



*The Newsletter of the Patient Participation Group  
of the Riverside and Courtyard Surgeries Partnership  
(Albion Medical Group)*

*Issue 5: Autumn 2017*

*Editor: David Phillips*

*Dear Riverside/Courtyard Patient*

**Welcome** to the fifth issue of LINK, the newsletter of Riverside and Courtyard Surgeries (Albion Medical Group) Patient Participation Group (PPG).

In October Riverside patients received notification that the practice had not been able to extend the lease on the existing premises and would have to move. Fortunately our sister practice at Courtyard has the capacity to locate both practices on their site and work has been progressing to complete an additional seven new consulting rooms there. Dr Davies comments further on this in his Senior Partner article.

I am sure you are aware that it has been a challenging few months financially for Horsham and Mid Sussex Clinical Commissioning Group which has led to their being placed in special measures by NHS England. Geraldine Hoban, Accountable Officer for the CCG, updated the Horsham and Mid Sussex PPG reps at a recent meeting and assured us that NHS England acknowledged many areas of strength and good practice in the services provided but was concerned about the financial deficit. To address this under the guidance of NHS England the CCG has implemented an ambitious recovery plan to deliver more cost efficient services. You can read more on this and how you can help by visiting: <http://www.horshamandmidsussex.nhs.uk>

Given the scale of the financial challenge facing the NHS the various sectors of our health and care services are working together to find solutions; but the NHS needs us to do our bit as well, so in late August PPG members from across Horsham helped to launch an initiative 'Help My NHS (You'll find details of how you can help elsewhere in this newsletter). If we all make an effort to use our health services resources sensibly and also take responsibility for our own health and wellbeing we really can make a positive difference.

Did you know that The Urgent Treatment Centre (UTC) at Crawley Hospital has been transformed as part of the plan to provide care for patients closer to home? This centre is a walk -in service - **OPEN 24 HOURS EVERY DAY OF THE YEAR** - which treats injuries or illnesses that are urgent but not life - threatening e.g. chest infections, broken bones, minor burns, minor head or eye injuries. For more information please go to [www.sussexcommunity.nhs.uk/utc](http://www.sussexcommunity.nhs.uk/utc). Closer to home the Minor Injuries Unit (MIU) at Horsham Hospital is open from 9.00am to 5.00pm Monday to Friday (excluding bank holidays) if you require help for an injury or wound that is not life-threatening.

Thank you to those patients who completed the GP Extended Access survey which was available online and in the surgery waiting rooms. Over 1000 patients in total gave valuable input and this information is currently being analysed with an initial report expected in a month or so. This will assist the CCG in making key decisions as to what services to commission to support the extension of GP services in the coming 12 months.

Finally I would like to inform you I will be standing down as Chair of Riverside & Courtyard PPG at the end of December. I have enjoyed watching our PPG develop over the last two years, having been actively involved since its inception. The committee has worked extremely hard to offer a two-way communication conduit which keeps you informed of the health services available and provided for you by Horsham & Mid Sussex CCG and our surgeries and also shares your feedback with them. I hope you feel better informed and that you also have a voice at the table. I would like to take this opportunity of thanking all of the committee members, the doctors and the practice staff for their time, effort and support during my time as Chair, and in particular David Phillips, whose knowledge and guidance have been invaluable to me.

*Evelyn Rock: Chair- Riverside and Courtyard Surgeries Partnership Patient Participation Group*

## **Message from the Senior Partner**

Over the past 12 months we at Riverside and Courtyard surgeries had been moving towards working as one organisation to the benefit of all our patients. As a result we have been able to create additional appointments so that if one surgery has no availability, patients can be seen at the other surgery. We have also been able to share resources and additional clinics have been run at Courtyard for the benefit of both surgeries.

As you will know from the various announcements we have made, Riverside's lease is due to expire and we are having to relocate. However, we are fortunate that Courtyard can accommodate us and there will be further benefits to patients in creating a larger practice. Nonetheless we are keen to maintain the feel and access that patients have been used to and our philosophy will be 'big enough to manage but small enough to care'. Indeed the best possible patient care will always be our primary concern. I am confident that the new joint surgery will ensure that we are better placed to manage the challenges that general practice will be facing over the years ahead.

Many Riverside patients have understandably asked when the move will be taking place. Our original statement about this suggested that this would be prior to Christmas. However, this is now unlikely as certain contractual difficulties have still to be fully resolved. Those of you who have had experience of selling and buying residential property will understand that moving can often be a complex business and that unforeseen obstacles often crop up. Hopefully the situation will be fully resolved over the next few months and as soon as we have firm dates we will notify you through surgery notices, text messages, emails, our website and more public announcements. We are keen not to let the delay disrupt any of the services we provide. However, do let me know if you have any difficulties accessing the services that you are used to. Thank you for your forbearance while we make these transitions.

