

Would you recommend Stour Surgery?
The Friends and Family Test



What does it mean?

The Friends and Family test is a feedback form that can be used to improve NHS services. After each consultation you will be asked whether you would recommend Stour Surgery to your family and friends if they need similar treatment or care.

How does it work?

When you visit Stour Surgery for care or treatment, an opportunity is available to give feedback by answering a simple question about your experience: **“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”** You will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

Space is available for you to tell us why you gave that response in your own words.

Responses are anonymous and you can deposit your opinion in a ballot box in reception or give it to a member of staff. If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

Alternatively, you can also complete the Friends and Family test online by copying the web address below in to your internet browser <https://www.leavemyfeedback.com/4661>

How are the results used?

The information will give Stour Surgery your views on the care and treatment you have received, which alongside other existing ways of gathering feedback, will help the surgery to make improvements for patients.

The Friends and Family Test is also been successfully used in hospitals across the country and is proving to be valuable in obtaining patient experiences.

Test results for all NHS services will be published on the NHS Choices website.

For more information on the Friends and Family Test, please visit: www.nhs.uk/friendsandfamily

Friends and Family Test does not replace Stour Surgeries complaints procedure or other forms of feedback. You are always welcome to request to speak with, or write to our Practice Manager Claire Brooks. Gathering this information enables Stour Surgery to continuously improve its services.

Next Carer's Meetings:

Wednesday 6th September

Wednesday 4th October

Useful Links

- <http://www.dorsetccg.nhs.uk>
(Dorset Clinical Commissioning Group)
- <http://www.nhs.uk/pages/home.aspx>
(NHS Choices)
- <https://www.england.nhs.uk> (NHS England)
- <http://www.healthwatchdorset.co.uk>
(Dorset Healthwatch)

**PATIENTS CIRCLE VOLUNTEERS
 PATIENT OFFICERS AND
 COMMITTEE MEMBERS**

Audrey Vincent, Chairperson	486593
John Reeves, Vice Chair	429544
Richard Smith, Treasurer	486227
Erica Philips, Secretary	471170
Tricia Fagan	477659
Rosemary Hutchings-Webber	487655
Pam Kendall	482818
Pauline Medcalf	432651
Margaret Field	

Produced with the help and assistance of the Patients' Circle, Doctors and Staff at Stour Surgery

QUARTER 2 - 2017

HEALTHCARE TEAM

Doctors

- Dr Graeme Klein
- Dr Karen Wilson
- Dr Christine De Silva
- Dr Robert Jones
- Dr Anne McAskie
- Dr Jemima Ramtohal (Registrar)

Practice Manager

Faye Francombe

Lead Nurse

Tia Rees

Practice Sisters

- Jane Weir
- Lucy Murray
- Cathie Purnell

Treatment Room Nurses

- Justin Evans (HCA)
- Jackie Warren (HCA)

Stour Community Outreach Team

- Heather Amey
- Julie Bennett
- Jo Donnelly

Community Staff Nurses

- Kerry Gleason
- Louise Mallon
- Sarah Rixon (HCA)
- Emma Ward-Phillips
- Sasha Slaney
- Amanda James
- Louise Mills

Health Visitors

- Sandra Jenkins (Admin)
- Denise Beirne
- Chantal Joyner
- Emma Harnett
- Kirsty Tointon

Midwife

- Sarah Bailey
- Financial Controller**
- Laura Lane

Secretaries

- Carole Moore
- Gill Shanley

Reception /Admin

- Sam Cake
- Sue Guest
- Melanie James
- Stephanie Macklin
- Pamela Maguire
- Neil Pluckrose
- Amanda Rose
- Linda Sawyer
- Carmen Stone
- Gill Shanley
- Sam Town
- Marcus Walters

Stour Surgery
 Tel : (01202) 464500

STOUR NEWS

Summer Bazaar

The sun shone on us for our Spring Bazaar on June 3rd.

Donations had come in in the weeks before the bazaar and all the stalls were well stocked. Customers were keen and eager queuing up at the gate well before 10 o'clock.

We had a variety of stalls, including some games, which were very popular!

On the day we made £610.47 and with the pre Bazaar raffle sales the total increased to over £913!

A big thank you to all the volunteers that came and helped organise and run the stalls.

THANK YOU ALL!

