



Stubbington Medical Practice Newsletter

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OUR URGENT CARE TEAM

Our Urgent Care Team handle all the on the day urgent medical enquiries their list is open from 8am-11:15am & 2pm-5:15pm weekdays. Clinical safety is our priority so these times can vary depending on demand.

Last month (December 2022) our Urgent Care Team had 2,487 appointments which amounts to around 125 patients being seen by the team per day.

The team consists of Advance Nurse Practitioners, Sisters and a duty Doctor. On an average day there will 2 nurses and a doctor in the morning clinic and 1 nurse and a doctor in the afternoon clinic.

THE TEAM AND WHAT THEY DO

The practice has 2 Advanced Nurse Practitioners and 2 Nurse Practitioners who are senior health care professionals with additional training, qualifications and experience allowing them to undertake tasks once performed by Doctors. They are qualified to take patient history, assess symptoms, make a diagnosis and instigating treatment or referrals as required. All the nurses in the urgent care team are prescribers meaning they can issue prescriptions. You will most likely be contacted by one of our lovely nurses in the Urgent Care Team when you have been added to the daily list, as said above they are qualified to deal with minor illness and can prescribe medication such as antibiotics. If your condition is complex you will be added to the duty doctor list and the doctor will call you or you may be asked to come in for a face to face appointment that day.

Our urgent care team handle urgent medical enquires such as different types of infections, rashes, pain and swelling, ongoing coughs, sore throat and more. With the continued high demand on the Urgent Care Team we kindly ask patient with winter viral infections like common colds, coughs, sore throat and nasal congestion to self care and see a pharmacist before contacting the practice. Please see the back of this newsletter for information on these conditions as well as information on how long your symptoms may last and when to contact us. Antibiotics will not help colds, coughs, sore throat and nasal congestion and the symptoms will normally resolve themselves within 4 days to 3 weeks.

Our reception team will ask you for a brief description of your condition/symptoms, this is to sign post you to the correct team. The reception team is specially trained to effectively sign post patients and are governed by the same confidentiality rules as the clinicians. We ask patients please answer the reception teams questions and please understand that the team is specially trained to sign post patients to the correct clinician /service. This means that less clinical time is wasted and patients received the most effective care.

HOME VISITING TEAM

Our Coastal Primary Care Network (PCN) home visiting team includes an Advance Nurse Practitioner, 3 Nurse Practitioners, a Paramedic Practitioner and 2 care coordinators.

The team look after the housebound patients and the patients who live in nursing/residential homes for Stubbington, Brooklane and Lockswold surgery. They help our patients manage their chronic illnesses, as well as having daily urgent visits.

In November 2022 NHS Digital data released showed that our HVS team did the most home visits in Hampshire that month



STUBBINGTON MEDICAL PRACTICE PARTICIPATION GROUP

The Patient Participation Group (PPG) is a group of volunteers who represent the patients of Stubbington Medical Practice. There is the general group, currently of about 120 people, and a committee of 8.

What does the committee do? They meet with the Practice Management together with representatives of the Medical Practitioners every two months to discuss issues of the day related to the practice. We also bring to the table issues raised by members of the general group who are invited to contribute prior to a meeting. There are occasionally guest speakers i.e. in December 2022 there we had a presentation from Autism Hampshire.

Our membership tries to be representative of the patients that we represent so we are always glad to receive applications from folk who would like to get involved either as an overall group member or as a committee member.

If you would like to know more about the PPG then please contact us via the email address shown below or alternative please use the link on the Stubbington Medical practice web site.

Information regarding the PPG:- www.stubbingtonmedical.co.uk/pages/Patient-Participation-Group

Contacting the Patients Participation Group:- ppg.stubbington@gmail.com

GROUP SESSIONS - SAVE THE DATE!!

Saturday 25th March 10-11am - Health Benefits of Intermittent Fasting / Time Restricted Eating

Saturday 20th May 10-11am - Staying Healthy in Retirement - Heart, Brain (reducing dementia risk) & Bone Health. (Aimed at patients in their 50s-60s.)

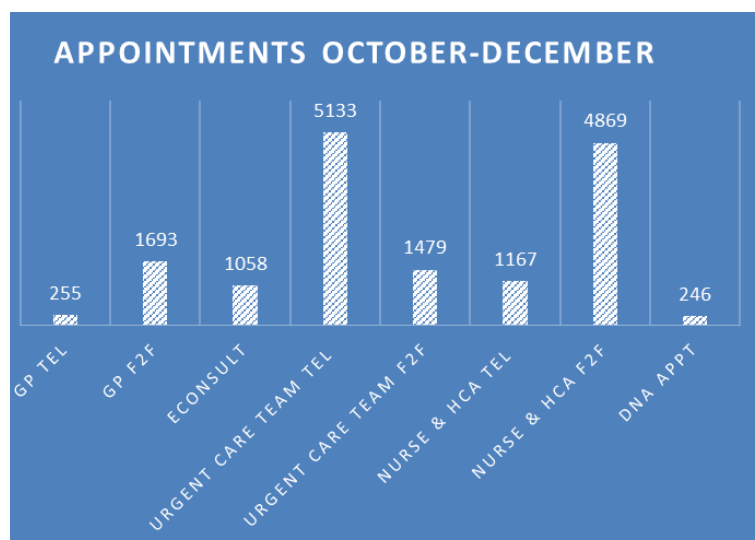


Thank you for the excellent feedback we received from participants at our previous session on Insomnia & Menopause. We would welcome any suggestions for topics to cover later in the year. Please send your suggestions to hiowicb-hsi.stubbington-admin@nhs.net

APPOINTMENT STATS

From the 1st October-31st December the practice has provided 13,423 appointments for patients. This includes 3,006 GP appointments and eConsults, 6,036 nurse and HCA appointments and 6,612 urgent care appointments.

