

WINTER EDITION | DECEMBER 2021

# THE SPINNEY SURGERY NEWSLETTER



## WELCOME TO THE WINTER 2021 SPINNEY SURGERY NEWSLETTER!

"My name is Rachel Smith and I have had the great pleasure of being a part of the wonderful team here since May 2021 as the new Practice Manager taking over from Debra Wheatley who retired after 37 years of dedication to the Spinney.

My background is in dentistry, specifically Practice Management which has included 9 years serving in the Royal Air force and a further 3 years working for the civil service in the same capacity.

I look forward to getting to know you all and hope the information in this newsletter provides lots of useful information on services currently available as well as updates about our staff and the practice.

All of us here at the Spinney would like to thank you for your patience and kindness during what has been a very challenging time for all. We look forward to continuing to see some of your friendly faces and reaffirm our commitment to providing high-quality, safe primary care to you and your families."

## NEW ARRIVALS

We have welcomed a few new faces at the practice over the past year who we would like to introduce below...

Registrar doctors **Dr Ravi Parekh** and **Dr Hali Yacouba** have been seeing patients since August this year along with **Dr Oluwadamilola (Dami) Ebigbola**. We will be saying goodbye to Dami in December as she will be going on maternity leave. We wish her all the best with her new arrival.

**Dr Emma Hattle** joined us in September as one of our regular GPs and will be having appointments with patients for IUD removals in the near future.

**Rosemary Sparks** and **Jenny Packham** both joined us in August and form part of our team of Healthcare Assistants who see patients for blood tests, blood pressure checks etc. **Anita Woodrow** joined our Nursing Team in August and is now one of our Diabetic Leads at the surgery alongside Nurse Jackie and Dr Culloty.

**Sarah Beaven** and **Melanie Nutt** joined our reception team and **Leah Bowden** has joined our data/administration team - all three have previously working in healthcare settings and have quickly settled in as part of our Spinney team.

**Jodie Deciantis** is the surgery's new Care Coordinator and is an integral part of the multi-disciplinary team. You can find out more about Jodie does do at the surgery and how she interacts with patients on page 4.

We have also welcomed a number of clinical pharmacists to the team in the form of **Shakeel Ahmed**, **Shazan Majid** and **Ahmad Tanwir**. You can find out more about the role our clinical pharmacists do at the surgery on page 5.



## REMINDER FOR PATIENTS...

Please be aware that all calls both inbound and outbound are recorded for monitoring and training purposes.

We ask that patients protect their online information and passwords. You can keep this information safe by not sharing your passwords or usernames with other people, unless you consent to them having access to this information.

You might receive a text from the surgery asking you to submit blood pressure readings or to let us know more about your lifestyle with a questionnaire. Your responses will help keep your electronic medical record up to date and will ensure we are able to provide any relevant support you might need.

Please make sure all your details are up to date at the practice, including your address, telephone number and email address. You can easily update these details using our practice website or by coming into the surgery.

## XMAS OPENING TIMES

23rd December: normal opening hours  
24th December: normal opening hours  
27th December: **closed** all day (bank holiday)  
28th December: **closed** all day (bank holiday)  
29th - 31st Dec: normal opening hours  
3rd January: **closed** all day (bank holiday)  
4th January normal opening hours

## CQC INSPECTION

The CQC are an independent regulator of health and social care in England who monitor, inspect and regulate services such as GP surgeries to make sure they meet fundamental standards of quality and safety.

We are pleased to announce that following our August inspection, the Spinney Surgery has been awarded a "Good" rating across all areas including the key areas of Safe, Effective and Well-Led as well as across all the population groups.

Below are some of the key points from our CQC inspection:

- Safe and effective care was delivered to patients. The practice had made and sustained the improvements addressed at the last CQC inspection.
- The practice had met the challenges of the COVID-19 pandemic and had taken action to redesign the patient flow within the building.
- Staff were proud to work at the practice and continue to deliver care and treatment to patients.
- The practice had clear and effective systems to ensure patients on medicines received regular monitoring in a timely manner
- The practice used responsive recall systems to ensure patients received appropriate routine reviews.

## FLU CAMPAIGN

We would like to extend a huge **thank you** to all our staff involved in the recent flu clinics as well as members of the Spinney Patient's Association for all their support, both at our walk-in clinic at Crossways Church as well as at the surgery.