Minor Illness Clinic

Open surgery is a very busy Nurse lead service for Patients with a minor illness or injury only.

What are Minor Illnesses?

Minor Illness is a medical term and does not mean it is unimportant. From a patients point of view such instances may well not feel minor in any sense. Clinical problems and conditions are classed as minor illness when

- They can be self treated or
- They are uncomplicated; therefore not requiring any further investigations.

To help us to continue to provide a quality service we are more than happy to see you with such conditions as:

- Coughs, colds and sore throats that haven't responded to usual remedies
- Eye symptoms such as conjunctivitis
- Earache
- Hayfever
- Urine infections
- Emergency contraception
- Minor injuries

The following are NOT APPROPRIATE and we respectfully ask you to not use Open Surgery for Ongoing or long term conditions

- An ongoing or longstanding problem.
- Chronic illness which your GP is treating you for.
- Prescription request
- BP, HRT, Pill Checks or commencement
- Test Results
- Dressing Changes
- Dental Problems (Please refer to your dentist)
- Sick Certificate
- Moles and Skin Lesions
- Viral illness for less than 5 days (Please see pharmacist)

For any of these conditions please arrange a telephone consultation with your usual GP or make a Nurse appointment in the usual way.

May we also remind you that, that in the interests of other patients, staff and infection control you **SHOULD NOT** attend the Surgery if you have diarrhoea and vomiting.

Your local pharmacist is also a good source of information for minor conditions. Good advice is also available through the internet on patient.co.uk

Don't Let Shingles Become a Burning Issue

As older people are more likely to get shingles, the new national shingles immunisation programme for people aged 70 with a catch-up programme for people aged 79, has been introduced by the Department of Health to help protect those most at risk from Shingles.

If you've ever had chickenpox, you could be at risk of developing shingles.

Shingles (also known as herpes zoster) is a condition that is caused by the reactivation of the chickenpox virus. Once you've had chickenpox, the virus stays dormant (Inactive) in your nervous system and later in life can reactivate, and cause shingles. Shingles tends to occur more often in older people and usually causes a painful rash on one side of the body.

How likely am I to get Shingles?

Around 1 in 4 adults could develop shingles in their lifetime. The immune system weakens with age and so the chance of developing shingles increases as we get older.

What are the symptoms of Shingles?

The symptoms of shingles can range from mild to severe and they can be unpleasant for some. Shingles usually affects one side of the body, often on the trunk, or the head, neck or the eye. Shingles usually starts with a headache and tiredness, and you are likely to feel unwell. It's very common to feel a tingling or burning pain in the area of the skin before the rash appears. It usually takes two to four weeks for the rash to heal completely.

Can Shingles be prevented?

The national shingles immunisation programme has been introduced to help protect those most at risk from shingles and its complications. The Shingles vaccine is recommended for 70 - 79 year olds, however, as the vaccination programme will be phased in over the next few years not everyone will be eligible for the vaccine initially.

Am I Eligible?

If your date of birth is in the following range then you are currently eligible to received the vaccine.

Born on or after 2nd September 1946 and aged 70
OR

Born on or after 2nd September 1938 and aged 78
(Up to their 80th Birthday)

Contact the surgery to make an appointment



Health & Social Care
Information Centre



How do I include additional information in my Summary Care Record?

Your GP practice may recognise that having additional information in your SCR will be of benefit to you and may suggest this change. Alternatively, you can discuss your wishes with your GP practice and agree that information should be added to your SCR.

Additional information will only be included in your SCR after discussion between you and your GP practice, and only if you give your permission.

Once you have chosen to add additional information to your SCR, your GP practice will continue to do this and keep it up to date. Remember that you can change your mind at any time by simply informing your GP practice.

Vulnerable patients and carers

Certain vulnerable patient groups such as those with dementia or with detailed and complex health problems can particularly benefit from additional information in their SCR. If you are a carer for another person and believe that they may benefit from additional information in their SCR, then you can discuss this with them and their GP practice.

Children and the Summary Care Record

If you are the parent or guardian of a child under 16 and feel that they are old enough to understand, then you should make the information in this leaflet available to them and support them to come to a decision as to whether to supplement their SCR with additional information.

If your child cannot understand and you believe that they may benefit from additional information in their SCR, then you can discuss this with your GP practice.

Where can I get more information?

