

The Harbour Medical Practice *Patient Participation Group's* Newsletter

Issue no.11

Winter 2020

The Patient Participant Group works with practice staff and doctors to help meet patients' needs and improve the practice

Welcome...

... to the return of our regular newsletter to keep patients up to date with practice news and local health and social care services.

The newsletter is a joint venture by practice staff and the practice's Patient Participation Group (PPG). The group works with the practice to help meet patients' needs and improve the practice.

New PPG members are welcome. If you'd like to know more about the PPG or have any queries, suggestions or concerns about the practice or local health services you'd like to raise with the PPG, don't hesitate to contact us – by letter care of the practice or email janicewingett@greenwichhouse.co.uk or randcdobbs@gmail.com

Suggestions for future newsletter articles are also welcome and should be sent to Madeleine Mayhew, email maddymayhew12@gmail.com

Kind regards

Janice Wingett and Richard Dobbs
Co-chairs, Patient Participation Group

Christmas Jumper Day



Practice staff and PPG members participated in Christmas Jumper Day on 13 December, offering hot drinks and cakes to patients and raising £151 for Children in Need, Save the Children and Macmillan.

'Thank you' to all who gave a donation for these good causes. The practice is also collecting items for the local food bank.

Practice News

Staff changes

Lina Cahill has changed roles from practice manager to business manager. Her predecessor Katie Summerbell has been re-appointed practice manager.

East Sussex flu rate spikes by over 140% in a week

This winter's influenza outbreak is taking hold locally, with GP consultation rates in East Sussex for flu-like illnesses rocketing by almost 143% in just one week in December.



If you're eligible for free flu vaccine but not had it yet, please contact the practice. The flu vaccine is available on the NHS for adults and children who are considered 'at risk' as well as children aged 2 to 10 years old on 31 August 2019.

Flu symptoms come on very quickly and can be a very unpleasant illness with symptoms including

fever, stuffy nose, dry cough, sore throat, aching muscles and joints and extreme tiredness, which can often last several days.

Flu can't be treated with antibiotics - it is caused by viruses and antibiotics only work against bacteria, not viruses.

If you do get the flu, you will get better more quickly if you:

- get plenty of rest and sleep
- make sure you keep warm
- take paracetamol or ibuprofen

- drink plenty of water to avoid dehydration.

A pharmacist can also help with flu, offering treatment advice and recommend flu remedies, and give guidance on giving medicines to children. You don't need an appointment to see a local pharmacist and most have private consultation areas, and will say if you need further medical attention.

Online consultations: a new way to get expert help and advice 24/7

The Harbour Medical Practice is helping to pioneer a new online consultation scheme via its website. Engage Consult will give patients quicker access to expert help and advice 24/7.

The practice became a local 'early adopter' of the new service in December. Engage Consult works as follows:

Step 1: Visit the practice website via PC, tablet or smartphone.

Step 2: Click on the Engage Consult logo or, if registered at the practice for patient-facing services, log in securely and select Engage Consult.

Step 3: Either choose to consult with your GP about a medical problem, send a message about an administrative issue or explore self-help resources.

Step 4: If you wish to consult about a medical problem, you will answer a series of simple questions about your symptoms. Questions asked take into account previous individual patient answers.

Step 5: A well-structured, easy to read report is sent securely to the practice and used by the clinician to choose the best course of action: see patient, phone with advice, refer or prescribe.

Every problem / query sent to the practice via Engage Consult will be triaged with administrative queries directed to support staff and medical issues assessed by a clinician and prioritised accordingly. Patients assessed as needing advice or treatment from a GP will receive a response by the end of the next working day.

GP practices offering Engage Consult have found that approximately two thirds of online consultation requests can be dealt with remotely, without patients having to come into the practice, freeing up GPs' time to see people who need their help most.

"Engage Consult is another option for our patients to get help and advice more quickly than if they had to wait for an appointment – which might not even be necessary," says Dr Adoki, the practice's senior partner.

He adds: "Along with other practices – locally and nationally – demand for GP appointments is increasing. Engage Consult is one of ways technology can improve patients' access to services and the efficiency of our clinical and admin staff."

If you would like information about the practice's online services or would like help to register, look out for details of drop-in access sessions being run by the Patient Participation Group 17-22 February. The sessions will be advertised in the practice nearer the time.

Launch of video consultations



Patients are now also able to book video consultations with a GP seven days a week via the LIVI app on their mobile phone or tablet.

Appointments are available from 4pm to 8pm from Monday to Friday and from 8am to 4pm on Saturday and Sunday.

The doctors you can see through LIVI are all General Medical Council certified GPs who work part-time with LIVI and part-time with their local GP surgeries in England.

All GPs have also been trained to provide the best possible care through video meetings on the platform. They are able to give medical advice, issue prescriptions which are sent to a local pharmacy, or refer you to other services or specialist if they think you need to see them.

To book a video consultation:

- download the LIVI app, which is available from the AppStore and Google Play, then sign up and select your existing GP practice
- book an appointment at a time that works best for you, from minutes in the future up to 7 days ahead
- provide some information about your symptoms, with the option to include photos to help the GP with their diagnosis
- when your appointment is due to start you will get a call from a GP via the app.

You can book an appointment for children aged 2-16, book appointments in a language other than English, and even book appointments when abroad.