The below is from **Amanda Orchard** who is the chairwoman of the Spinney Patient's Association:

"This year the seasonal flu campaign was more vital than ever with the best uptake rate ever seen and lots of eligible people coming forward who haven't had the vaccine previously.

If you attended one of the clinics, you may have been greeted by one of our volunteers from the SPA - these are all people who gave up their free time to book people in, manage the flow, ensure hygiene measures were being adhered to and direct patients, enabling the clinical staff to concentrate on administering the vaccines. In total across the whole campaign this year, the patient group gave 50 hours of their time to assist staff from the Spinney.

The SPA are involved in various initiatives throughout the year including National Carers Week and provide a link between the surgery and its patients - we are always looking for new volunteers so please contact the surgery for more information."

We would also like to thank the SPA for their incredibly generous donation of a phlebotomy chair. Having this piece of equipment is extremely beneficial at the surgery and will be a great help to when they are having their blood taken by our healthcare assistants.

## OUR GROWING TEAM

The Spinney Surgery is lucky to have a multi-disciplinary team with a wide variety of specialities.

When contacting the surgery, patients should be aware that they may be offered an appointment or referred to an alternative healthcare professionals who may have a specialist skillset better suited to your needs. These include:

### CARE COORDINATOR

It's estimated that one in five of the people who go to see their GP are troubled by things that can't be cured by medical treatment.

Care Coordinators can often be the first point of contact for patients and are an integral part of the multi-disciplinary team. They work closely with patients to initially assess their needs in order to develop and deliver personalised – and often complex – care plans.

Their role involves meeting with patients, as well as any relevant family members or carers, to discuss what they want from their care and what services are available to them.

Jodie Deciantis is our Care Coordinator at the practice as well as our Frailty Lead. Jodie helps bring together all the information about a person's care and support needs to create one single personalised care plan, based on what matters to the patient.

You may be referred to Jodie or have contact with her if you live in one of our local care homes or if you are under the care of a number of specialists or clinics.

### SOCIAL PRESCRIBERS

Many patients visiting their GP surgeries have underlying financial, environmental and social issues which can have an impact on their physical and mental health. The Social Prescribing Link Worker (SPLW) scheme aims to support and empower patients to take control of their health and wellbeing by offering non-clinical consultations which have a focus on community referrals. At the practice, our Social Prescriber is Karen Brown.

Social prescribing is open to patients aged 18+ who present to their GP with issues that have a non-clinical underlying cause. Patients may have a social need, on-going health conditions, regularly attend their GP surgery or are at risk of unplanned admission. Social Prescribers can help with:

- People struggling to adapt or cope with chronic conditions (which isn't appropriate for clinical consultation)
- Mental health and emotional wellbeing
- Relationship difficulties
- Domestic abuse
- Loneliness and isolation
- Financial / Benefits
- Carers
- Bereavement
- Health goals e.g. weight management, healthy eating, stop smoking etc.

At present, only GPs can refer to the Social Prescribing Link Worker but if you feel you would benefit from speaking to one of our Social Prescribers, please let us know.

## PHYSIOTHERAPISTS

If you are struggling with back or joint pain, including conditions such as arthritis, you can book in see a physiotherapist at the practice for either a face-to-face appointment or a telephone consultation.

Physiotherapists can help patients with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage their conditions
- referring patients onto specialist services if necessary

By making it easier for patients to access physiotherapist, patients are able to have quicker access to diagnosis and treatment, helping them to manage their conditions more effectively and recover faster.

To make an appointment, speak to a member of our reception team or mention it during your next appointment at the surgery.



## PHARMACISTS

Since June, the surgery has had three qualified clinical pharmacists working as part of the general practice team. Pharmacists are able to help patients in a range of ways such as carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.

The surgery's pharmacists, Shakeel Ahmed, Shazan Majid and Ahmad Tanwir, are experts in medicines also undertake DRUM reviews for our dispensing patients as well as structured medication reviews with patients - this will include contacting patients to discuss their understanding of the medicines prescribed to them, checking for side effects and considering whether medicine should be altered or changed if they are not working optimally.

You may find that you are booked in for a medication review with any one of our pharmacists, rather than with a GP. By doing this, the practice is able to increase practice capacity to see and help more members of the public.

## DID YOU KNOW...?

You can help the surgery keep your records up to date by using your online services to fill in quick questionnaires about your health and lifestyle. Simply log on and head to the Questionnaires section!