As you may know, Evelyn Rock, the Chair of the Riverside and Courtyard PPG for the last two years, is standing down at the end of the year. You may well have met her in one of the practice waiting rooms when she's been updating the display boards or chatting to patients. Evelyn has been instrumental in the setting up of our PPG and has devoted many hours developing it to ensure that our patients are not just informed about the two surgeries but also about broader issues in the locality. On behalf of both Riverside and Courtyard practices I should like to thank her very much for all her hard work and for the enthusiasm she has displayed in creating a vibrant PPG.

*Dr Matthew Davies*



## **Surgery News**

### **CQC Re-inspection**

Following our initial CQC inspection on 17 January 2017 Courtyard surgery was re-inspected on 24 August. During this visit there were two inspectors, a lead inspector and a practice manager, who spent half a day with myself to discuss the three administrative areas which required improvement: adopting a more robust system for monitoring prescription forms; developing a more robust system for maintaining records and outcomes (e.g. significant events, safety alerts); ensuring all staff records are up to date (e.g. training, induction). All actions that we were required to carry out had already been completed and implemented and I am pleased to say that the outcome of this visit resulted in the surgery being awarded an overall rating of GOOD.

## **Courtyard - A Training Practice**

I am happy to announce that Courtyard has been designated as a Training Practice, which means that the surgery is officially approved to teach and train GPs, nurses and medical students with a view to enhancing the quality of medical care. To achieve this status the practice had to provide good examples of both clinical care and of management. The training function will be overseen by Dr Sadhana Brydie.

### **Staff news:**

- Dr Joanna Skipp joined on 12 September 2017 as a qualified GP returning to work in General Practice and is based at Courtyard Surgery for six months working on Tuesdays and Wednesdays.
- Dr Jessica Loft joined on 4 August 2017 as a first year GP trainee and is based at Courtyard Surgery on a four-month placement under the supervision of Dr Sadhana Brydie, working on Mondays, Tuesdays and Fridays.
- Jackie Watson joined on 23 October 2017 as a Reception Manager working at Courtyard Surgery on Mondays, Tuesdays, Thursdays and Fridays.
- Audrey Okyere joined on 5 October 2017 as a Physicians Associate Student and is based at Courtyard Surgery under the supervision of Dr Sadhana Brydie. Her role will involve supporting the doctors in the diagnosis and management of patients. As a student with us Audrey will learn to: conduct consultations, examine patients, undertake procedures, diagnose & treat conditions.

These new appointments will again considerably strengthen the staff team so please join me in welcoming all of them to the organisation.

## **NHS Choices**

Please visit the NHS Choices website to post your views on our surgeries. We strive to provide excellent care and access and your feedback will help us to achieve and maintain this. Visit: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

## ***Vikash Malde: Practice Manager***



### ***Health Hints from Dr Patel***

As our beloved British winter approaches, we will unfortunately be sharing rather more than the upcoming season's greetings amongst each other - unwelcome visitors will be crashing the party in the form of



.....bugs!!!

## **Children**

Young children in nursery and at school can be expected to bring home infections. In most cases these infections will be viral and antibiotics will be of no use. In fact in many situations there is actually little that we as GPs can do to help - viruses just need time, rest and good fluid intake to support the body's natural immune response in doing its job. However, to help recovery along its way, medication such as Calpol or Nurofen can be useful to control fever and aches/pains. Whilst we support the use of this type of self-management, if you do have a concern we would prefer you seek help from your GP. Warning signs include rashes which do not fade on pressing (the well-known 'glass test'), a temperature above 38 degrees Celsius which refuses to come down despite medication, drowsiness, dry nappies, and the child refusing fluids. **If your child is at least two years- but less than four years-old, have they had their winter nasal flu vaccine? Please ask our reception for further details to see if your child is eligible.**

## Winter Tips for All

- Stay wrapped up warm when out and about
- We do not generally recommend isolating children with general viral ailments, but you can always get advice from the GP if in doubt. Please be aware however, that nurseries/schools may have their own criteria and sickness rules, and may ask you to keep your child away until they are better
- Maintain good hand hygiene to try to reduce the spread of germs
- Maintain a good balanced and healthy diet to keep your immune system nourished and strong
- Coughs and blocked noses/sinuses respond brilliantly to steam therapy
- If you are over 65 or in an eligible 'at risk' group, you should have received notification from the surgery about having a 'flu jab. If you have not yet had one and believe you fit criteria, please do contact reception
- If you are over 65 you can also have a pneumonia jab and this is generally a one- off vaccine; a shingles vaccine is also available now for eligible groups in the 70-79 age range - please consult the surgery for more information
- Winter ailments put additional pressure on the surgery and may mean appointments are more difficult to arrange. So if you feel your problem is non-urgent, you can also seek online advice from sources such as 'NHS Choices' to see if this can assist you - <https://www.nhs.uk/pages/home.aspx>
- If you are unwell in the evening, at night or the weekend, you can get good advice by ringing the 111 service; you should also consider visiting the Urgent Care Centre at Crawley Hospital which is open 24 hours-a-day, every day. The A & E Dept at East Surrey Hospital is for patients requiring emergency care for serious and life-threatening conditions - e.g. people with chest pain or blood loss or who are blacking out or choking.