Your data matters to the NHS

Information about your health and care helps the NHS improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: nhs.uk/your-nhs-data-matters

If you have any questions about the information the practice holds about you:

1. Contact the practice's data controller via email at: admin.harbourmedical@nhs.net
2. Write to the data controller at The Harbour Medical Practice, 1 Pacific Drive, Eastbourne BN23 6DW
3. Ask to speak to the practice manager.

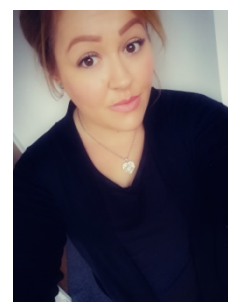
Who's who in the practice: The one-minute interview... ...Angie Dupreez, reception lead

How long have you worked at the practice?

I will have worked here at the Harbour Medical Practice two years in March.

What are your main duties / responsibilities?

I am responsible for managing the reception team, ensuring the smooth and efficient running of the reception. I am also responsible for overseeing the efficient running of



the appointments, prescriptions, test results and telephone lines. Under my umbrella I am also partly responsible for health and safety and work closely alongside the office and practice managers with this.

What do you enjoy most about your job?

Every day is different. I enjoy working with the clinicians and the patients and working in a GP practice is very demanding.

Are there any challenges?

Every job has its challenges, however with a positive attitude there is not really anything that a person can't overcome.

What do you enjoy doing outside of work?

Spending time with my two boys, starting the New Year afresh by going to the gym – how long that lasts is to be seen 😊



Update by Dr Adoki

Primary Care Networks have been established across Sussex as part of wider changes in the local NHS, including the merger of the East Sussex clinical commissioning groups (CCGs)* planned to take place by 1 April 2020.

With the new East Sussex CCG covering a bigger area, the key aim of the networks is to keep a clinically-led focus on very local populations.

Our practice is in the East Eastbourne, Pevensey and Polegate Primary Care Network (PCN) together with Downlands Medical Centre, Manor Park Medical Centre, the Sovereign Practice and Stone Cross Surgery. I have been appointed this network's clinical director.

Within the network, the GP practices and community teams are working together to better meet the needs our local patients, such as extended access to primary care services. Practices are also looking at ways to provide 'back office' functions more efficiently in terms of time and resources.

There are no plans to merge local practices – we all want to keep our 'local identity' – but by working together in this way we will be better able to address the challenges faced by general practice for the benefit of our patients.

I wish you all the best possible health and wellbeing in 2020.

*The current East Sussex CCGs are: Eastbourne, Hailsham and Seaford; Hastings and Rother; and High Weald Lewes Havens.

The Voice of the Patient Participation Group

Just as the practice is working with others through the new primary care network, the PPG is exploring co-ordinating with other local PPGs in addition to responding to requests for support from practice staff, such as for October's Saturday flu vaccination clinic, helping patients register for online access and supporting charity fundraising events.

Other issues discussed at recent PPG meetings have included: preparations for the new online consultation services; health awareness information days; medication reviews; and repeat prescriptions.

New PPG members are needed. We meet every other month with practice staff to discuss current issues and future events. We are also keen to hear from more patients about their experiences of using the practice and any thoughts about how it could be improved. See page 1 for information about how to contact Janice Wingett, or Richard Dobbs who co-chair the PPG.

Local NHS and social care news

Time to make your nominations in the People's Choice Award

Members of the public are being asked to show their recognition for a team or an individual member of staff at East Sussex Healthcare NHS Trust who they think should be recognised for the outstanding care they have given to themselves, a close friend or relative by nominating them for a People's Choice Award.

Nomination forms are available around trust sites and on the trust website. The People's Choice Award will be presented at the trust's Annual Pride of ESHT Awards event in June and nominations need to be made by **31 March 2020**.

Norovirus – please don't help pass it on

It is not uncommon at this time of year for people to get Norovirus (diarrhoea and vomiting). If you experience symptoms of diarrhoea and vomiting and feel unwell with gastrointestinal symptoms please don't help pass them on.

Stay at home and drink plenty of water. More importantly please DO NOT visit friends or relatives in hospital until you are free of symptoms for at least 48 hours. Failure to do this increases the risk of spreading the infection to patients and staff in hospital.

Important changes to the Sussex Mental Healthline

The way people access the Sussex Mental Healthline, the telephone service offering support and information to anyone experiencing mental health problems, is changing.

What you need to know:

- From Tuesday 25 February 2020 people should call 111 to access the mental healthline. This is the general NHS number people call when they need urgent medical assistance.
- Although the number is changing the same service will be available.
- Callers dialling 111 for the Sussex Mental Healthline need to ask to be put through to the Sussex Mental Healthline.
- The existing Sussex Mental Healthline number – 0300 5000 101 – will not be switched off when the change happens on Tuesday 25 February. People who do call this number will be automatically diverted to 111 to ensure they can still access the service if they are not immediately aware of the new number
- The current Mental Healthline team will more than double in size, making it easier for people to get support.
- The expanded team will include registered mental health professionals, who will be able to help people access urgent support where needed.
- It will be available 24/7 across the whole of Sussex.
- Calls will now be free; the 0300 number was charged at the local standard rate.

Produced by the Patient Participation Group, Harbour Medical Practice
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**If you would like a copy of this newsletter in large print, email
admin.harbourmedical@nhs.net**