

WEOBLEY & STAUNTON ON WYE SURGERIES

NEWSLETTER

December 2016

Practice Update

As we move towards the end of the year, we reflect on an incredibly busy year again. The extension has been completed and we're reaping the benefits of having two new consulting rooms and a larger waiting room. I think however we are all grateful that the work is complete and the dust has settled.



Our dispensers have provided you with more medications than ever before and we've offered more appointments this year than ever before too.

You may have seen the national press reports indicating that the provision of healthcare is changing throughout the whole of the country. This is no different in Herefordshire and plans are afoot to start working differently. Further information is available in this Newsletter and it is important that you, as patients, are given the opportunity to read the proposals and provide your comments to the Clinical Commissioning Group on how you feel these should be moved forward.

On behalf of the staff at Weobley & Staunton on Wye Surgeries, we would like to wish all our patients a very Merry Christmas and a prosperous New Year.

Home Visits - A Gentle Reminder

This is an important service, but because of the large area we cover, it is time consuming for the doctors. We are happy to visit patients when necessary but ask you please to come to the surgery if you possibly can. If you need a visit, please telephone before 10.30 am and not leave your request until later in the day. This allows the doctors time to plan their visits between morning and

A Huge Thank You..... to all of you who made a donation or attended our MacMillan Coffee Morning and to those patients and staff who made and donated cakes to sell. It was simply a massive effort as you can see from the photos below. We are amazed to say that we raised

£420.00

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MacMillan Coffee Afternoon on the 18th October

Sustainability & Transformation Programme—Your Views Are Important

WHAT IS THE STP?

Across Herefordshire and Worcestershire, health and care organisations are committed to always providing safe and effective services, but the way some services are run may need to change. This is because we have a growing population and rising demands on services, and we have to make sure we can do the best we can with the resources available.

This means:

- Reducing duplication and make services easier to navigate and access,
- All of us doing more to support healthy living, or to self-care and manage aspects of our conditions,
- Providing more care at home or closer to home, reducing avoidable hospital admissions
- Potentially travelling further for more specialist services so we can ensure they are safely and appropriately staffed with the right level of expertise.

Due to the size of the challenge, health and social care bodies in Herefordshire and Worcestershire (and across the country) are working together to help make sure the NHS is safe and sustainable for the future. This is called the Sustainability and Transformation Plan (STP) but it is really about implementing the NHS' Five Year Forward View. The Herefordshire and Worcestershire STP is currently a draft outline plan, the latest version published in November 2016.

BUILDING ON LOCAL PROGRAMMES

Worcestershire's Well Connected Programme

Well Connected was launched as Worcestershire's response to the national directive to ensure integrated care were being developed locally to improve the way services were provided.

The Well Connected programme was granted national Pioneer status from the Department of Health in recognition both of the work being led locally, but also its plans and potential for further integrated working in the future.

Real progress was made, with much more joined up thinking around the way health and care organisations and teams shared patients records through more connected IT systems, and Well Connected was also the driver behind a greater emphasis on working together with patients and communities on service change and transformation.

The baton has been picked up and through the Sustainability and Transformation Plan (STP) the organisations involved recognise the need to develop our work around Information Governance and IT to enable improvements in the way health and care is accessed.

Co-producing service changes and new pathways and models is also at the heart of our commitment to delivering safe and effective services and to ensure we are using our resources as well as we can

One Herefordshire

The organisations responsible for health and social care services in Herefordshire have committed to work together for "One Herefordshire" Together we will:

- prioritise safety, prevent ill health and promote self-help, for example people looking after themselves to stay as healthy as possible or looking after themselves when ill before it becomes an emergency.
- recognise that our county has strong communities
- work to reduce waste in our system and ensure that all our resources are used in the most effective way possible.

Please visit the survey below to ensure you have your say on how your health services are shaped in Herefordshire in the future:

<http://www.surveygizmo.com/s3/3216526/Your-Conversation-Herefordshire>

Further information is available by visiting:

<http://www.healthwatchherefordshire.co.uk/your-conversation>

<http://www.herefordshireccg.nhs.uk/get-involved>



Shingles

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s.

