



N.A.P.P. Conference - Primary Care in the Digital Age

Linda Petzing and Fiona Vinnicombe attended the 35th Annual Conference of the National Association for Patient Participation in Bristol recently. The theme focused on 'Primary Care in the Digital Age: What does this mean for patients, quality and continuity of care?' Over 120 delegates attended the event in the Bristol Harbourside venue, The MShed.

Four interactive workshops were designed to embody the conference theme of the impact of technology upon primary care and the consequences of this for patients and services.

The Conference was specifically designed to ensure PPGs were informed of the newest developments in primary care and this year's event was deliberately future focussed to give patients advance warning of significant changes to the health system through greater use of technology.

Following an insightful and comprehensive summary of the day, N.A.P.P Patron Sir Denis Pereira Gray concluded with a impassioned call for patient representatives and their views to be more protected and respected within the healthcare system. He cited the appalling evidence from the Francis Report that Mid Staffordshire Hospital Trust took a decision to stop looking at lay complaints because they were too numerous.

The level of delegate debate and contribution was exceedingly high. Senior stakeholders from academia and the health system told N.A.P.P they were "bowled over" at the level of professionalism from delegates.

They found the day 'inspiring' and it was a 'pleasure and a privilege' to be involved.

There was a sense amongst delegates that PPGs had now realised the potential they have in the new health system and were keen to build on their role in supporting doctors and practice teams to deliver quality responsive services at practice and locality level.

Patient Participation Awareness Week was also judged a major success and will be repeated at the same time next year in the week preceding the annual conference.

For a full report on the conference and to view the presentations see

<http://www.napp.org.uk/2013conference.html>



Get your Flu jab!
See page 2 for details

Don't keep it to yourself
Pass it on..

Flu Jab

Yes, it's that time of the year again! There is no need to make an appointment.

If you are in one of the eligible groups, just turn up at any of the dedicated flu jab only clinics below at a time convenient to you...

Polite request: drop-in flu jabs will only be available on these dates and times. Please contact us in the event of any difficulty.



Who is eligible?

Aged 65 years & over

- ◆ Chronic respiratory conditions— such as lung disease, chronic bronchitis/ emphysema, asthma
- ◆ Chronic heart conditions
- ◆ Chronic renal conditions
- ◆ Chronic liver conditions
- ◆ Diabetes requiring tablets or insulin
- ◆ Immune suppression such as chemotherapy, HIV injection
- ◆ Pregnant Women
- ◆ Carers

Tuesday	24	September	Carbis Bay Scout Hut	0930 -1200
Saturday	28	September	Stennack Surgery	0900 -1400
Thursday	3	October	Carbis Bay Scout Hut	0930 -1200
Thursday	10	October	Carbis Bay Scout Hut	0930 -1200
Saturday	12	October	Stennack Surgery	0900 - 1400

Shingles Vaccination

A vaccine to prevent shingles, a common, painful skin disease is now available on the NHS to people in their 70s. The shingles vaccine is given as a single injection for anyone aged 70 or 79. Unlike the flu jab, you'll only need to have the vaccination once.

The vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles vaccination is offered routinely as part of the NHS Vaccination Programme for people aged 70 or 79. Letters are currently being sent to eligible patients.

The first people to have the vaccine will be those aged 70 or 79 on September 1 2013. If you were aged 70 or 79 on September 1 2013 but become 71 or 80 before attending for vaccination, you will still be able to have the shingles vaccine. If you are aged 71 to 78 on September 1 2013, your next opportunity to have the shingles vaccine will be after you have reached the age of 79.

The vaccination isn't appropriate for everyone. Read more about who can have the vaccination here: <http://www.nhs.uk/Conditions/vaccinations/Pages/who-can-have-the-shingles-vaccine.aspx>

NHS Health Checks

What happens at the health check, and how to get one

Everyone is at some risk of developing heart disease, stroke, diabetes, kidney disease and some forms of dementia. An NHS Health Check aims to help you lower your risk of developing these common but often preventable diseases.

You will be eligible for a NHS Health Check once every five years if you are between 40 and 74 years old **and haven't already been diagnosed with a vascular or chronic disease or have certain risk factors such as high blood pressure or high cholesterol treated by medication.**

At the check, your risk of heart disease, stroke, kidney disease and diabetes will be assessed through some straightforward tests and standard questions about your lifestyle and family medical history.

You'll be offered personalised advice and support to help you lower that risk and stay healthy.

This could include suggestions on small changes to your diet or how much exercise you take if your risk is low or moderate.

If you are at higher risk, you might be offered things such as medicines to control your blood pressure, along with help to take action including losing weight or stopping smoking.

It makes sense for all eligible people to have a routine NHS Health Check for these conditions every five years. That means you can take action early, and greatly improve your chance of a healthier and longer life. Small, long-lasting changes to your lifestyle can make a huge difference.