## Physiotherapy Self-Referral Update

The Musculo-Skeletal (MSK) self-referral initiative which was launched at Horsham Hospital in June has proved to be a great success with excellent feedback from patients and staff. Self-referral commenced in Horsham with a two-stage launch involving Park, Courtyard and Riverside Surgeries. Between the launch and the end of August 532 self-referrals were received, representing 29.4 per cent of total referrals (i.e. from all sources) for the period. Since the launch the unit has maintained their waiting times for consultation to less than a week for priority patients and four weeks for patients with routine conditions.

Further details can be found on: <http://sussexmskpartnershipcentral.co.uk/physiotherapy/self-referral>

## Help My NHS

Horsham and Mid Sussex CCG's campaign 'Help My NHS' has identified a number of areas where the public and patients can help alleviate the pressures on our National Health Service. These include:-

- Acknowledging that A&E exists to save lives and only going there in an emergency. Otherwise seek advice from NHS111 to access appropriate services and use the Minor Injuries Unit at Horsham Hospital or the Urgent Treatment Centre at Crawley Hospital
- Using our local pharmacies for advice on minor ailments, medicines and prescription reviews, healthy life styles and wellbeing advice
- Not asking for a prescription for medications we know we can buy over the counter
- Keeping or cancelling an appointment made with your GP rather than just not turning up

Further information on 'Help My NHS' from <http://www.horshamandmidsussexccg.nhs.uk/get-involved/helpmynhs/>

## Blood Tests (Phlebotomy)

The extended hours of 08.00-15.45 Monday to Friday introduced earlier this year for the Phlebotomy (blood test) clinic at Horsham Hospital have reduced the incidence of patients having to queue or stand although it's best to avoid the 8.00-10.30 period if possible. The service is recruiting new staff to minimize any disruption caused by sickness. Courtyard and Riverside patients can continue to get a blood test at Courtyard practice. Please contact the Reception team there to make an appointment.

## 'Creating a Healthy Horsham' Seminar

On Thursday 21 September Horsham Locality Patient Group, which is chaired by Riverside/Courtyard PPG committee member, David Phillips, organised a seminar on the subject of 'Creating a Healthy Horsham'. The event, held at Horsham District Council's Park House offices, was supported by Horsham and Mid Sussex CCG, HDC and West Sussex Association of Local Councils. An audience of some 50 delegates comprising patients, councillors and voluntary organisation and health service reps received presentations on 'The State of our Health', 'Local Health Service Improvements - a Horsham Focus', 'Public Health in West Sussex' and 'Health and Wellbeing - What We Know, Recommendations and Solutions'. These were well received and stimulated lively Q and A sessions.

## Tailored Health Coaching

Tailored Health Coaching has been introduced in Horsham and Mid Sussex. The coaching is aimed at people who are aged 18 plus and who are living with long-term conditions or with mental health conditions. The scheme offers a telephone-based coaching service that helps patients to identify behaviours that can have a positive impact on their health and wellbeing and encourages them to take more responsibility for and manage their own health. Programmes are tailored to individual needs with goals that are achievable and sustainable and are based on four to twelve sessions of 20 to 60 minutes. Self-referrals are now being introduced so for more information contact the THC team on 0330 222 6925



### Keep yourself informed:

There are many ways in which you can keep informed about health matters. Below you'll find details of two organisations which actively encourage you to participate and which will regularly update you on their particular health & well-being activities.

**Horsham Wellbeing:** [www.horshamdistrictwellbeing.org.uk](http://www.horshamdistrictwellbeing.org.uk) is a FREE service offering friendly information and advice about a range of health and well-being issues for people living or working in the Horsham district. Wellbeing advisors can provide one-to-one support and help and advice on: losing weight, stopping smoking, healthy eating, being more active and emotional wellbeing.

**NHS England - In Touch** is voice for patients and the public. NHS England distributes a twice-monthly patient bulletin, In Touch, updating readers on what is happening within the NHS, highlighting events which you can attend and identifying research projects you can participate in if you are interested. To receive these monthly bulletins please go the website below and enter 'In Touch' in the search box.

[NHS England <bulletins@england.nhs.uk](mailto:bulletins@england.nhs.uk)



### Partnership Pleasantry

An old man goes to see his doctor. 'Well,' says the doctor 'it's a long time since you've been to see me.' 'I know,' says the old man 'I've not been well.'