

Bishop's Castle Patients Group

working for patients

Newsletter 7 – Nov/Dec 2015

Keeping you up to date with Bishop's Castle Patients Group

Shropshire health

Future Fit delayed

The project known as Future Fit, looking at hospital provision across the county, was supposed to announce a preferred option for the location of emergency and acute hospital provision at the beginning of October. Unfortunately the Trust Development Authority – the first level of approval of investment decisions – has announced that it will not sanction any new investment until Shrewsbury and Telford Hospitals NHS Trust (SaTH, the body responsible for The Princess Royal Hospital in Telford and The Royal Shrewsbury Hospital) is able to demonstrate that its ongoing deficit of £16m+ can be eliminated. The effect of this is that the preferred option decision has not been made and the public consultation planned to start in December has been postponed by at least six months.

Rural Urgent Care Centres update

On the plus side, this does mean that the work on Rural Urgent Care Centres can now be developed properly in time for consideration within the consultation. Whilst we are disappointed at the delay to Future Fit, we believe that it gives more time to consider properly all the options with regard to local urgent care provision which is a crucial element of any revised hospital provision. To this end, BCPG was invited to attend a private meeting convened in October by Philip Dunne, MP, to discuss the situation and to re-establish a local health forum to help progress matters. BCPG will continue to work with other bodies on developing ideas for urgent care services in Bishop's Castle.

BCPG & Future Fit

It is our view that proposals being made by Future Fit are aimed at improving local health care and that any possible replacement of the two Accident and Emergency departments with an Emergency Centre and a network of Urgent Care Centres alongside a new Diagnostic and Treatment Centre could be beneficial to patients. BCPG is actively involved with ensuring that a positive

dialogue is maintained with Future Fit and we hope to see local developments soon. We update information on Future Fit regularly on our website and also organise informative meetings as appropriate.

CCG under 'special measures'

Whilst service continues as normal throughout the county, Shropshire Clinical Commissioning Group (CCG: the GP-led body that funds the majority of health services in Shropshire) announced in November that it has asked to be considered for being put under special measures as a result of the identification of a projected deficit for the year of over £10.6m. We understand that a turnaround team is being appointed which is intended to be in place until June 2016. We will continue to liaise with the CCG and NHS England to understand any implications of this situation.

Bishop's Castle Medical Practice

GP news

Dr Gardner now holds a 50% share of the Practice.

Dr Penney is currently on holiday but will be back at the Practice at the beginning of December. During November, to ensure that the number of appointments remains the same, Dr Gardner is providing extra appointments, Dr Morton is working here four days per week and Drs Griffin, Short, Bottomley and Last are providing one or two extra sessions per week. A rota is available on the BCPG website and is also posted on the two BCPG notice boards: at the surgery and outside the pharmacy. In addition, there is always at least one nurse practitioner available every day.

Staff news

We are pleased to be able to inform you that Gary Turner has recently joined as practice manager; Gary has a strong background in NHS administration and is already proving a great asset to the practice. There is also a pharmacist based at the practice one day per fortnight and she is helping with overseeing prescriptions.

Flu campaign

Flu clinics are being held every Monday and Thursday from 5.00 to 6.00 pm throughout November. No appointment is necessary but please report to reception on your arrival. You are eligible for a vaccination if you: are 65+; are pregnant; have certain medical conditions; are very overweight; are living in a long-stay residential care facility; receive a carer's allowance; are a main carer for an elderly or disabled person whose welfare may be at risk if you fall ill; are

a healthcare worker with direct patient contact; or are a social care worker. For more information please contact the surgery.

Appointments

If you need a same-day appointment, you will be offered an appointment with one of the nurse practitioners. Both Sr Isobel Sawyer and Sr Claudia Brown are prescribing nurses and are able to deal with a wide range of medical problems.

Electronic prescriptions

It is now possible to nominate a pharmacy to which your prescriptions will be sent electronically. You will need to nominate your pharmacy at your pharmacy and subsequently your prescriptions will not be available for you to pick up at the practice. You will still need to request repeat prescriptions via the practice, but you will be saved the need to visit the practice to collect the prescription itself and then take it to the pharmacy. Welsh residents should check with the pharmacy before completing the forms as there may be complications.

National GP survey

In a recent national, annual survey of GP practices run by Ipsos Mori, Bishop's Castle Medical Practice performed above the Shropshire average across more than 20 measures. The surgery's nursing staff achieved a 100% patient score. The doctors were not far behind with a 96% rating for time spent listening to patients and explaining tests and results. Reception staff also increased their performance with 95% of patients stating they found receptionists helpful or very helpful. We are delighted that we, as patients, are receiving such good service from our practice and we will continue to work with the practice to make further improvements and to achieve the practice's desire to become a 'centre of excellence'.

Full details of this survey are available online at www.gp-patient.co.uk.

BCPG

NHS Changes task group

This task group is still currently focused on Rural Urgent Care Centre provision: we hope that we will be able to report progress soon on our desire to establish local Urgent Care provision alongside planned care within a local health hub. Discussions are ongoing between the practice, Shropshire Community Health Trust (which runs Bishop's Castle Community Hospital), Shropshire Clinical Commissioning Group (CCG) and BCPG.

You might be interested to see <http://bcpg.org.uk/nhs-tracker/> for our regular news tracker which digests interesting NHS news articles from a variety of media sources.

Community Services task group

Compassionate Communities continues to visit a number of patients on a regular basis to provide companionship and conversation.

This task group is also the home of the Young Health Champions initiative and we are delighted that this is at last getting off the ground in Bishop's Castle: a number of young people are involved in several projects and we hope to be able to report more progress shortly.

Communications task group

The second annual meeting of BCPG took place on 9th July as highlighted in our May Newsletter. We were disappointed at the turnout this year, despite extensive publicity and an interesting range of speakers: we would welcome suggestions as to how we can increase numbers in the future. We are currently working on one or two new information pamphlets: please let us know if there are other pamphlets that you would find useful and we will do our best to publish them.

Other news

Dementia and Alzheimer awareness

David Latcham from the Alzheimer's Society attended a recent meeting of BCPG Steering Group and gave a very informative introduction to dementia issues. A dementia awareness morning took place in Bishop's Castle late in October, again organised by the Alzheimer's Society. If you are interested in, or affected by dementia we recommend visiting the Society's website at www.alzheimers.org.uk. We would be happy to help organise further sessions on dementia awareness if there is the call for this: please let us know if you'd like to be involved.

New out of hours (Shropdoc) contact number

Shropdoc – our local out of hours service – has recently changed its phone number to **0333 222 6655**: this is good news as calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and count towards any inclusive minutes in the same way as 01 and 02 calls.

Contact details

www.bcpg.org.uk

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