP an excellent, very good or good Practice*", and 97.2% "*who would recommend Whitstable Medical Practice*". The two on-going lower scores (of about 67%) reflect nation-wide problem areas:

Telephone System – This year the Practice is taking two notable steps which it hopes will improve the telephone situation, namely:

'Practice Call Centre' – WMP is training staff in all other departments to be able to answer telephone calls and book appointments for the first 15 minutes of the day. This will dramatically increase the number of available 'telephonists' and help to absorb huge pressure from the telephone systems at the busiest time of the day. It has also introduced live call data dashboard displays so that staff can proactively and dynamically assist the busiest site. The Practice has already seen a reduction of 4 minutes in the average call wait time.

'Online Consultations' – The Practice will be looking to pilot later in the year a mechanism by which patients will be able to communicate with it regarding clinical matters. This will be achieved through use of a secure and accredited online platform. These are already being used successfully in a number of areas throughout the country. The two products being considered are Online Triage: <https://www.emishealth.com/products/partner-products/online-triage/> and econsult: <https://econsult.net/> . We will provide further information / communication in due course.

Access to GP appointments – this national problem is due to GP workforce issues outside of WMP's control. The Practice is incredibly fortunate not to be suffering some of the severe recruitment issues that are being encountered in other areas and is proud to be able to continue to offer all patients a usual GP. A number of additional GP's have been employed recently to help cover leave, sickness and other absence which should reduce pressure on GP appointments. These will always be a finite resource and the Practice strives to work with patients to ensure it makes best use of these appointments. Many common conditions or complaints can be dealt with by other health professionals including pharmacists, nurse practitioners or paramedics. The Practice will be focussing on training and up-skilling the reception teams to ensure that they are aware of all services/facilities on offer so that patients can be directed in the most appropriate way.

General Practitioners Leaving and Joining WMP

Dr 'David' Kanagasooriam - sadly passed away suddenly in December. Colleagues, patients, family and friends packed the Canterbury Cathedral Quire funeral service to pay tribute to this amazing and much loved doctor who will be missed by so many.

Dr Nosa Stevenson (Nosayaba Eguakun) - joined the Practice last September as a part-time salaried GP. He increased his sessions worked from February and has taken over the care of Dr Kana's patients.

..... continued on next page.

Practice News - continued

GPs Leaving and Joining WMP (continued from previous page)

Dr Daniel Wheeler - joined the Practice as a salaried GP in January 2019 working 2 days a week (mostly at Chestfield Medical Centre).

Dr Maryanne Jardine - retired from her full time post at Chestfield Medical Centre at the end of April and returned to the Practice as a salaried GP working 2 days a week. We wish Dr Jardine a very happy and healthy retirement.

Dr Inderpal Malhi - joined the Practice in May as a full time GP and will be looking after the patients of Dr Jardine.

Dr May Harker - is expected to return to Whitstable Medical Practice in the Autumn after her maternity leave. We are looking forward to welcoming her back to the Practice.

Healthy Lifestyle Clinic

WMP now has a Lifestyle Advisor running a weekly 'Healthy Lifestyle' clinic at Whitstable Health Centre (since Monday 20th May). The Lifestyle Advisor will be able to assist patients with **diet, exercise or emotional wellbeing** needs. Patients will be entitled to up to 6 sessions of support. Appointments can be booked at Reception.

Polymyalgia Rheumatica and Giant Cell Arteritis

PMRGCAuk is the only UK charity that supports people with both Polymyalgia Rheumatica (PMR) and Giant Cell Arteritis (GCA) which affects people over 50, but predominantly people over 70. The charity is a lifeline for many of those diagnosed.

Polymyalgia Rheumatica, is a rheumatic condition that causes pain, tenderness and stiffness in large muscles around the shoulders, hips and neck, which can cause physical disability and severely impact on a person's quality of life. PMR is linked to the other rheumatic condition Giant Cell Arteritis. Both are auto-immune illnesses and with GCA, the main symptoms are headaches and tenderness which can lead to blindness if untreated.

The main aims of the charity are to support people with PMR & GCA, raise awareness and to promote and encourage research. These are extremely debilitating diseases and they affect the mental health of all sufferers, many of whom are vulnerable as they are older and often isolated.

With assistance from Whitstable Medical Practice, PMRGCAuk is establishing a Meet-up Group in Whitstable for those affected by the conditions. The inaugural meeting will be on Friday 21st June at 2pm at the Seasalter and District Women's Institute, 8 Faversham Road, Seasalter, CT5 4AL. If you would like to attend this meeting or would like more information about this group, do email Tom at Whitstable@pmrgca.org.uk.

Whilst these member-lead Groups offer help and support, and a chance to meet others who understand the conditions, it must be understood that no-one in PMRGCAuk or local support groups are medically trained so cannot give medical advice. (They will always advise members to make an appointment with their GP or medical consultant).

