



Issue 21: Summer 2018

summertime

Practice News

CARE NAVIGATION AT SEASIDE MEDICAL CENTRE STARTING SUMMER 2018

We aren't being nose-y!

Did you know there are many other medical professionals and services that work with our team of GP's who might be able to provide more appropriate care. Patients could be seen and treated quicker by a nurse practitioner, physiotherapist or community team member.

Some patients may find the questions that receptionists ask to be a little intrusive, but reception staff at Seaside Medical Centre have been given specialist training as care navigators and possess additional skills to provide a crucial practice role in improving access for patients to primary care.

Care navigation has been introduced by our GP Partners and managers to ensure patients have the best care that is available to them. Evidence shows that care navigation services can enhance patient and carer experience, reduce unnecessary hospital re-admissions and promote living at home.

So please remember when the reception team ask you what you are looking to get from your appointment, they are trying to help you access the best treatment that is available to you as quickly as possible.

EXTENDED HOURS

We would like to inform our patients that Seaside Medical Centre is now offering Tuesday evening clinics weekly. We are hoping that these appointments will prove beneficial to patients that work and are not able to attend during our normal opening hours. The clinics are run by 2 advanced care practitioners who can diagnose and prescribe and a GP. These appointments can be booked in advance as well as bookable on the day.

PARAMEDIC AT SEASIDE MEDICAL CENTRE

We are delighted to welcome Guy Emery to the clinical team at Seaside Medical Centre. Guy comes with a wealth of skill and has over 30 years experience with the ambulance service; this will greatly strengthen the medical service we offer at Seaside Medical Centre.

You can expect to see Guy on home visits from July.

THE SEASIDE MEDICAL CENTRE NEWSLETTER

BE CONNECTED WITH THE COMMUNITY CONNECTORS *Improve Mental Health and Wellbeing!*

Community Connectors (wellbeing service) can offer support to help you find practical solutions to everyday issues and refer you to specialist agencies for:

- Health/Wellbeing
- Social Networks
- Education/Training
- Leisure Activities
- Finance/Debt
- Housing
- Employment
- Volunteering

If you think they could help, come and speak to your Community Navigator at Seaside Medical Centre. Your GP can refer you, you can refer yourself or you can drop-in and see them in their Clinic which is run at Seaside Medical Centre every Tuesday from 9am-5pm.

WELL DONE JANE STRONG QN!! *Finalist of the Burdett Nursing Awards 2018* *Prestigious Award for Nurses*

Seaside Medical Centre was funded to undertake a project regarding 'Male Health' by the Queens Nursing Institute. Our project has been underway since March 2017 led by Jane Strong our Advanced Nurse Practitioner. Health screening took place throughout the year in 30 minute clinics. In these clinics there were 44 new health problems identified in 40 men and all of the patients are now involved in healthcare activities which will promote health and wellbeing and/or even reduce disease progression. Interestingly 2 men who at first did not respond to our invite to attend the clinic have since been seen in the surgery and required fast track cancer referrals.

Based on its success we were shortlisted by the Burdett Trust for the Nursing Fund for Innovations and Leadership Award. For being shortlisted we have been awarded £2,500 to spend on patient education and staff professional development.

As a shortlisted entrant we were invited to present our project to the judges over a two day judging process at the British Library in March. The Burdett Nursing Awards were held at a dinner at the Waldorf Hotel in London. The evening was hosted by the 'Call the Midwife' actress Helen George and attended by over 250 guests including ourselves as a shortlisted team. The evening can only be described as truly inspirational. All the teams that were invited to the evening delivered amazing projects that made a real difference and created a real momentum for change. We were overwhelmed to have been placed 2nd in our category.

Leading on from the success of the project which has been led by Jane, we endeavour to continue with what has proven to be vital health screening in Men. We would hope to take our initiative forward to encourage men to attend for vital health screening not only in our practice but other practices also.

This project urges partners, wives, girlfriends to persist in encouraging their loved ones to attend a men's health clinic!

THE SEASIDE MEDICAL CENTRE NEWSLETTER

NEW PARTNER AT SEASIDE MEDICAL CENTRE

Throughout the last few months some patients will have met Dr Reynolds when visiting Seaside Medical Centre. We are very pleased to announce that Dr Reynolds is joining the Practice in July as a permanent GP Partner. This is great news for the Practice and the team. Dr Reynolds will be working all day Monday and Tuesday and Thursday morning.