For more information about Summary Care Records you can:

- i) Talk to the staff at your GP practice
- ii) Visit: www.hscic.gov.uk/scr/patients
- iii) Phone the Health and Social Care Information Centre on 0300 303 5678

For more information talk to the staff at your GP practice or visit www.hscic.gov.uk/scr/patients

You can also phone the Health and Social Care Information Centre (HSCIC) on 0300 303 5678



Adding more information to your Summary Care Record

Care professionals in England use an electronic record called the Summary Care Record (SCR). This can provide those involved in your care with faster secure access to key information from your GP record.

What is additional information?

Additional information can be added to your SCR by your GP practice and is a summary of information about your medical history. It can include the following:

Your long term health conditions such as asthma, diabetes, heart problems or rare medical conditions.

Your relevant medical history – clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care.

Your healthcare needs and personal preferences – you may have particular communication needs, a long term condition that needs to be managed in a particular way, or you may have made legal decisions or have preferences about your care that you would like to be known.

Immunisations – details of previous vaccinations, such as tetanus and routine childhood jabs.

Please note: specific sensitive information such as any fertility treatments, sexually transmitted infections, pregnancy terminations or gender reassignment **will not be included**, unless you specifically ask for any of these items to be included.

How will additional information help me?

Essential details about your healthcare can be very difficult to remember, particularly when you are unwell. Having additional information in your SCR means that when you need healthcare, you will be helped to recall this vital information.

There are already clear benefits for your care from having medication, allergy and adverse reaction information available through your SCR. If you choose to add additional information, this can further increase the quality of your care. Additional information can also empower you if you need some help to communicate your complex care needs.

For more information talk to the staff at your GP practice or visit www.hscic.gov.uk/patients

You can also phone the Health and Social Care Information Centre (HSCIC) on 0300 303 5678

Heat Wave

How to cope in hot weather.

The summer is here and the weather is beautiful but for some the heat wave can be a problem.

Although most of us welcome the summer sun, high temperatures can be harmful to your health. In one hot spell in 2003 there were over 2000 extra deaths that were not expected.

The heat can affect anybody. But some people run a greater risk of serious harm. As our climate changes, hot spells are expected to be more frequent and more intense.

Those at risk:

- Older people especially those over 75.
- Babies and young children.
- People with serious health problems, particularly dementia, heart or breathing problems.
- People with serious mental health problems.
- People on certain medications ie diuretics, antihistamines, beta blockers and antipsychotics.
- People who are already ill and dehydrated, eg those with gastroenteritis.
- People who misuse drugs or alcohol.
- The homeless.

Tips for coping in hot weather.

- Pull down blinds or shut curtains to prevent rooms from getting too hot and stay inside between 11am and 3pm as this is the hottest part of the day.
- Do not sit in direct sunlight.
- Drink plenty of cold fluids, water is best.
- Wear loose cool clothing, hat and sunglasses when outdoors.
- Check on friends or neighbours that may not be able to take care of themselves.

Symptoms of heat stroke

- Breathlessness
- Chest pain
- Confusion
- Intense thirst weakness
- Dizziness
- Cramps

Contact the surgery or 111, sit somewhere cool and drink plenty of fluids.

Sun Sense

Babies less than 6 months old should be kept out of direct sunlight. Their skin contains little melanin

Sun Sense (Continued)

Apply sun screen at least factor 15 if your child or infant is playing in the sun. Make sure the sun-screen contains UVA and UVB protection. Many brands are specifically for babies and children. Make sure your child wears a sunhat that protects their head and neck.

For adults and children never sit in the sun without at least SPF15, sunburn causes skin damage and increases your risk of skin cancer.

So enjoy our lovely weather and be safe.

Stour Surgery Closures

Protected Learning Time Training Sessions 2017

A Protected Learning Scheme has been introduced by NHS Dorset to enhance communication and learning within GP Practices and is one component supporting the Implementation of new patient care pathways affecting primary care.

In order to ensure equity across all practices in Dorset, quarterly training sessions will be held on the following dates and times:

Wednesday 6 September (3.30pm - 6.30pm)
Tuesday 7 November (1.30pm-4.30pm)

Stour Surgery will be among most surgeries in Christchurch that will close for the 3 hour duration.

If you have a concern of an urgent medical nature please contact the NHS 111 Service on 111

Are you a undiscovered Mary Berry or a budding Alan Titchmarsh?