The graphic features a white silhouette of a human figure against a green background with faint gear patterns. Inside the silhouette, several colorful gears of different sizes are arranged vertically. Dotted lines connect these gears to labels in colored boxes: a blue gear at the top is labeled 'Stroke', a red gear is labeled 'Heart disease', an orange gear is labeled 'Diabetes', and a purple gear is labeled 'Kidney disease'. To the right of the figure, the text reads: 'Just 20 minutes of your time to keep you running like clockwork'. At the bottom, a blue banner contains the text: 'FREE NHS Health Check for 40-74 year olds Helping you prevent heart disease, stroke, diabetes and kidney disease'.

There are two parts to an NHS Health Check. First, you will be asked a few simple questions and have a few straightforward health tests. These will allow an assessment of your risk of developing four diseases: heart disease, stroke, type 2 diabetes and kidney disease.

The check will take around 20 to 30 minutes:

- You'll be asked some simple questions about your family history, whether or not you smoke and how much alcohol you drink.
- Your height, weight, sex, ethnicity and age will be recorded.
- Your blood pressure will be taken.
- A simple blood test will check your cholesterol level.
- Your body mass index (BMI) will be calculated. BMI is a measure of whether you're a healthy weight for your height.

After this, a healthcare professional (who could be your GP, practice nurse or health care assistant) will give you your results and explain what they mean. In some instances, tests may have to be sent away for analysis. This means that some people won't get their test results immediately; a member of the team will phone you to discuss next steps.

You'll have the opportunity to ask for advice and support on maintaining good health, and on lifestyle changes that will help you to improve your health. If necessary, you'll be offered treatments that will help: for example, medicine to lower raised blood pressure.

If you are aged 65 to 74, you'll also be given general information about dementia and how to reduce your risk of developing it and where to find more information about it and the type of support services available in your area.

Why is the NHS Health Check important?

An NHS Health Check will help to identify your risk of developing heart disease, stroke, type 2 diabetes, kidney disease and certain types of dementia. Together, these vascular diseases are the biggest cause of preventable deaths in the UK. They affect more than 4 million people.

Everyone is at some risk of developing these diseases. But by identifying that risk early and taking steps to reduce it, you can improve your chance of maintaining or improving your health as you get older.

There are some risk factors for these diseases that can't be changed. For example, your risk increases with age. But there's a lot you can do to reduce your risk. You can:

- maintain a healthy weight
- be physically active
- eat a healthy and balanced diet
- stop smoking
- cut down on alcohol

These changes can help you to improve your health and prevent a disease that may otherwise have developed. NHS Health Check is expected to prevent 1,600 heart attacks and strokes a year and save 650 lives.

Flu vaccine for children

An annual nasal spray flu vaccine is available for all children aged two and three years as part of the NHS childhood vaccination programme. In some parts of the country, pre-school and primary school children between the ages of four and 10 will also be offered the vaccine.

Over time, as the programme rolls out, all children between the ages of two and 16 will be vaccinated against flu each year with the nasal spray.

The nasal spray flu vaccine is also for children aged two to 18 who are 'at risk' from flu, such as children with long-term health conditions.

The vaccine is given as a nasal spray squirted up each nostril. Not only is it needle-free (a big advantage for children), the nasal spray works even better than the injected flu vaccine in children.

It's quick and painless and will mean your child is less likely to become ill if they come into contact with the flu virus. Its brand name is Fluenz.

The injectable flu vaccine will continue to be offered to over-65s, pregnant women and adults and babies aged six months to two years with long-term medical conditions.

Poltair Community Hospital Penzance

People in Cornwall will shortly be able to have their say on the future for services delivered from Poltair Community Hospital.

In the past few months, NHS Kernow, the clinical commissioning group, has reviewed community services in the West Cornwall area. The review made a number of recommendations (that can be viewed via the link below), including recognising the need to make a decision about the services delivered at Poltair Community Hospital.



NHS Kernow are now undertaking a consultation on the future for Poltair Community Hospital Services. It will launch on 25 September 2013. More information on the process and how you can take part will follow shortly, and be posted on this web site when available. Terry Murray will be representing the Stennack PPG on this important piece of work.

The consultation has not yet begun, but comments can be forwarded to Terry via the contact details on page 8 or direct to the Engagement Team, NHS Kernow, Sedgemoor Centre, Priory Road, St Austell PL25 5AS. Email: enquiries@kernowccg.nhs.uk. There is also a link to the review below:

<https://www.kernowccg.nhs.uk/get-involved/consultation/penwith-community-services-review/>

Private Fees

Not all services we provide are available under the NHS. When patients request non-NHS items or services a private fee may be payable. These are based on recommendations from the British Medical Association, and are subject to change.