FULL CONTRACEPTIVE SERVICES

We are pleased to let our patients know that we can now offer full contraceptive services. Shirley Colvin our Advanced Nurse Practitioner is now working at Seaside Medical Centre on Tuesday evening and all day Wednesday, Thursday and Friday. With Shirley's skills in addition to the Nursing Team we can now offer contraceptive implants, contraceptive injections, contraceptive coils, contraceptive pill advice and family planning.

If you would like advice then please speak to our Reception Team who will be able to book the appropriate appointment with Shirley that could be helpful to you.

CONSENT FOR ONLINE ACCESS TO YOUR MEDICAL RECORDS

You can now view your coded GP medical record. If you would like to have secure online access to your records, we need to make sure you understand what this involves.

All applications for medical record access must be authorised by a GP or other designated member of the practice team before this is enabled for a registered online user. A GP may wish to review the record and discuss the content with the patient prior to authorising access. Record access will not be enabled for any individual registered with the practice for less than three months except by approval of a GP partner. All patients wishing to see their coded medical records should come into reception and complete the relevant form.

We would require photo ID as part of this application. By signing this form you will be giving us permission to proceed with setting up the service for you. If you decide not to join, or wish to withdraw, it will not affect your treatment in any way. Access will be withdrawn to patients that do not use the system in a responsible manner and it is the patient's responsibility to keep their username and passwords secure.

CONSENT FOR TEXT MESSAGE REMINDERS AND E-MAILS FOR HEALTH PROMOTIONS AND PRACTICE DEVELOPMENTS

For new patients joining the Practice from 25th May 2018:

Due to the **General Data Protection Regulations (GDPR)** that were introduced on May 25th 2018 we require your *consent* to contact you with information that isn't directly related to your own medical care. This could be for example changes in practice services, opening hours, invites to attend flu clinics and health promotional talks and information. If you would be happy to consent to this service then please see the team at reception who will be able to provide you with a form to complete.

For patients that registered with the Practice before May 25th 2018: Consent will have been applied automatically. If at any time you would like to **OPT OUT** of this service please submit this in writing at the reception desk.

HOW TO GET THE MOST OUT OF YOUR APPOINTMENT

We know from feedback we receive from our patients that they sometimes feel rushed during appointments and struggle to make themselves heard. As appointment times can be limited, we felt we should try and come up with some hints that could help our patients get more out of visiting their doctor.

- **Take notes to help you.** Be clear in your own mind what you want to say . Make a note of symptoms, worries and any questions that you would like to ask.
- **Be on time.** Patients will be asked to rebook their appointment if they are late.
- **Could a practice nurse, advanced nurse practitioner deal with your problem?** A doctor is not always the best person to deal with your problem. Always be clear to tell the receptionist what you want to get out of your appointment.
- **More than one problem?** One appointment should be for one problem. Doctors cannot safely treat more than one problem in a 10 minute appointment. If you have more than one problem you must make a longer appointment.
- **Take a list of your medications.** Bring a list of any medication you are taking, including over the counter and/or alternative medicines, or anything prescribed after a hospital visit. This includes tablets, liquids or cream. Your GP needs to know what you are taking.
- **Discuss important things first and stick to the point.** Make sure you tell the doctor about the important things first and try to get to the point.
- **Not clear on your treatment plan? Ask again.** Make sure you fully understand the next steps before you leave the room. If you don't, then don't be afraid of asking your GP to go through the plan again.
- **If you need support, bring a relative, carer or friend.** If you feel your situation needs it, take a relative or friend for support. They can help you understand or explain.
- **Ask who to contact if you have any more questions.** You may think of questions you would like to ask after your appointment. Find out if there are support groups that could provide reliable information.

'SOMETHING TO REMEMBER'

The doctor is running late. Sound familiar? About 50% of a GP's work is administrative. This is because in between appointments the doctor is likely to get constant interruptions with urgent messages (home visit requests, prescription amendments, emails, calls from the hospital or coroner, queries from the pharmacist, urgent letters and referrals etc.).

You may sometimes feel the doctor is looking very rushed and browbeaten, this is because they are constantly multi-tasking. With this in mind please be patient when you have been kept waiting and remember there is a lot more work going on for that doctor behind the scenes. They are not just dealing with the patients they are seeing in the waiting rooms.