The Stour Surgery Patents' Circle is an organisation that has been running since 1996. The Circle provides a vital forum for maintaining additional links between the Surgery - doctors, nurses, administration and patients. All patients registered with Stour Surgery are members of the Patents' Circle

Our Patient Circle holds Bazaars at the surgery twice a year as part of their fundraising activities with a view to help in providing medical equipment over and above that provided by the NHS.

If you would be happy to donate to our cake or plant stand or have good quality nearly new clothes that we can sell at our Bazaars please contact Patricia Fagan 01202 477659.

DIABETES Type 2

Affecting two and half million people in the UK, and on the increase – Type 2 diabetes is a long-term condition caused by too much glucose, a type of sugar, in the blood. What is the solution to reduce this disease?

Diet and exercise have both been shown to influence the effect of Diabetes type 2. For example, UK Chief Medical Officers' Guidelines state that physical activity can reduce your chance of Type 2 diabetes by up to 40 per cent as well as reduce risk of cardiovascular disease, cancer, joint and back pain, depression and dementia.

E x e r c i s e

Being active will:

- Help you lose weight or maintain a healthy weight
- Increase the amount of glucose used by the muscles for energy, so it may sometimes lower blood glucose (sugar) levels
- Help the body to use insulin more efficiently – regular activity can help reduce the amount of Insulin you have to take
- Improve your diabetes management (particularly Type 2 diabetes)
- Strengthen your bones
- Reduce stress levels and symptoms of depression and anxiety
- Improve your sleep

For people over 19 years old it is recommended 150 minutes (2.5 hours) each week of moderate-to vigorous-intensity physical activity. Muscle strengthening activity should also be included twice a week. Activity can be spread out through the day into bite-size chunks, eg 30 minutes, 5 days a week.

Moderate-intensity activity will raise your heart rate, make you breathe faster and feel warmer. One way to tell if you're working at a moderate intensity is if you can still talk, but you can't sing the words to a song. You should be slightly out of breath.

Vigorous-intensity activity means you're breathing hard and fast, and your heart rate has gone up quite a bit. If you're working at this level, you won't be able to say more than a few words without pausing for a breath.

Activity may affect your blood sugar levels both during and after exercise. Regular checking will help you to understand how activity affects your blood sugar levels. Test your levels more often before, during and after any physical activity.

D i e t

Dieticians often offer the Eatwell plate as a guide to a healthy diet. People with Type 2 diabetes should eat a healthy, balanced diet that is low in sugar, salt and fat and includes plenty of fruits and vegetables.

Researchers in 2011 at Newcastle University led a famous study that showed some patients with type 2 Diabetes who followed an 8 week calorie restricted diet managed to reverse their Diabetes. In 2016 another study confirmed the same, with patients in still in remission after 6 months. However, these were very small studies run within a Research environment, and long term effect has not yet been reported.

A new DiRECT (Diabetes Remission Clinical Trial) study aims to find out if intensive weight control can bring about the remission of Type 2 diabetes and be maintained long-term through routine NHS care. Recruitment is only in selected GP surgeries in Scotland and Tyneside.

The trial compares the long-term effects of a low-calorie diet and weight management programme to best available care for Type 2 diabetes. Results will be available in 2018. The aim is weight loss. Especially in losing the fat surrounding the liver and pancreas. If this study shows that a low-calorie diet can safely put Type 2 diabetes into remission for the long-term, it could completely transform the way this condition is viewed and treated.

If the diet can be used practically and effectively, it could lead to significant changes in the way that Type 2 diabetes is managed by the NHS. It could also help people with this condition live for longer, improving quality of life and reducing the risk of serious health complications, without the need for invasive weight loss surgery.

If a low-calorie diet can be used within routine GP care, it could ultimately be of enormous benefit to millions of people living with Type 2 diabetes in the UK. For more information check out the Diabetes.co.uk website. www.diabetes.co.uk

Online Services Records Access "It's your choice"

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online.

Being able to see your record online might help you to manage our medical conditions that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice.

You will be given login details, This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible. It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed to see it, then you should change your password immediately.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The Information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms. Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

Forgotten history - There may be something in your record that you might find upsetting.

Abnormal results or bad news - If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone - It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion - If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood Information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