Here are a few examples of current fees (September 2013) which crop up most frequently –

➤ Solicitors Report Fee	£150.00
➤ Letters “to whom it may concern”	from £12.50 to £58.00
➤ Driving Licence/Passport GP signatory	£22.00
➤ Private Medical Insurance Claim Forms - first letter	£22.00
➤ Report prepared from Medical Records - full report	£102.00
➤ Private sick note	£22.00
➤ Private Prescription	£15.00
➤ Data Protection Act access to medical records (no copies)	£10.00
 <u>Full Medical Examination and Report</u>	
➤ HGV/Taxi/Fireman/PCV/Boatman	£98.00
➤ Pre-employment	£98.50
 <u>Vaccinations for travel</u>	
➤ Rabies (course of 3)	£55 per injection
➤ Yellow Fever Fee inclusive of certificate and vaccination	£70.00
➤ Malaria Advice and issue of a Private Prescription	£20.00

A comprehensive list is available from reception

Minor Operations

Several of our GPs enjoy the variety of being able to offer minor operations at the Practice. These sessions are limited as they are fitted in around all their usual clinics.

To access this service, which is based on clinical need, patients will require referral via a routine consultation with a GP.

As the number of appointments are limited, please be aware that there may be a waiting list, we hope you agree, it is worth offering this local service.



Other Health Service Organisations on your Doorstep

Based on the Old School site -

- Physiotherapy Dept provided by Royal Cornwall Hospitals Trust (RCHT)
- Podiatry Dept provided by Peninsula Community Health (PCH)
- Health Visiting Team provided by PCH
- Midwifery services provided by PCH
- Community Matron provided by PCH
- Speech & Language Dept provided by PCH
- Peninsula Ultrasound Scan Service an Alternative Qualified Provider (AQP)
- Boots Pharmacy

Based in Hayle

- District Nursing Team provided by PCH

Direct access appointments for these services are not available via reception. Patients will need to be referred through a clinician

Unused Medicine

Wasted medicines cost the NHS in Cornwall and the Isles of Scilly almost £2 million a year. That's enough to pay for 65 community nurses or 230 hip replacement operations.

Please talk to your GP or pharmacist if you are:

- unsure why you are taking any medicine
- confused about what to take and when
- suffering from any side effects
- not taking all of the medicines on your prescription

Patients will be encouraged to complete a medicine record, which lists the types and quantities of medication they have at home. This will be given to their GP or pharmacist when they order their next repeat prescription to ensure they only receive the medicines they need. It can also be used to help ensure that all the patient's medicines run out at the same time

“Around 10 per cent of medicines prescribed in Cornwall and the Isles of Scilly are wasted – a cost of £2million. This money could be better spent on providing vital frontline services, such as doctors, nurses and operations.

“It is important that patients understand what medication they are taking and why. Some people think their medication is not necessary, are worried about possible side effects or try to reduce the number they take to fit taking them into a busy schedule. A patient is more likely to continue taking their medication correctly if they understand its benefits and continue to feel well. NHS Kernow is encouraging patients to speak to their GP or pharmacist if they have any questions or concerns about their medication.

“There are a number of ways patients can help to reduce medicine wastage. This includes checking the medication they have at home before re-ordering repeat prescriptions and only order those that they are running out of and need. Patients should ensure that they discuss their medication requirements with their GP or pharmacist on a regular basis.”

Dr Colin Philip, Chairman of NHS Kernow Clinical Commissioning Group

NHS Kernow's prescribing team will be working with pharmacists and GPs to ensure their patients medication is continually reviewed, and encourage patients to ask questions about their medication.

Members of the team will be spending time with patients in the waiting room before the end of the year and will also be attending our next PPG Consultation Group meeting on the 18th November.



Goodbye's...

We have recently bid farewell to the following people –

- Rachel Koerner - Administration Manager
- Becky Cross - Practice Nurse
- Angela Le Brash - Reception Team
- Dr Dave Rossiter - GP Trainee
- Dr Oliver Prescott - Foundation GP

We wish them all the best of luck in their new roles and occupations.

Hello's...

We welcome the following newcomers to the surgery team: -

- Dr Grant Joseph - GP Registrar
- Karen Rouncefield - Health Care Assistant



Our Current GP trainee is

Dr Sophie Spencer

GP Trainers – Dr Sarah Shaw

Our Current F2 Doctor is

Dr Stefanie Andrew

F2 lead Trainer - Dr Rupert Morrall

Please visit the Stennack Surgery website for further information or follow the link http://www.thestennacksurgery.co.uk/website/Y01922/files/Flyer_SPPG_patient_recruitment_200212.pdf

Please leave any feedback on the comments tab of the PPG webpage or in comments box at the PPG Information Point in the waiting room

Thank you for reading!

Linda Petzing

PPG Chair

Fiona Vinnicombe

PPG Surgery Lead

Please contact the surgery if you would like a copy of this newsletter in another format or language.