## DOCTORLINK

We know it can be frustrating to sit in a queue waiting to speak to a member of our team and with how busy things are at the practice, we want to offer our patients more ways to manage their health and to speak to a clinician if needed.

Doctorlink can help patients request a telephone appointment at the surgery by first completing a symptom assessment. The symptom checker will ask you a number of questions to help to identify your issue and the outcome of your assessment will direct you to the right treatment, whether this be emergency care, seeing a pharmacist, a telephone appointment with a clinician or self care.

If your outcome indicates that an appointment is required, you simply click on the request appointment link. The information you provide will be shared with our team (where appropriate) and will assist in providing information to the required clinical team member prior to your telephone appointment.

Registration is simple and will take 2-3 minutes. Patients can find the app on either Google Play or the Apple Store. For any queries regarding how Doctorlink works and its benefits, please visit [www.doctorlink.com/support/](http://www.doctorlink.com/support/)



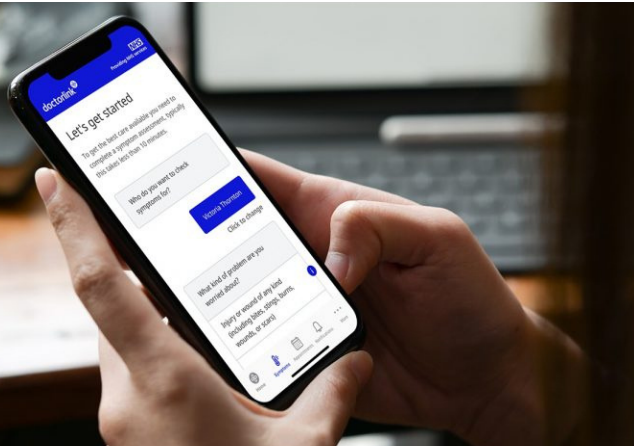
## COVID BOOSTERS

To book a COVID-19 vaccination, please visit the NHS website or call 119. Please be aware, the surgery will NOT be inviting patients for their COVID-19 booster nor is the Grove Medical Practice offering coronavirus vaccinations or using their vaccination hotline.

If when booking your COVID-19 booster, you are told you're not eligible, it may be because you are attempting to book it too early. You are eligible for your booster vaccination 5/6 months after your second dose. Patients who are due their COVID-19 booster will be contacted either by letter or by text with instructions of how to book their appointment.

Please also be aware that if you have had any of your COVID-19 vaccinations abroad, these will not show on the NHS app.

A third dose of the COVID-19 vaccine (not the booster) is being offered to patients who were severely immunosuppressed at the time of their first or second dose. If you are eligible to have a third dose of the vaccine, you will have received a letter from the Cambridgeshire and Peterborough Clinical Commissioning Group explaining how to receive your third jab.



# NHS COMMUNITY PHARMACIST CONSULTATION SERVICE

The NHS Community Pharmacist Consultation Service is a scheme that enables GP surgeries to refer patients to a Community Pharmacist for minor illness conditions. The scheme aims to provide greater access for patients with minor illnesses so they can access quick and convenient consultations with the right healthcare professional in a way that is safe and effective.

If you call the surgery requesting an appointment to discuss a minor illness, you may be offered a consultation with a local Community Pharmacist at either Lloyds Pharmacy (Kings Hedges), Lloyds Pharmacy (St Ives Town), Boots (St Ives Town) or Well Pharmacy. All patients over the age of one year old are eligible for the scheme. Some of the minor illnesses and conditions the pharmacist will accept are:

- Bites/stings
- Colds, coughs, flu-like symptoms, sore throat
- Earaches, ear wax, blocked ears
- Eye issues e.g. conjunctivitis, dry eyes, irritated eyes, eyelid issues, watery/runny eyes
- Gastric/bowel issues e.g. constipation, diarrhoea, heartburn, indigestion, haemorrhoids, rectal pain, infant colic
- Pain e.g. acute pain, headache, migraine, hip/knee/ankle/back/shoulder/wrist/hand pain
- Skin issues e.g. acne, athlete's foot, blisters, dermatitis (dry skin), hair loss, hayfever, nappy rash, oral thrush, skin rashes, warts/verrucae
- Mouth or throat issues e.g. cold-sore blisters, hoarseness, mouth ulcers, south mouth/throat, teething, toothache



If you agree to speaking to a Community Pharmacist, the receptionist will send over a referral. The pharmacist will then call you to speak over the phone or to arrange a face-to-face consultation. All the details of your consultation will then be sent to your GP surgery to go onto your electronic record and if you need any medication that cannot be accessed over-the-counter, the pharmacist will arrange this with the practice directly. If you need to have your treatment escalated or if you need a referral to an alternative service, the pharmacist will arrange this.