Due to the strep A outbreak in December we had lower numbers of routine GP appointments as we had to convert the appointments into urgent care team appointments due to the unprecedented demand on our urgent care team and to prioritise patient safety.



Unfortunately the did not attend (DNA) appointments did increase this quarter, a total of 246. This number has increased by 105 (last quarters DNA appointments was 141). We kindly ask that patients cancel any appointments they cannot make, you can leave a voicemail on the phone system, email, cancel via reminder text message sent 24 hours before appointment or pop into the practice.

NHS Digital release appointment statistic for all GP practice in England. For November 2022 Stubbington Medical Practice was in the top 20% of practices in England for appointments booked per 1,000 patients.

AUTISM HAMPSHIRE ASSISTED APPOINTMENTS

Autism Hampshire has launched an innovative new project to help people with autism, ADHD, dyslexia and other neurodiverse disorders get the best out of health care services. They aim to support people with autism to access health services, addressing some of the difficulties that adults with autism can experience in getting the care they need.

WHAT IS AN ASSISTED APPOINTMENT?

As part of Autism Hampshire project our neurodivergent patients have support from Volunteer Access Health Assistants through the charity. The patient will need to register (forms are in reception) with Autism Hampshire. Once registered the patient can contact the charity and meet a Volunteer Access Health Assistants to help them with the below:

- ◆ Book their appointment(s)
- ◆ Sit in the waiting room
- ◆ Attend the appointment if required
- ◆ Debrief afterwards, helping them to process what the healthcare professional has said
- ◆ Visit the pharmacy if a prescription is issued

WHO CAN BOOK AN ASSISTED APPOINTMENT?

Patients with neurodivergent disorders (autism, ADHD, dyslexic ect) or suspected as many adult patients will be waiting over 2 years for a diagnosis from the NHS, are suitable for an assisted appointment. The patient will need to register with Autism Hampshire charity before they can book the appointment. Registrations form for the service are in reception, if you would like more information on the service please pop in or call the practice.

SELF CARE

Did you know? Antibiotics are not an effective treatment for winter symptoms such as a cough, cold, sore throat, flu or nasal congestion. These symptoms are caused by viruses and antibiotics only work against bacteria. If you take antibiotics unnecessarily then they may not work when you need them to treat a bacterial infection. Why not save yourself a trip to your GP and pop into your local pharmacy first for expert advice

Over the counter medicines are available to help relieve your symptoms. Speak to your pharmacist who can help you choose the medicine that will work best for you, advise you on whether you need to see a doctor and provide guidance on self-care and maintaining a healthy lifestyle.

How long will my symptoms last?

Cough	Cold	Sore Throat	Nasal Congestion
Up to 3 weeks	Around 1½ weeks	Around 1 week	Around 2½ weeks

What do I need to look out for?

Most symptoms of a **cough, cold, sore throat or nasal congestion** will normally get better between 4 days and 3 weeks and won't be a sign of something more serious. You can treat yourself better during this time without needing to see your GP, and remember antibiotics will **not work** for these symptoms. If however, you notice any of the signs below, speak to your pharmacist or call your doctor's surgery.

COUGH



Coughing up blood: You cough up blood for no obvious reason

Duration: Your cough is not getting better within three to four weeks

Chest or shoulder pain: In addition to your cough, you have chest and/or shoulder pain

Breathlessness: You also find it difficult to breathe

Weight loss: You're losing weight for no apparent reason over a period of six weeks or more

Voice changes: Your voice becomes hoarse for longer than three weeks, and the hoarseness persists after the cough has settled

New lumps or swellings: You notice new swellings anywhere in the neck or above your collarbones

Symptoms start after you've choked on something

COLD

High fever: You develop a high temperature (above 39°C), which can be a sign of a more serious type of infection

Confused: You're feeling confused or disorientated

Chest pain: You notice a sharp pain in your chest

Phlegm: You cough up blood-stained phlegm (thick mucus)

Breathing: You find it difficult to breathe

Swelling: You notice a marked swelling of the glands in your neck and/or armpits

Duration: Your symptoms last longer than three weeks

SORE THROAT

Duration: Your symptoms are no better after two weeks

Frequency: You have frequent sore throats that do not respond to painkillers

High fever: You have a persistent high temperature over 38°C for more than three days that does not come down even if you take ibuprofen and/or paracetamol

Glandular fever: A sore throat that doesn't get better

within 10 to 14 days or that gets worse rather than better may suggest glandular fever

Breathing: You find it hard to breathe in, and your throat feels like it's closing up

Drooling and swallowing: You're drooling and find it difficult to swallow – this is an emergency

Severity: Your pain is severe and does not respond to over the counter painkillers

Voice changes: Your voice becomes muffled

Fluid intake: You find it difficult to drink enough fluids and become dehydrated

Effect on day to day life: Your symptoms are so bad that they severely affect your quality of life and prevent you from functioning normally

HIV/AIDS or other causes of reduced immunity: If you suffer from a sore throat and have a deficient immune system because, for example, you have HIV/AIDS or you take certain medication (such as chemotherapy, high dose steroids disease-modifying anti-rheumatic drugs, or a drug called carbimazole)

NASAL CONGESTION

High fever: You develop a high temperature (above 39°C), which can be a sign of a more serious type of infection

Confused: You're confused or disorientated

Other medical conditions: You're at high risk of complications because you suffer other medical conditions

Facial pain: You suffer severe pain or discomfort in your face

Green/yellow fluid: Your nose produces lots of thick green/yellow fluid

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