The **PMRGCAuk** website is www.pmrqca.org.uk and it has a Helpline (0300 111 5090) that aims to give information and support.

National Patient Participation Groups Awareness Week

This event takes place nationally between 10th and 15th June 2019.

You can meet some of the WMP PPG committee members at the following surgeries during the national Patient Participation Awareness Week;

- Monday 10th June 9-11 am - Whitstable Health Centre
- Tuesday 11th June 9-11 am - Chestfield Medical Centre
- Weds 12th June 9-11 am - Estuary View Medical Centre
- Friday 14th June 9-11 am - Estuary View Medical Centre

Come and say hello and find out more about what we do and how you can become involved.

The PPG representatives can also show you how to use Patient Access to book GP and other appointments, and to order prescriptions on-line (the quickest way to get them).

They'll also be able demonstrate how to use the WaitLess App (on smart phone or PC) to minimise delays if/when you, family or friends may need to visit a local Minor Injury Unit or Urgent Treatment Centre.

Update from Red Zebra Community Solutions

Social Prescribing

Whitstable based charity Red Zebra Community Solutions provides a Social Prescribing Service for East Kent working in partnership with the Canterbury and Coastal Clinical Commissioning Group (www.canterburycoastalccg.nhs.uk)

Social prescribing is a way to help people make positive changes by linking them to voluntary and community groups and other non-clinical services. People who use the service have a wide range of needs. They may be recently bereaved; a new mum or dad who feels isolated; a young person new to the area who feels lonely and wants to make some new friends. Others may be caring for an older relative and would like some emotional support; people living with long term health conditions who would like to meet others in similar situations; those who would like to take up a new hobby to lift their spirits, or people who need some encouragement to become a non smoker or cut down on their alcohol or food consumption.

Red Zebra's staff can meet people in their home or in a community venue to chat about their needs and provide information about services and activities that can help them using the Connect Well database (www.connectwellkent.org.uk). To find out more call 01227 272781 or e-mail connectwell@redzebra.org.uk.

Alternatively, every Friday morning Red Zebra operate a social prescribing clinic at Whitstable Health Centre where four 30 minute appointments are offered from 9 - 11am.

People can book an appointment through their GP or surgery receptionist.

Red Zebra Update (continued)

Whitstable Wellness Week

In March Red Zebra's Social Prescribing Team organised Whitstable Wellness Week to encourage people living with physical or mental health conditions, and those who were lonely or feeling low, to try one or more creative activity during the week to see if it helped them feel better.

With funding from the National Lottery it was possible to offer twenty seven creative activities for free and almost three hundred people enjoyed arts and crafts, dancing, singing and creative writing at the Horsebridge Arts Centre, the Umbrella Café and Revival Café.

Feedback from the event was overwhelmingly positive with everyone saying that they felt better as a result of participating. As well as helping to lift people's moods and teaching new skills, the workshops helped people to create new friendships and encouraged people to sign up to other creative activities in the future. One participant living with an auto immune disease was so inspired by the creative writing workshops that she has signed up to do an MA. Another said that she rarely left the house due to her illness but by participating in the creative activities she felt more confident that she would go out more often in the future.

As well as the emotional benefits enjoyed by the participants there will also be a legacy from the event including a beautiful original mosaic which is being installed in the Umbrella Café garden and a huge, colourful flowery mural that will have a permanent home in Red Zebra's meeting room in their offices in Middle Wall. In addition, over two hundred people participated in the creation of the "People's Map of Whitstable" with the help of community artist and map maker Rob Turner. The map was started at the Whitstable Health Centre and continued throughout the week by visitors to the Horsebridge Arts Centre. The finished map will be displayed at venues throughout the town from July, including the Horsebridge and the Umbrella Café, and map merchandise will be sold to raise funds so that more free or low cost creative activities can be enjoyed by the target groups.

For more information see www.whitstablewellnessweek.co.uk .

Community Car Service

Red Zebra also manages the Community Car Service which enables people who find it difficult to use public transport, through age or need for special assistance, to attend essential health appointments and, where resources allow, shopping trips or social excursions. The service helps people retain some independence and the ability to stay in their own homes. To use the service there is a yearly registration fee of £10 (£15/ couple) and journeys are charged at 45p/mile.

The car service has almost eight hundred members in the Whitstable area and relies on volunteer support to deliver the service and more drivers are required.

If you are interested in finding out more about becoming a volunteer driver or using the service please call 01227 271111.

Summer Seasonal Tips

Sunshine

The sun has got its hat on and he's coming out today!