We hope that by offering this scheme to our patients, we can minimise waiting times to speak to a healthcare professional and ensure patients get the help they need sooner.

## DON'T FORGET!

Please make sure you order your medication in plenty of time for Christmas. We will be very busy in the week leading up to Christmas Day so patients should allow 5 working days for us to process any medication requests.



## TRAVEL APPOINTMENTS

Good news for all jet-setters! The surgery will be restarting our travel vaccination clinics and consultations on Monday 13th December!

To check if you need any vaccinations are required for a trip abroad, simply complete a travel vaccination form for each person travelling and submit these in to the practice. Our travel vaccination forms can either be found on our website or at reception.

After the clinical team has reviewed your forms along with your electronic health records, a member of our reception team will then invite you for an appointment with a practice nurse to have any vaccinations needed.

Please be aware, for travel vaccinations to be effective, they need to be administered **at least** 4 weeks before departure. If you are travelling at short notice, the surgery **will not** be able to provide you with the necessary vaccinations and you will need to arrange these at a private clinic at your own expense.

For more information about travel vaccinations, and our form, please visit our practice website. For COVID-19 travel information, please visit [www.gov.uk/guidance/nhs-covid-pass](http://www.gov.uk/guidance/nhs-covid-pass)



## FACTS & FIGURES

Take a look at what the team have been up to in the past month when it comes to our patients' care...



10,402

calls answered during October



2107

vaccinations given to patients



3992

medications issued



299

choose and book referrals sent



303

online access sign-ups



3450

appointments made



704

medication reviews completed



2066

letters processed





## BEHIND THE SCENES AT THE SPINNEY

There's a lot that goes on behind the scenes at your GP surgery!

On the surface, it may look as though we are less busy with some services being reduced and with fewer patients, however we are still working hard not only to meet our patients' needs but to keep both staff and patients safe.

We ask that patients please remember to be considerate and patient with staff as we continue to navigate the pandemic and the changes that have come with it.

## RESEARCH

Below are some of the studies and research that we are taking part in or plan to take part in the future:

### IMP2ART (Implementing supported asthma self-management in routine clinical care)

The team behind the IMP2ART study are working to develop and test how practice staff can deliver supported self-management for asthma as part of routine care.

Patients are not being asked to take part in this study but asthmatic patients might find they are offered different ways to manage their asthma during annual reviews.

### GlaxoSmithKline (GSK) Clinical Trials

This study conducted by the pharmaceutical company GlaxoSmithKline (GSK) is looking to trial a new inhaler for the treatment of human rhinovirus (HRV).

You might be eligible for this study if you are aged between 18 and 50 years old, have asthma and use an inhaler

### SAFER (Screening for Atrial Fibrillation with ECG to Reduce stroke)

The SAFER study is run by the University of Cambridge and is working to answer the question: is screening for atrial fibrillation (the heart condition responsible for one in ten strokes) effective and cost effective in reducing stroke compared to the current care given to patients now?

### ATTACK (Aspirin to reduce cardiac events in Chronic Kidney disease)

ATTACK is a study run by the University of Southampton and is being funded by the NIHR and the British Heart Foundation. The study is looking into whether taking daily low-dose aspirin can reduce the risk of a first heart attack or stroke for patients with Chronic Kidney Disease (CKD).

You may be asked to take part in this study if you have had a blood or urine test which indicates you are susceptible to or have kidney disease and you have not previously had a heart attack or stroke.



## DID YOU KNOW...?

The Spinney Surgery is one of the top 5 recruiters for research in Cambridgeshire and Peterborough out of 85 practices with 366 patients recruited this year alone!

### PRINCIPLE (Platform Randomised trial of Interventions against COVID-19 In older peoPLE)

PRINCIPLE is a nationwide clinical study from the University of Oxford to find COVID-19 treatments for recovery at home in order to reduce hospital admissions and improve symptoms for people with COVID-19.

If you have been experiencing COVID-19 symptoms for less than 15 days and are 65 and over OR 18 and over with no underlying health conditions, you may be eligible for this study.