

The Ilchester Surgery Newsletter

Volume 1, Issue 1

December 2016

Welcome to the very first newsletter for patients and friends of Ilchester Surgery, we hope you find this newsletter an interesting and enjoyable read.

In April 2016, Ilchester Surgery was one of the first practices to join forces with a new type of NHS Healthcare Organisation – Symphony Healthcare Services Ltd (SHS). This organisation was formed to help meet some of the challenges facing many other GP practices across the country. In particular in south Somerset, these include the recruitment of sufficient healthcare teams and GPs, plus the rising number of patients with more complex, long-term health conditions.

SHS was formed through a unique partnership with Yeovil Hospital and GP practices in south Somerset and is run by experienced healthcare practitioners, working closely with partner organisations across the healthcare system.

The vision and aim of SHS, is to provide the very best patient care through a high quality and sustainable healthcare team and we are working hard to get there.

How patients' access their healthcare is already changing and we are already introducing new roles such as Health Coaches and extending the services provided by Practice Nurses to support GPs.

Medicines over the counter

Some medicines are more suitable for patients to buy over the counter, than on a prescription from the GPs. Pain killers for minor aches and pains and hayfever preparations are just some examples. These products are usually much cheaper and readily available from pharmacies, shops as well as supermarkets. Somerset as a county, paid nearly £5 million pounds for these types of medicines. By reducing the amount spent on readily available medicines savings could be spent on more serious conditions, from heart disease to cancer.

INSIDE THIS ISSUE

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- 2 Flu – Vaccinations – Meningitis - Ex Forces – FFT – Repeat prescriptions + **NEW TEXT REMINDERS**
- 3 Meet our Health Coaches – Vicky & Justin
- 4 How to avoid falls
- 5 Keeping warm this winter
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Patient Participation Group

The Ilchester Surgery PPG consists of ten patients and the group meets approximately 3- 4 times a year in the surgery. Members of the group are also met opportunistically when visiting the surgery. All members are extremely supportive of the surgery and played a key part during the CQC Inspection in August 2015 of the surgery premises. The PPG has embraced the new changes to the practice since its integration to Symphony Healthcare Services Ltd and attended a meeting with Symphony Board members in June 2016. The PPG is very supportive of patient feedback and works with the surgery to agree practical changes that the surgery may be able to make.

If you would like to join the PPG – please enquire at reception.

The Flu Vaccinations (Book Now)

At Ilchester Surgery we are offering free flu vaccinations for anyone that it is over 65 this also includes; CARERS, PREGNANT WOMAN, and patients with a LONG TERM HEALTH CONDITION. Please contact the surgery reception to check your eligibility and make a booking. Full details are on the Ilchester website www.ilchestersurgery.co.uk. We have a wide range of times and dates available.



Vaccinations are also available for all two, three and four year olds (born between 1 September 2011 and 31 August 2014). Children must be aged 2, 3 or 4 years old on 1st September 2016, those who become 2 after this date will not be able to be vaccinated until the following flu season next year. Older children will be offered the vaccine at school. Those in a risk group – i.e. asthma, heart problems, will be offered vaccination from 6 months of age here at surgery.

Meningitis ACWY

This vaccine is offered to all students aged with DOB from 01/09/1996 – 31/08/98. Also uni freshers with DOB between 01.09.1991 – 31.08.1997 should be vaccinated to protect them against the increased risk of Meningitis W, a disease which results in death in 1 in 10 people who become infected. *This vaccine can also be offered over the Christmas holiday period.*

Repeat Prescription Deposit Box

Please post repeat prescriptions in the red box outside reception because it helps speed up the process. If you are able to do so you can order your repeats online.

www.ilchestersurgery.co.uk



Friends and family test results

The Family & Friends Test monthly survey commenced in general practice in January 2015. This form of on-going survey has been running in hospitals/nursing homes etc for some time. The survey consists of standard questions that all care providers have to use in order to gain patient response. Questions rate your experiences of our services and how likely you are to recommend our surgery to friends and family.

This system continues to be used and has proved the most effective with an average of 20-30 slips completed monthly by patients.

The results are collated monthly and the comments patients make are produced in a document for the waiting room and shared with all practice colleagues. Additionally, the monthly results, (numbers only – not patient comments), have to be reported to NHS England and are placed on our practice website.

