

AVISFORD MEDICAL GROUP PRACTICE NEWSLETTER

Yew Tree Surgery



Middleton Medical Centre



Sponsored by The Friends of Avisford PPG

Charity Number: 1074882

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Issue 5

**PATIENT WELLBEING AND CANCER CARE EVENT
FREE EVENT**

Thursday, 17th October at Middleton Scout HQ

Shrubbs Field Middleton-on-Sea PO22 7SW

Starts 6.30pm

Welcome to the latest Avisford Medical Group newsletter produced and paid for by the Friends.

This is mostly about the surgeries, but the Friends play an important role in representing the patients.

The Friends are also the Patient Participation Group (PPG), and every GP practice is required to have a PPG.

A PPG is the mechanism by which practices consult on changes to services and working methods and gives feedback on performance through the **Friends and Family Test** and **I Want Greater Care** through which patients can submit their experiences from the interaction with the surgeries and staff.

For our part, as we get a lot of feedback from patients we meet, and through the website, we have regular meetings with practice staff to inform them of the feedback plus comment on future plans. We are here for you the patients and while we don't handle complaints, we do like to hear from you about things that have gone well and areas which might be improved.

Another role of the PPG is to maintain contact with other PPGs in West Sussex, more on this later – see page 6.

The Friends started life as a fund-raising group and over the years has bought many thousands of pounds worth of equipment not funded by the NHS. Our fundraising is mainly centred around the 50:50 club and the sale of books and cards. On the latter, I must thank Pauline Sayer who makes and gives the beautiful cards on sale in the surgeries.

Sadly, we recently lost Barbara Saunders a valued Committee member and the leading light in setting up the 50:50 Club. Her ready laugh and twinkling smile will be much missed.

Best wishes and keep well.

John Thompson MBE
Chairperson

Three ways to help us:

- **Join our 50:50 Club.** For £5.00 a month stand a chance to win around £100.00 a month. A similar amount goes to funding equipment asked for by the practice partners.
- **Come to our Patient Event Wellbeing and Cancer Care on Thursday, 17th October 2024 at 6.30 in the Middleton Scouts Hall.** There will also be an opportunity to meet staff from the surgery and get advice on health matters.
- **Tell us your email address** so we can send you details of events and seek feedback from you.

**The AGM of The Friends will be on 21st November at 3.15pm in the Elmer Café,
51 Elmer Road (next to The Beresford)
Middleton-on-Sea
ALL welcome**

Key messages from the Practice for us, the patients, to receive the best service possible.

- **Appointment process:**

Our reception teams collect structured information when you call. A clinician, usually a GP, will then decide how to best address your needs based on the information given. Patients are not required to call at 8:30am for this to happen.

- **Telephone answering:**

Please call the surgery and press 1 for appointments or 2 for enquiries. Press 0 when offered the chance to request a call back and confirm the number you wish to be called on.

- **Pharmacy First:**

Most pharmacies can help you with seven common conditions without needing a GP appointment:

- Sinusitis (adults and children aged 12 years and over)
- Sore throat ((adults and children aged 5 years and over)
- Earache (Children aged 1 year to 17 years)
- Infected insect bite ((adults and children aged 1 year and over)
- Impetigo ((adults and children aged 1 year and over)
- Shingles (adults aged 18 years and over)
- Urinary tract Infection (women, aged 16 to 64 years)

- **New Registrations – temporary list suspension:**

The Practice has undertaken a temporary list suspension. This means that we will not be registering new patients at our practice.

This decision has been taken to enable the maximising of care for our current patients at a time of a national GP shortage.

We will continue to register:

Newborn or adopted babies of parents already registered at the Practice who are still living within our boundary.

First degree relatives of patients already registered at the Practice who are living at the same address as registered patients and are still living within our boundary.

For assistance with finding a GP Surgery in Sussex to register with, please contact the NHS Sussex GP Allocations Teams by email sxicb.gpallocations@nhs.net stating the full names of everyone who needs to register, and your full address, including postcode or you can call 0300 140 9855. The team will provide you with the available practice options and arrange for an allocation if necessary.

A day in the life of – a member of staff or Q&A

- Name – Marion Brewer
- What is your role – First Contact Paramedic
- **How long have you been doing it and what did you do before?**

4 years in General Practice, prior to that I worked (and still do) in the Ambulance Service, and have done for 20 years. I am also a Counsellor. My role in General Practice is to assess and manage minor illnesses. This could be an acute cough, earache, skin complaints and other conditions that are of a minor or acute nature. I also work with some patients who are struggling with their mental health where I will often signpost or treat as appropriate. As well as this, my work includes the regular monitoring and care of patients within our aligned care/nursing homes as well as the organisation and administration of vaccinations in these homes.
- **What is the best part of your job?**

The best part of working in the surgery is being in a supportive environment and working with a team of people who are kind and respectful. I also enjoy meeting different people, being able to help and support patients with their concerns and with their specific care needs. Listening to patients and collaboratively working towards the best care plan, managing patient expectations and finding the right course of treatment and management.
- **If there was one thing you could change in the NHS, what would it be?**

I feel very passionate about the general care that patients receive. I know that the resources within the NHS are stretched and sometimes things take longer than we would like, which is frustrating for both patients and clinicians alike. One area that I would focus on changing would be the care that patients require in the community when they are approaching end of life. I feel passionate about respecting patient wishes surrounding their specific future care planning goals. Unfortunately, due to the lack of resources at times, it is not always possible to uphold a patients' wish to remain at home during the end-of-life phase, due to insufficient resources or packages of care. I wish I could change this.
- **What do you do to relax?**

Relaxation is key in supporting my physical, emotional and mental health. When I am not busy in the surgery, I enjoy spending time with my family, whether that be a shopping trip followed by a meal out (that I have not had to cook!) or going for a walk or a bike ride. I also enjoy periods of alone time where I can reflect, practice mindfulness and recharge.