Please use these tips to stay safe in the sun:

- **Wear protective clothing.** If possible, wear long pants, long-sleeved shirts, and hats. Hats with wide brims not only cover your face, but they also protect other easy to forget spots like your ears and your scalp.
- **Make sunglasses your favourite accessory.** Sunglasses shield your eyes from UV rays that can cause eye problems, like cataracts. Pricy sunglasses don't guarantee better protection. Look for a pair that says it blocks 99% or 100% of UVB and UVA rays.
- **Limit your sun time,** especially between 10am and 4pm. That's when the sun's rays are at their strongest. Plan your outdoor activities early in the morning or later in the afternoon. You can also find or create shade during those hours.
 - ◇ At the park? Sit under a tree.
 - ◇ At the beach? Bring a beach umbrella.
 - ◇ Just a regular day? Plan indoor lunch breaks or schedule nap times during those hours.
- **Use sunscreen and use it right** - UV rays can damage your skin in as little as 15 minutes!
 - ◇ To protect your skin, put sunscreen on every part of your body that will be exposed to the sun at least 15 minutes before going outside, even if it's cloudy.
 - ◇ When choosing sunscreen, pick one with at least SPF 15 and that offers broad spectrum protection from both ultraviolet A (UVA) and ultraviolet B (UVB) rays.
 - ◇ One coat of sunscreen doesn't last all day. You need to reapply sunscreen every two hours, and don't forget to put it on your hands and feet and to reapply after swimming or sweating.
- **Drink plenty of fluids** – children and the elderly are most at risk from dehydration.

Overseas Travel

Patients are reminded of the importance of medical precautions for travelling abroad, especially outside Western Europe and North America, including winter months.

These may include prior vaccinations and/or medications to take.

Travel advice and information is available at all WMP sites and via the WMP website.

Out of Hours GP Service

For advice and medical problems that cannot wait until a surgery opens during normal working hours, **patients should call NHS 111 by dialling 111.**

NHS 111 will provide a triage service and direct patients to the most appropriate service in the area.

Estuary View Urgent Treatment Centre (formerly Minor Injury Unit)

This Centre (complete with x-ray and other facilities) is open from 8.00am to 8.00pm seven days a week to treat suspected broken bones, minor head injuries, minor burns, cuts, sprains and strains, bites and stings, minor allergic reactions, and the like.

For Life Threatening Emergencies please dial 999

Minor Illness Clinics

WMP also offers appointments in Specialist Nurse-led minor illness clinics. The nurses are able to advise on and prescribe for many conditions, including:

- Emergency Contraception
- Chesty Coughs and Colds
- Sore Throats
- Ear Problems / Discharging Ears
- Skin Problems
- Sprains
- Stomach upsets
- Possible Urine Infections
- Hay Fever/allergies
- Deterioration of Asthma

Test Results

Please call the WMP surgery at which you are registered after 2pm. This will give doctors time to report on the results, and the Reception staff will have more time to deal with your request.

NHS coastal towns Out-Patient Clinics

This facility is located on the top floor of the Estuary View Medical Centre site. It is run by the East Kent Hospitals University Foundation Trust (EKHUFT), not Whitstable Medical Practice.

Their Receptionists' direct phone numbers are 01227 868765 and 01227 865501.

Contact Whitstable Medical Practice

Telephone: Chestfield Medical Centre 01227 795130
Estuary View Medical Centre 01227 284300
Whitstable Health Centre 01227 284320
Seasalter Surgery 01227 284300
or 01227 284320

Website: www.whitstablemedicalpractice.co.uk

Normal Opening Hours:

Chestfield Medical Centre	Monday to Friday 8am to 6.30pm
Estuary View Medical Centre	Monday to Friday 8am to 6.30pm
Whitstable Health Centre	Monday to Friday 8am to 6.30pm
Seasalter Surgery	Monday to Friday 8am to 4.00pm

Doctors' Appointments Patients have the following options:

- You may book an appointment with a particular GP up to 2 weeks in advance.
- A large proportion of appointments can be booked on the day for conditions that need to be seen where a pre-booked appointment is not appropriate.

Telephone consultation

Appointments are also offered for a telephone consultation with your doctor when a face to face consultation is not necessary (e.g. reporting back on an ongoing condition where examination is not necessary). The Practice will endeavour to book an appointment and for the doctor to phone you as near to this time as possible.

Extended Hours

If you are unable to attend a Doctors appointment during the normal working day WMP is open for pre-booked appointments between 7am and 8am and 6.30pm and 7.30pm at various sites on certain days, and is trialling some at weekends.

These surgeries are manned by Duty Doctors (GPs of the Practice). These appointment times are outside of the normal working hours and the other services provided by the Surgeries from 8.00am – 6.30pm will not be available.

Phlebotomy Clinics The Practice also provides additional Health Care Assistant led clinics for blood tests between 7am and 8am on certain mornings.

Please contact your practice Reception or use Patient Access to book any of these appointments.

Walk-in GP Surgeries

These operate at Estuary View Medical Centre, Chestfield Medical Centre and Whitstable Health Centre from 8.00 a.m. to 11.00 a.m. each morning.

This will be for **one** new health problem or deterioration of an existing problem where there has been a sudden onset of symptoms within the last few days. Further information from Receptionists, in leaflets at the surgeries, and on the WMP website.