

Flu Fun Day

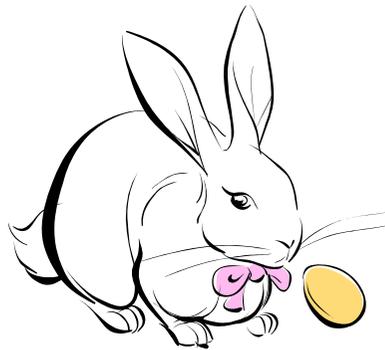
We are pleased to let everyone know that the final sum donated to Children in Need following the Flu Fun Day at Henhayes (and flu clinics at the Health Centre) was £2537.42. The total donated over the last 13 years is more than £50,000. Thank you to all patients and local businesses for their continued support for this fundraising event. Dates for 2019 will be announced shortly.

Advice from a pharmacist

We all know that pharmacists dispense medicines, but they do a lot more than that. Local pharmacies offer a range of health services that you may not be aware of. If you start to feel ill, even if it's just a cough or cold, seek immediate help and advice from your local pharmacist before it gets too serious.

Easter Closure

The practice will be closed on Friday 19th April and Monday 22nd April (Good Friday and Easter Monday). Medical queries during this time should be referred to 111. However for any medical emergency (e.g. chest pain, shortness of breath etc) patients should call 999. Please remember to try and order your repeat medication in good time before the Easter break!



Happy Easter from
Crewkerne Health Centre

To receive the Newsletter by email,
send your details to:
forum@dtandelhughes.plus.com

CREWKERNE HEALTH CENTRE

PATIENT FORUM NEWSLETTER

March 2019

Health Centre update

As mentioned in the December newsletter, a second nurse practitioner (Sue Fearn) and an enhanced care practitioner (paramedic) (Catherine Pople) joined the practice team in January.

Forum members felt that fellow patients might find it useful to have a little guidance about some of these new roles within the healthcare team.

Nurse practitioners: Our two nurse practitioners, Louise and Sue, work essentially as a GP would do. They undertake consultations with patients refer them to secondary care for further investigations and can also prescribe. Generally they see patients who need to be seen urgently on the same day which allows the GPs to concentrate on patients who have ongoing and more complex medical needs.

Our Enhanced Care Practitioner, Catherine, (as pictured)



is a fully trained paramedic. At the moment she is helping the GPs by undertaking many of the home visits. She is able to visit earlier in the day (rather than at the end of morning surgery) which means that any treatment or admission can also happen earlier. She also sees patients in surgery for consultations although at the moment she cannot prescribe. In addition to these two new roles, we continue to grow our Practice Nurse team. Jo Feltham joined the practice in February from a practice in Yeovil. She specialises in asthma care as well as the usual range of treatment room skills. We also welcomed Sarah Elliott who joined in February.

She will be working with our reception teams at Middle Path and West One.

Practice merger

Work is continuing following the merger of the two practices and regular clinics are now being held on both sites. A further update newsletter about the merger is being produced by Symphony Healthcare Services. This will be available in both sites and will be emailed to members of the virtual patient group.

New telephone system

In response to feedback from patients, further work has been done with the telephone suppliers to tweak the new system to improve the patient experience. The new system does allow a huge amount of management information to be accessed. Patients may be interested to know that during February the practice received 11676 incoming phone calls! Of this number only 8.5% were missed from the queue and the average queuing time was 2 minutes and 40 seconds. The information also shows very clearly how much busier the

telephones are until 10 am so if your call can be made later, it is likely that it will be answered even more quickly. Sadly we have recently had some patients who have been very rude to members of our reception team on the telephone. The practice has a zero tolerance policy and asks that patients do treat the staff with respect as they are trying to help and are operating under protocols drawn up by the doctors. Should you have any concerns about your interaction with the reception team, the practice manager (Louise Walker) or her deputies (Jean Vickers and Lauren Davison) would be happy to help.

Mental Health and Young People

A leaflet has been created by the Charlie Waller Memorial Trust specifically to offer support and guidance to parents and carers of children with mental health problems. The leaflet is concise and straightforward and helps parents do something positive by guiding them where to find additional help and giving direct links to the best websites specifically aimed at parents. You will find the local leaflet at:

<https://www.cwmt.org.uk/somerset-only>

The Short Break Team

Inclusive school holiday activities for children and young people with a disability or additional need and who are aged 8-18 years can be accessed through Somerset Direct (0300 123 2224). Family days out can also be sourced and you do not need to be referred to this service if you have a child or young person in your family who has one or more of the following:

- A disability
- Requires special educational needs support
- Is in receipt of Disability Living Allowance

Fit for my future

Some patients may have attended the recent consultation events held across Somerset by the local Clinical Commissioning Group. From October – December 2018 the CCG team travelled across the county, talking with hundreds of patients, staff and stakeholders to listen to their views. By clicking the link below you will be able to read of the

engagement activity which took place and the views that were put forward:

https://www.dropbox.com/s/0ph1a4ndww6s9wf/FFMF_engagement%20summary_28pp_JAN%2023.pdf?dl=0

The Fit for my Future team are now currently looking at the criteria that should be used to reduce the long list of possible options down to a short list of proposals for public consultation in the autumn of 2019. To find out more about the criteria being considered you can view this short film

<https://youtu.be/VrH0oKIBs5I>

Health Campaigns

Current NHS health campaigns include two new 'Help Us to Help You' activities focussing on NHS111 phone and online service and Pharmacy Advice which encourages people to see their local pharmacist 'before it gets worse'.

CQC Inspection

Our previous CQC inspection was requires improvement. We are doing our best to improve our rating. And due a re- inspection over the next few months.