From 1st September 2016 the shingles vaccine is routinely available to people aged 70 and 78. You become available for the vaccine on the first day of September 2016 after you've turned 70 or 78 and remain so until the last day of August 2017.

In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. This includes:

people aged 71, 72 and 73 on 1 September 2016 and people aged 79 on 1 September 2016

The shingles vaccine is not available on the NHS if you are aged 80 or over.

Eligible patients will start to be invited in the New Year to one of our Shingles Clinics. I am afraid we are unable to offer vaccination to anyone outside of the national criteria.



Staff Changes

Michelle Ward will be joining the Practice as a Dispensary Assistant early in the New Year.

We have, as yet, been unable to appoint to the vacancy in the Dispensary however it is hoped to achieve this in the New Year.

Dr. Rebecca Ogilvie will be sadly leaving us in January to go on maternity leave. Dr. Francesca Howells has completed her four months in GP training and **Dr. Amy Wilkins** has joined us for a period of four months. The Practice is proud to offer this opportunity to doctors in training.



MJOG Text & Voice Messaging Service

MJOG patient text messaging is a service that we have been using for a few months and feedback from many of our patients is that you love it! MJOG will automatically send a text message to all patients who have a mobile phone number recorded with us to remind them of their upcoming appointment at the surgery. It is simple and quick for patients to reply to if they wish to cancel their appointment saving time and ensuring the appointment slot is immediately available for another patient. We also use MJOG to invite patients to flu, shingles, diabetes and asthma clinics and to let patients know when repeat prescriptions are ready for collection.

Unfortunately only approximately 50% of our patients have a mobile phone number listed on their records so there are still 50% of our patients that are missing out on a fantastic bit of technology and a great time saving tool. Please ensure we have your up-to-date mobile phone number on your records to take advantage of this service and help us keep in contact with you.

For patients who do not have a mobile phone. MJOG is also able to send voice messages to landlines and we have started to use this service to invite patients to clinics. To prevent other household members picking up a message intended for you via your landline you may be asked to enter a PIN number before you can listen to the message. The PIN has to be something patients can remember whilst on the phone and so it is set to their year of birth. All voice messages start with the words 'This is a message from Weobley Surgery' so please do not be concerned if you receive one of these.

There is a major drive under the Five Year Forward View set by the Government to ensure that we use all types of communication including technological methods available to use to ensure communication to our patients is timely and effective. Using voice messages in conjunction with text messages, we can now reach all patients that have given us a contact number, mobile or landline, quickly and efficiently.

We hope you are as excited about the MJOG text and voice messaging system as we are and we welcome any feedback to help us deliver a more efficient and patient-friendly service.



Friends & Family Test Results

The NHS Friends and Family Test (FFT) was created to help GP practices understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

Since its launch in 2013, more than 25 million pieces of patient feedback have been submitted. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dentists.

How does it work?

When you are seen in the practice, you'll often be invited to complete the FFT. You can either fill in a card while you are still on the premises, or respond to a text message asking for feedback if you have given us your mobile number.

Filling out the FFT form

You will be asked to answer the question: "How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

You can rank your answer from "extremely likely" to "extremely unlikely". You will also have the opportunity to explain your ranking by adding comments. This is important, because service providers can only make changes if they know exactly what is or isn't working. You can ask a member of staff how this information is used.

Do you have to respond to the question?

Your answer is voluntary. But if you do answer, your feedback will provide valuable information for the service to celebrate positive feedback, and identify opportunities to make improvements. At the moment, around 9 out of 10 patients say they would recommend the service they've used, which lets staff know that their efforts have been appreciated. Your answer will not be traced back to you, and your details will not be passed on to anyone. A friend or a member of your family is welcome to answer the question if you are unable to. Service providers are encouraged to make the FFT accessible to all patients. This means they should be able to help patients that may need assistance, such as people with disabilities, literacy issues or mental health problems.