This process continues, but in recent months the information is now gathered using Symphony Healthcare Services Ltd “I Want Great Care” leaflets. We are grateful for patients who continue to complete 20-30 survey leaflets per month. We find their feedback extremely helpful.

To date some of the areas that have been actioned have included providing a better choice of children’s book, providing a hand gel for use in conjunction with the appointment checking-in system, improvement to music choice in the waiting room etc.

The surgery finds this monthly survey an excellent tool in judging how it is providing and looks to continue to provide an excellent service to all its patients.

Please continue to complete the feedback and help us to continue to improve the services we offer.

TEXT REMINDER SERVICE (NEW)

PLEASE REGISTER YOUR CURRENT MOBILE PHONE NUMBERS TO ENABLE US TO NOTIFY YOU OF IMPORTANT UPDATES AND APPOINTMENTS.



THE ROLE OF THE HEALTH COACH

A Health Coach is a member of staff working at the surgery that has various roles to help support you and your family. This service is offered to every one of all ages. We can act as a single point of contact, which will enable us to access and facilitate on a wide range of services on your behalf. A Health Coach is not there to tell you what to do, but to help you take back control of your life. We are here to help and promote independent living and self-management. Encouragement and support is given to help you take control of your own health and wellbeing. This is a non-judgemental process that can involve talking about the "things that get in the way" or maybe you just need some advice or motivation. Talking with a Health Coach can help you set goals. This might include losing weight, giving up smoking, doing more exercise or help with controlling long term conditions (COPD, asthma, diabetes, etc...).

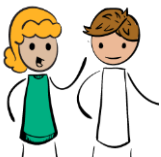
WE ARE HERE TO HELP

Mr A: I would really like to lose weight but I just can't find the time, things always get in the way.

Health Coach: Write down a list of all the things you feel get in the way.

Mr A: I think the biggest thing is that I am the main carer for my elderly mother and she needs me all the time.

Health Coach: Now let's work together to find a solution. We could look at the various sitting services, charities, and clubs for your mother. That way you get some time to yourself to focus on your weight loss."



I am ever so lonely since my husband died and I have no one to talk to...

WHO ARE THE HEALTH COACHES AT ILCHESTER SURGERY?



Hello, my name is Vicky; I joined the surgery in March 2016. My background includes a degree in Police Sciences BSc (Hons) and working in nursing and dementia homes. More recently I have been working in community hospitals for the NHS as a Health Care Assistant. In addition to this I speak fluent French.



Justin Lindars –Cert Legal Stud (Open)
DipHE Criminology & Psychological Studies (Open)

Hi, I joined Ilchester surgery in May 2016. I enjoy meeting new people and love a challenge. In the past I have worked in a variety of jobs, ranging from sales to Police work. I try to keep fit by playing table tennis and if I get any spare time, gardening or cooking. I'm a father of four so spare time is quite rare.

Falls Prevention

“Anyone can have a fall, but older people are more vulnerable and likely to fall, especially if they have a long-term health condition. Falls are a common, but often overlooked, cause of injury. Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls. Most falls don't result in serious injury. However, there's always a risk that a fall could lead to broken bones, and it can cause the person to lose confidence, become withdrawn and feel as if they've lost their independence.” However there are many things you can do to reduce the risk and things to help if you do fall. If you have a fall and don't know why come speak to us at the surgery. When we know why you have fallen, we can work together to try and prevent further falls. GPs can medically examine you and we have Health Coaches who can support and give you advice. *For more information please go to www.SOMERSET.GOV.UK or come and see your friendly Health Coaches. (We also have leaflets for those who cannot access the internet)*

Main causes of falls

1. Medication

Some can make you feel dizzy, faint, sleepy or unsteady. If you have any concerns, contact the surgery or pharmacy for advice. If you are on more than 4 different medications a day, you will need regular reviews.

2. Foot Care

Foot problems or ill-fitting/worn down shoes put you at greater risk of losing your balance. If you can, wear comfortable, well-fitting shoes with Velcro fastening and avoid loose/backless footwear. A chiropodist can help keep your feet healthy.