- **Key people in the practice**

- **Partners** – Dr Tej Bansil, *Senior Partner*, Dr Mark Sidney, *Partner*, Dr Kasia Lisowski, *Partner*
- **Salaried Doctors** – Dr Georgeta Miu, Dr Victoria Beattie, Dr Louise Maillardet and Dr Sophie Kyaw-Win
- **Locums** – Dr Peter Speer, Ronnie Redstone - Paramedic
- **Clinical staff** - Nursing team of 8, led by Alison Richardson and made up of: Practice Nurses, Healthcare Assistants and GP Assistants

Plus:

- 3 Paramedics
- 1 First Contact Physio
- 1 Mental Health Social Prescriber
- 1 Mental Health Practitioner
- 1 Youth Emotional Support Worker
- 1 Clinical Pharmacist
- 1 Pharmacy Technician
- 1 Physician Associate.

- **Support staff** - 7 Administration Assistants, 9 Receptionists, 1 Management Team Coordinator, and 1 Prescription Clerk
- **Management Team** – Paul Lovell, Practice Business Manager, Nichola Gasston, Operations Manager and Hannah Sensier-Davis, Patient Services Manager.

FRIENDS OF THE AVISFORD MEDICAL GROUP

COMMITTEE (at September 2024)

Patron: Mavis Burton

- John Thompson MBE – Chairperson (Healthcare Liaison, 50:50 Club, Newsletter)
- Gill Henry – Treasurer (50:50 Club, Website and Social Media)
- Nicky Mills – Secretary
- Julie Oliver – (Newsletter, Books at Middleton)
- Angela Knight – Books at Middleton
- Lynn Kendall – 50/50 Club
- Anne Evans
- Tricia Unicombe (Books at Yapton Surgery and Health Liaison)
- Paul Kidd

If you would like to join the Committee, please let us know through our email address.

The West Sussex Patient Participation Groups Forum

There are over 70 GP practices in West Sussex and Sussex Healthcare needs to obtain information and feedback from patients. They do this in several ways including public events and targeted requests to particular patient groups. But they rely on the Forum to get broad information about the work of PPGs. For PPGs it is an opportunity to share experiences and particular information about keeping in touch with patients and the practices.

PPGs are at different stages of development: some like ours are well established while others have either had to restart after losing their committees or are just starting up. Relationships between PPGs and their practices vary, and some have very supportive practices while others are working largely unsupported.

The most advanced PPG is probably in Selsey, where they run a shop as there is limited competition and have a group of 'friends' who are particularly keen to do this. Most do the occasional event and produce a newsletter. Under the GDPR rules newsletters (minus any fundraising items) cannot be sent out to patients by practices. Practices can promote it on their social media and website pages but are not allowed to send patients a direct link.

For more information: <https://www.sussex.ics.nhs.uk/get-involved/>

The Regis Primary Care Network (PCN)

This is a group of six practices who are supported by Sussex Healthcare but operated by an independent company who provide a range of services (e.g. physiotherapy and women and children services). All the Practice Managers and PPGs sit on the Community Board. This Board besides getting information on services and giving feedback is very important as there are no other means of the PCNs getting patient input.

For more information and to access the services available through Regis PCN
<https://www.regishealthcarepcn.nhs.uk/>

Two other areas where we are active both as part of the PPG, but also on a personal basis, are the NHS Trusts and the Sussex Healthcare.

Sussex Healthcare oversee the management of our hospitals, community and mental health services. All the Trusts have foundation status which means anyone can become a member. The advantages of membership include invitations to member events, including talks by eminent consultants and the opportunity to ask senior managers questions along with access to NHS staff discounts.

Sussex Healthcare run events some are opportunities to comment on performance and developments. Go to the relevant websites for more information and to access areas and topics that might be of interest.

See the Friends website for links: <https://avisfordfriends.co.uk/>

This page is left intentionally blank so that you can return a paper copy of the back page with your responses to the opportunities offered

HELP US TO HELP YOU

If you would like to receive our newsletters and other information directly from the Friends

1. I would like to have regular Friend's updates sent to my email address:

My name is:

My email address is.....

Please note that email addresses will only be used by the Friends and not shared with third parties. They are held on one secure Computer and will not be shared without your permission.

2. I would like to have details of becoming a member of the 50:50 Club.

These are available on our website: avisfordfriends.co.uk OR we can send them by email or post:

Email address:

Name & address:

3. I would like to make a donation to the Friends of the Avisford Medical Group.

Please make your cheque payable to **The Friends of Avisford Medical Group** and deliver or send to:

The Friends of the Avisford Medical Group, c/o Middleton-on-Sea Surgery, Elmer Road, Bognor Regis PO22 7xx **OR** c/o Yapton Surgery, North End Road, Yapton BN18 0DU

4. Gift-Aid

If you are a U K taxpayer, The Friends as a registered charity can claim back the basic tax you pay to HMRC. If you are eligible and would like any donations to be increased by 25%, we can claim Gift Aid on your donations. Please sign and add your address below.

Name:

Signature:

My address is

If you have completed any part of this form, please either place it in honesty boxes (near the books) in either surgery or place in an envelope marked Friends and hand into reception in either surgery. Alternatively, you can email us at avisford.friends@gmail.com.