



Castle Medical Group Practice



Patient Participation Group

Spring 2020

How you can make an appointment :

All doctors, minor illness nurses and physician associate appointments are on the day. There are exceptions when the doctor needs to review your condition. If this is the case, they will book a review with you after your first consultation.

To book an appointment you can ring the surgery. We now have a new telephone system which has the ability to place you in a queue. Please do not disconnect your call and redial if you are told you are in a queue as you will then be placed at the back of the queue again. Please wait and the staff will answer your call as soon as possible. You can also go online and book a face to face appointment. This is open to book from 8am.

We do only have a finite amount of appointments. Once they are fully booked but you believe that you need to be seen that day, we advise you to telephone 111. The reason we ask you to telephone 111 is that they hold emergency appointments at the surgery daily. These are at Castle Medical Practice and the surgery staff are not allowed to book. 111 also have the ability to book appointments at other sites for you to be seen.

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- Summary Care Record
- Using your pharmacy
- Coronavirus
- Pilates

How you can make an appointment continued:

If you work and do not need to be seen that day and are happy to be seen by any doctor / nurse, the surgery can book you an appointment through the **Extended Access Service** which is open:

18.30 to 21.00 Monday Tuesday Wednesday & Friday,

18.30 – 20.00 Thursday

8.30am to 14.30 Saturday & Sundays

You do not need to telephone the surgery at 8am to make an appointment but can telephone throughout the day.

All other appointments for the multidisciplinary team such as nurses and clinical pharmacist can be booked in advance and you do not need to telephone at 8am but can telephone when it is a convenient time for you.

Summary Care Records:

You will be receiving a text message from us asking you to consent to the enhanced summary care record. This helps other health care professional to see important health information about you such as your medication history. For more information see the leaflets in the surgery

Physician Associates

Castle Medical Group Practice is actively looking to improve access for patients and we are pleased to announce that we have employed two Physician Associates to join the team to help us.

What are Physician Associates (PAs)?

They are healthcare professionals with a generalist medical education; their role is to work alongside doctors providing medical care as an integral part of the multidisciplinary team. All staff working within the practice work under the supervision of a doctor but, with appropriate support and training, senior Physician Associates can work autonomously.

What can they do?

In general practice, Physician Associates can provide nearly all of the clinical services a doctor does including:

Take medical histories.

Perform physical exams.

Order and interpret laboratory tests.

Diagnose and treat illnesses.

Counsel patients.

They may assist doctors in surgical procedures but they themselves are not licensed to perform surgery. Other than that, the major difference in job functions between a doctor and a Physician Associate is that a doctor works autonomously whereas a Physician Associate always works in conjunction with a doctor.

Making better use of your community pharmacy

Over the last 15 years, we have seen the shift from “just dispensing prescriptions” and giving advice, to a much more structured approach to offering services where a pharmacist is able to help people with concerns about their medicines or their health and offer advice and support on how to get the best out of medicines prescribed.

The NHS long-term plan provides opportunities for community pharmacy teams to:

1. **Help patients with self-care;** through an NHS 111 referral to community pharmacies using the newly launched **NHS Community Pharmacy Consultation Service (CPCS)**. This is currently being used to help with requests for urgent medicine supplies, offering support for minor illness and to encourage everyone to “**Think Pharmacy First**” for advice if you are unwell or concerned about your health.

There is a plan to extend this service from next year to allow GP surgeries to refer directly to a community pharmacy for problems that could be managed safely by a pharmacist.

2. **Prevent ill health;** through public health promotion activities and services such as including helping to stop smoking, helping with weight management, alcohol intervention and brief advice (helping to “**Make Every Contact Count**”). An increasing number of vaccination services are now available in many pharmacies, including private travel clinics and the NHS flu vaccination.
3. **Supporting patients with long-term conditions** through services such as **NHS New Medicines Service (NMS)** – if you have been prescribed a new medicine for certain problems and you would like more support and advice from the pharmacist.

4. **Helping to manage medicines supply**; all pharmacies can now receive prescriptions electronically and manage your regular medicines supply for an agreed period of time until your next review, this is known as “**NHS Repeat Dispensing**”. We are now using this successfully with local pharmacies and receiving excellent feedback from patients and pharmacists involved. Please ask for more details from your pharmacy if you have regular repeat prescriptions.

Community Pharmacies provide value for money through just 12 services, and are estimated to contribute a net value of £3 billion to the NHS, patients and the wider society.

Making better use of them will help us to look after our own health and make better use of the vital resources that our NHS provides.

Samir Patel, Clinical Pharmacist

Pilates for Seniors.

The Pilates classes have now been running for some time and hopefully we are all showing some signs of improvement! They definitely help with balance and core strength as we get older.



Anyone over 60 (or even 55) is welcome to join us in Wigmore church on Wednesdays at 1.30pm. Just bring a mat or blanket and water and eat an early lunch.

We only charge £3 per session.

Christine Freeman.

CoronaVirus

The NHS in Luton and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The risk to the general public is moderate. If you have arrived back to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau within 14 days, follow the specific advice for returning travelers.

Anyone who has travelled to China or places listed above in the last 14 days and develops symptoms of cough or fever or shortness of breath, should immediately:

- Stay indoors and avoid contact with other people as you would with the flu
- Call NHS 111 to inform them of your recent travel to the country

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact. A person can also be infected by touching contaminated surfaces if they do not wash their hands.

The risk of being in close contact with a person with coronavirus or contaminated surfaces is very low at the current time, as members of the public who have visited Wuhan, Hubei province, China are currently in isolation.

Everyone is being reminded to follow Public Health England advice to:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

You can find the latest information and advice from Public Health England at www.gov.uk/coronavirus.

Pop up cafe.

The PPG are hoping to get some funding so that we can run a monthly cafe at the KINGFISHER surgery. We're sure there are patients who would welcome the opportunity to come for a cup of tea and a chat. Look out for posters when we get this launched.



Stroke Awareness Information Evening

Thursday 16th April 7.00pm 2020
Wigmore Church—next to Kingfisher surgery.
Phone the surgery to book your place.

What is a Patient Participation Group?

At Castle Medical Practice we have an active PPG who meet regularly with the Practice Manager and other staff. We try to alternate our meetings between the 2 surgeries and at different times of the day.

Let us hear about your views and ideas for making services better .

If you would like to join please let us know by telling reception or email : castlemedical.ppg@nhs.net

We were delighted to see so many of our patients and carers at our last Medical Lecture in October. This time we hired Wigmore Church to ensure there was room for everyone who wanted to come along.

The subject was Dementia and our speakers for this event were Yvonne Weldon (the Dementia Nurse Specialist at the L&D Hospital) who told of the very special way in which all Dementia patients are cared for whilst in hospital, and the facilities available to them and their carers;

Michelle Pilkington (Community Matron in Luton Specialist in Dementia Care) who spoke of her typical day visiting and caring for Dementia patients when in their own homes, and advising and supporting their carers.

And finally we heard from Dr Johann Schoeman (a recently retired consultant in mental health). Dr Schoeman briefly outlined the procedure recommended if dementia is suspected, and he gave some sensible general advice on managing the affairs of elderly patients and relatives.

We are pleased our lectures are proving very popular, and we are planning more for 2020. They will all be advertised on the PPG noticeboards at both surgeries so watch this space!"

Pam Brown