3. Eyesight/Lighting

Poor eyesight can lead to slips, trips and falls especially in poor lighting. Please have your sight checked every year. Make sure your home is well lit to help prevent any accidents.

4. Balance and dizziness

Standing up quickly may cause dizziness due to a drop in blood pressure. If you feel dizzy when you sit or stand, make sure you get up slowly. Keep well hydrated, have regular drinks. If you need to, sit down to put trousers, socks, tights or shoes on.

5. Concentration and memory

Poor appetite or not eating properly can affect your concentration and memory. If you are worried about having a fall you are more likely to have one. Come and speak to one of our Health Coaches who will listen to your concerns/worries and support you in the way you need.

6. Frequent or urgent visits to the toilet

Rushing can lead to a fall. Don't be embarrassed if you have problems with your bladder; come talk to your GP/Practice Nurse. Not drinking enough can make problems worse. Avoid too much caffeine or alcohol with aggravates your bladder. Please come and talk to a GP if you have bowel problems or changes to your bowel habits. At night, always turn on a light if getting out of bed.

Stay Safe



- Replace/repair worn or loose floor coverings
- Get rid of loose scatter rugs
- Mop up spills straight away
- Keep your home well lit
- Make sure there are no trailing wires/cables
- Avoid clothes that are too long
- Keep floors/stairs free of clutter
- Keep a telephone by your chair
- If you have one, wear your community alarm at all times

Keep active

- Bones get thinner with age; include calcium in your diet.
- Do light activity such as walking, dancing and gardening which improves balance and stability
- Try not to sit for long periods
- There are various activity classes available, please see your Health Coach for more details
- Health Walking Groups (coming soon)



KEEPING WARM THIS WINTER

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as **heart attacks, strokes, pneumonia** and **depression**. The chances of these problems are higher if you are vulnerable to cold-related illnesses because of one, or more of the following:

- you're over 65
- you're on a low income (so can't afford heating)
- you have a long-term health condition, such as heart, lung or kidney disease
- you are disabled

Ways to keep safe and well this winter

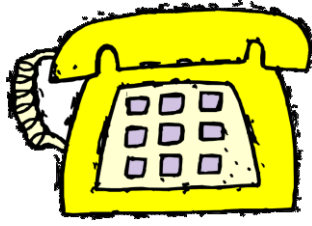
1. **Eat well**; have regular meals and plenty of hot food and drinks. Remember to have your 5 a day. If you can stock up on tinned and frozen foods (in case its unsafe to venture outside)
2. Get the **flu jab**; if eligible you get it for free, if not it would cost around £10 (see page 2 for more details)
3. **Stay active**; if you can, try moving around once an hour.
4. **Dress for the weather**; where possible wear multiple thin layers of clothing. Cotton or fleecy materials are the best to sustain body temperature.
5. Wear **shoes with good grip**; this will help minimise your risk of falls (see page 4 for more info) especially in icy/slippery conditions.
6. Keep your **home heated**; guidelines suggest temperatures of at least 18°C, slightly warmer in the living room. If you are on low income you may be entitled to "Cold Weather Payments". If born on or before 05/05/53 you could be entitled to "Winter fuel Payments". Make sure your boiler is serviced and fit for purpose. If you would like any further advice please contact the *Health Coaches* at the surgery.
7. Please allow up to **three days for repeat prescriptions**.
8. Keep your **windows closed** on winter nights; breathing in cold air can increase the risk of chest infections.

(Information gathered from NHS choices and HM Gov)

Remember your older neighbours and relatives make sure they are warm and safe



pa-community.com



USEFUL CONTACT DETAILS

- The Ilchester Doctors Surgery :- 01935 840 207
www.ilchestersurgery.co.uk
- Patient Transport Services:- 01278 727 444 – (for Transport to hospital appointments) Please call to check eligibility.
- Citizens Advice Bureau :- 01935 421 167
- Ilchester Pharmacy :- 01935 840273
- Age UK :- 0800 169 2081
- Yeovil Hospital :- 01935 475122
- Talking Therapies :- 0300 323 0033 – (Free Counselling for over 18's
If your feeling worried, stressed, suffer from panic attacks or general low mood)
- Energy Saving Advice Service (ESAS) :- 0300 123 1234 (useful energy saving advice given)
- Social Services :- 0300 123 2224