Friends & Family	Sept	Oct	Nov
No of Responses	54	160	175
No of Appointments	2339	2297	2491
Response Rate	2%	7%	7%
Extremely Likely	49	152	164
Likely	5	6	5
Neither Likely or Unlikely	0	1	0
Unlikely	0	0	0
Extremely Unlikely	0	1	5
Don't Know	0	0	1

This means they should be able to help patients that may need assistance, such as people with disabilities, literacy issues or mental health problems.

How will the results be used?

The Practice will gather the results and analyse them rapidly to see if any action is required. The responses to the FFT question will be used to create an overall score, which will be published on the NHS Choices website. The comments, however, are retained by the service, to pass on to staff and managers.

We inform patients about comments and suggestions made and include the actions we are planning to take in response.

Patient Confidentiality

The practice has a duty of care to protect patient information. Please be aware that our staff cannot and will not release information regarding a relative or friend's care and/or medication unless written permission has been given by the patient via a data sharing agreement. Patients can, if they so wish, indicate the type of information they are happy to be released and to whom on the form which is then transferred to their medical record. Please ask for further information from a member of our Reception Team.

Results of Investigations

If you have had blood tests, urine tests, swabs or x-rays please contact the surgery for the results. The best time to telephone is between 12 noon and 1pm.



Herefordshire Carers Support Awards

We were very honoured to have been nominated again this year in both the GP and Practice Awards. Highly commended awards were received by Dr. Rachel Penney, Dr. Oliver Penny and Dr. Ritesh Dua in the GP category and we were awarded the Best Overall Practice for the second year running. We would very much like to thank all those that took the time to nominate the practice and its doctors. A few of the comments made are shown below:



Dr. Ritesh Dua receives our awards

"All the receptionists, Medication Team, Nurses and Doctors work well together. So the whole Team is nominated."

"All the staff/Doctors realize our problem and are very supportive."

"Annie who is the practice secretary has helped me several times regarding hospital appointments or letters my husband may have required when claiming his War Pension. Bridget the receptionist is always cheerful at the end of the phone and in person. I consider us to be very very lucky having such a wonderful Doctors Surgery. I wonder if they know that at many time they are my lifeline! "

"Always at end of phone. Never turn me or my husband away. Everyone listens. All lovely. Take such good care of my husband.. They understand my needs as a Carer."

"All the doctors for this surgery are excellent, but when going in for hip replacement, she made sure our new nurse responsible for care came round to our home to advise on changing it round to make coming out easier and smoother, it really worked, plus she came round periodically to make sure all was well.

"Also having a pharmacy attached to the surgery is amazing as prior coming to Weobley we sometimes had to go to more than the local chemist to get prescriptions made should the surgery pharmacist not being able to get any medication necessary they actually rang round the Hereford chemists to let you know who would be making up your prescription ."

"Whether it is for an appointment, prescription, blood test, or leaving a message for Dr Sykes the Staunton Surgery reception team are always so kind and helpful. Nothing is too much trouble when I have had to ask for an appointment at 8 am on the day for my husband, or to change the time or day of a blood test due to work commitments."



Herefordshire Carers Support GP Practice Award Winners

Access to Appointments & Dispensary

Our opening hours continue as:

	Weobley	Staunton
Monday	8.30 am—1.00 pm	8.30 am— 1.00 pm
	2.45 pm—6.00 pm	
Tuesday	8.30 am—1.00 pm	2.45 pm—6.00 pm
		8.30 am—1.00 pm
Wednesday	8.30 am—1.00 pm	2.45 pm—6.00 pm
Thursday	8.30 am—1.00 pm	8.30 am—1.00 pm
	2.45 pm—6.00 pm	
Friday	8.30 am—1.00 pm	8.30 am—1.00 pm
	2.45 pm—6.00 pm	

All consultations are by appointment. These can be made by telephone, in person or on our website. Please ask at Reception for a PIN number to use the online services.

