

Patient Newsletter—November 2019

We hope you all enjoyed the Summer—and now as we head into Winter the activity at Marysville increases. We have had some more staff changes, so you will see some new faces around the practice, and we are preparing for a CQC Inspection; this is something we have known was going to happen since Dr Visick became the sole GP Partner here but we have not had a date confirmed yet. We hope you will support us by filling in the **friends and family**, and **CQC cards** in the waiting area.

CLINICAL TEAM

GPs;
Dr Visick –Principal GP
Dr Goodwin
Dr “Marta” Jackowiak
Dr Hine

Nurses

Liz Starkie— ANP
Diane Foster
Llinois Rollinson
Sarah Bailey
Beth Stevens

Health Care Assistants

Anna Webb
Jane Cox



PLEASE SUPPORT US— BY HAVING YOUR FLU JAB WITH US!

We are already **more than half way** through delivering flu jabs to those of you **over 65 years** of age who receive the flu vaccine Fluad. We have more staff trained than ever this year to give this so if you are at the surgery for some other appointment we should be able to do this at your visit.

For the under 65's who receive a quadrivalent vaccine with 4 killed off viruses, it has been very difficult to get the vaccines early in the Autumn. Like all other practices we have been let down and falsely promised supplies which have been postponed several times. **We are assured these will be delivered in early November – we are booking a flu clinic for Monday 18th November (evening) and will also put on other clinics in early/mid November to deliver the flu vaccines as quickly as possible.** We will of course also be able to give some in the normal surgery hours if you are attending for other appointments. We are very concerned that a substantial proportion of the under 65's will go to the pharmacies (who seem to have unfairly in our opinion obtained the vaccines early), and therefore we will miss out on this income and potentially lose money on the vaccines we had to order in Spring 2019.

A Big Welcome to all Whitehall Patients who have joined us

Since the notice of the Whitehall Practice's contract ending we have been working with the CCG to offer to take some of these patients. We are aware that increasing patient numbers will give us more stability and also make our practice more cost efficient to run overall. It also gives us opportunities to have a proper nursing team and also increase our admin team. It has been impossible to predict the true scale of this and so we are monitoring the situation very closely. As the surgery expands we will be making changes to accommodate this; please bear with us through these changes, as we cannot spend money until the promised patient list size materialises.

Positive Changes!

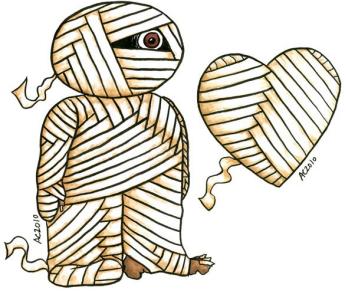
- **Blood test appointments and more appointments bookable on-line**
- **Text service increasingly used for simple messages and reminders about appointments**
- **Increased use of email for quick correspondence of on going/ straightforward matters with GPs**

We are thrilled that over the last year the amount of compliments we receive has risen considerably! Normally people only take the time to complain about a service, but it is so helpful to us to have compliments and complaints so we can hear and learn, not just about what hasn't worked, but what HAS worked. You can give complaints and compliments verbally which will be recorded by one of the team, via our email address mp.marysville@nhs.net, via NHS Choices, or via our website friends and family section. We love to hear from you! Over the last twelve months we have received 31 compliments vs 2 complaints!



Dressing for Success—Amazing Results with Dressing Clinic

Diane Foster our Lead Practice Nurse together with Anna Webb have significantly changed the way dressings are done at Marysville. Firstly Anna had some additional training to enable her to be involved with the dressing clinics, and a new piece of equipment that measures the blood pressure and evaluates the blood flow to the legs was purchased by the surgery. Although costing in the region of £2000 this Automatic Doppler machine enables one nurse to do this test in 10 minutes rather than previously needing two nurses both for 20 minutes— so saving huge amounts of time. This also enables us to get these measurements done sooner for patients as appointments are easier to find.



There has been a huge effort to bring back patients regularly and use the best evidence based treatment possible to heal up ulcers and broken down skin. The results have been incredible and several patients have been able to then be discharged freeing up more appointments for the nursing team. This has been done despite a difficult time for the nursing team with many changes. With our new nurses coming on board and Jane Cox our other HCA having training this excellent service will continue. We really feel consistency and continuity in patient care is vital, and especially so with dressings and wound care. Self care plays a huge part so please do follow all the advice given to you!



SAFETY IN PRESCRIBING AND END OF LIFE CARE - AREAS OF IMPROVEMENT FOR PRACTICES DURING 2019-2020

Each year we have certain targets and in addition new areas to work on. This year the practice very much welcome the new focus on **prescribing safety**. The initial audits were very good anyway but there are always areas to improve. We are soon to start using software products such as PINCER which will help flag up any prescribing that needs adjusting. We also have pharmacists from the CCG who help us with this work.

End of life care is something that we feel is a priority for us and so we welcome the opportunity to focus on this specifically. The initial audit looking at all patients who passed away in the last year shows that great care is taken by the whole team to support the patient and their families at this difficult time. We also work very closely with Angela King our Hospice Outreach Nurse and the Hospice team. We will however be improving this further and we feel that a focus on bereavement care is valuable.

Lifestyle Fitness

We now have services ran by Lifestyle Fitness being held at Marysville, and services we can signpost you to including the Escape Pain services which is a free group-based rehab programme for the management of osteoarthritis of the hip and/or knee. For more information visit www.escape-pain.org



Get Active Feel Good Cancer Physical Activity Programme

What is Get Active, Feel Good?

Get Active, Feel Good (GAFG) is a programme available in Shropshire and Mid Wales supporting individuals with cancer to become more physically active. Being more active can help reduce the side effects of cancer treatment such as fatigue, stress and anxiety. There is strong evidence that being physically active is safe, effective and beneficial for cancer patients either before, during or after treatments.

GAFG can support you in starting regular, sustainable physical activity. The Get Active, Feel Good advisor (A specialist in cancer/physical activity) will help you to plan safe and effective exercise that suits your lifestyle and help with ongoing support in order to help you to achieve your goals.

How can I get involved/be referred?

To be referred to the programme you will need a referral form filled in by your clinician. An initial one to one consultation with the Get Active, Feel Good Advisor will be arranged where you will discuss and plan your physical activity options. Appointments are currently being held at the Princess Royal Hospital on a Tuesday and the Hamar Centre at Royal Shrewsbury Hospital on a Wednesday. For more information visit www.lifestyleshrewsbury.co.uk/get-active-feel-good/