Appointments can be made on the telephone from 8 am each morning. Please ring either surgery to make your appointment. Our receptionists can access the appointment list at both surgeries. If your problem is urgent, we will always see you on the same day. There may be times when your GP of choice is not available. If this happens then you will be offered an appointment with another GP.

If you would like to speak to a GP but do not need to attend the surgery, you have the option of booking a telephone consultation. This will save you coming into the surgery. Please telephone the surgery and ask for a telephone consultation. Because it is not always practical for you to ring and find a doctor free at a set time, we will usually take your telephone number and the doctor will ring you back.

When We Are Closed

When the surgery is closed a recorded message will give you details about contacting the out-of-hours service. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

There are a number of options for you:

Taurus Healthcare is a company that has been set up by the GPs in Herefordshire to provide additional medical services to patients. There are now three primary care hubs (Leominster, Ross and Hereford) open in the county that provide GP and Practice Nursing services for our patients during the evenings and weekends. The hubs are staffed by local GPs and nurses who will, with your permission, be able to access your medical records, thereby offering your continuity of care.

To make an appointment you can ask the receptionist at either Weobley or Staunton on Wye Surgery to book an appointment for you. If you need to make an appointment at one of the hubs but the surgery is closed, please phone 111 and ask for an appointment at one of the hubs. They will then arrange this for you or alternatively you can ring direct on 0800 121 7221. The Hereford hub is open 6 pm to 8 pm on weekdays and 8 am to 8 pm on weekends and bank holidays.

The Leominster and Ross hubs are open weekends and bank holidays between 10 am and 2 pm.

There is a GP Walk-In Access Centre at ASDA in Hereford which is open from 8am until 8pm, seven days a week and every day of the year. There is no need to register. You can use these services when it is convenient and keep registered with the practice.

You can telephone 111. NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, a doctor, a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you. Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

A&E is designed to assess and treat people with serious injuries and those in need of emergency treatment. They are open 24 hours a day, 365 days of the year. Typical reasons for going to A&E include:

- severe breathing problems
- chest pain and heart attacks
- severe bleeding
- major trauma
- head injuries
- lack of consciousness
- severe burns or scalds
- broken bones
- severe abdominal pain
- drug overdose

Normal cuts, bruises and sprains aren't usually considered to be emergencies since these can usually be treated at home or by your GP. A&E shouldn't be used as an alternative to your GP.



DISPENSARY OPENING TIMES

Weobley

Monday to Friday 8.30 am—1.00 pm
Monday, Thursday and Friday 3.00 pm—6.00 pm

Staunton

Monday, Wednesday, Thursday and Friday 8.30 am—1.00 pm
Tuesday and Wednesday 3.00 pm—6.00 pm

NB The dispensaries open 15 minute later than reception in the afternoon.

REPEAT PRESCRIPTIONS

Please give 48 hours notice for repeat prescriptions and when calculating the 48 hours take into account the weekends when the dispensary is closed. Prescriptions requested after 11.30 am on Friday will not be ready for collection until after 11.30 am on Tuesday. After 48 hours please collect your prescriptions promptly as we do not have the space to store prepared prescriptions. All prescriptions must be paid for when collected unless a valid exemption certificate is produced. Patients who have a number of prescriptions each month may find it more economical to purchase a pre-paid certificate. Please ask one of our dispensary staff and they will advise you.

Practice Patient Participation Group (PPG)

Meeting Agendas and Minutes

These are available on our website:

www.weobleyandstauntonurgeries.nhs.uk

If you would like to raise an issue for discussion at the PPG please feel free to contact our Chairman Alan Jones or contact the Practice Manager. Next meeting is scheduled for Monday 23rd January 2017.



Feedback

You may wish to leave feedback with us when visiting the Practice using the Friends and Family Test feedback cards, in person, or online via the NHS Choices website.

We always welcome any constructive feedback with regard to our services and your experiences. It helps us to review our practices, policies and shape our services of the future.



Contact Us

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