

# The Coleridge Medical Centre

## Newsletter Summer Edition



### IT'S OFFICIAL—WE ARE RATED AS GOOD

As a result of a recent inspection by the Care Quality Commission (CQC) we are delighted to have been awarded an overall rating of good in all the population group ratings and in the five service domains - safe, effective, caring, responsive and well lead.

The inspection report summarised that we provide evidence based, effective and appropriate care, treat patients with compassion, kindness, dignity and respect, we have an appointment system that is easy to use with access to care when needed and there is a strong focus on continuous learning and improvement. The report highlights an area of outstanding practice to increase the uptake of flu vaccinations.

We would like to extend our thanks to staff and colleagues for their loyalty and commitment and to our local community for their continued support.

The full report is available to read on the CQC website ([www.cqc.org.uk](http://www.cqc.org.uk)) or via our website at [www.coleridgemedicalcentre.co.uk](http://www.coleridgemedicalcentre.co.uk)

### CONSULT WITH OUR GPs ONLINE

**Not sure what to do or who to see?**

**At work or on the move and can't get to speak to your doctor?**

**Difficulty using the telephone?**

**Do you have internet access?**

eConsult provides an online portal where you can self-check your symptoms and receive on the spot medical advice 24/7 or consult online with one of the GPs here. You can even upload a photograph! The service can be accessed via our website.

eConsult has been designed to alert you to any serious signs of critical illness that require immediate medical intervention. The online form will respond to you in real time to capture your symptoms and advise accordingly. eConsults are sent securely to the practice administration team who add them to the GPs workflow. We aim to provide a response by no later than 1830 the following working day.

In some circumstances our patient advisors will ask you to complete an eConsult online. This is to capture all the information required to help the doctor decide on the best course of action.

Over 600,000 patients now have access to eConsult across Devon with numbers growing each week. We are very pleased to be part of this project (initiated by NEW Devon CCG) and we hope you will find this service a useful.

### Mission Statement

We aim to provide a safe and friendly atmosphere to enable members of our community to achieve and attain optimum levels of health.

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## Lions—ECG Machine

Honiton & District Lions recently presented us with a new electrocardiogram (ECG) machine . The ECG device enables clinicians to carry out one of the most common heart tests. The quality of the printouts has greatly improved and can now be integrated directly into our clinical system so that GPs can have direct access to it and it can be sent on to the hospital if required.

We are delighted with the additional benefits and improvements this machine delivers and we would like to thank the Lions for their support.

## Are you a Carer?

The new Devon Carers service launched on 1st May 2018. The new web site is at [www.devoncarers.org.uk](http://www.devoncarers.org.uk) where you can get information and updates any time. Local carers support group meets at The Station, Ottery St Mary and our local Carers Support Officer, Julie Austin , can be contacted on 08456 434 435.

Please let us know if you are a carer. We are very keen to look after the hidden army of unpaid carers out there in the community so please do not hesitate to come forward and make yourself known to us as a carer.

## Getting the Best out of 10 Minutes

### Feeling rushed? 10 minutes not long enough?

Here are some tips that you help you get the most out of visiting your GP.

**Is your issue urgent? Do you need to see a specific GP?** Is it important you are seen quickly or would you rather wait for an appointment with a particular GP? If you have a long-term illness would you benefit from seeing a GP who knows your history personally?

**Take notes to help you.** Before you see your GP be clear in your own mind what you want to say. Make a note of your symptoms, worries and any questions you would like to ask.

**Many problems? Book a double appointment.** If you have a number of issues to discuss book a double appointment to give you more time to take them through. Mention them all at the beginning of the consultation so that you and your GP can prioritise what's important .

**Discuss important things first and stick to the point.** Make sure you tell the doctor about the important things first. Do not leave your main concern to the end.

**Not clear on treatment plan? Ask again.** Make sure you fully understand the next steps before you leave the room. If you don't, then don't be afraid to ask your GP to go through the plan again.

**Ask who to contact if you have more questions.** You may think of questions after your appointment. Find out who you can contact as well as any support groups that can provide reliable information.

**If you need support take a relative, carer or friend.** They can help you understand or explain.

**Unhappy? Ask to see another GP.**

**Could the Nurse Practitioner, Practice Nurse or Practice Pharmacist deal with your problem?** Please consider these as an alternative to making an appointment with your GP.

## Patient Information

**Annual Reviews for Long Term Conditions** — We have changed the way that we call patients in for their annual reviews and are now inviting patients in around the month of their birth. This is to avoid patients being invited in multiple times throughout the year. In the first year patients may be called in for an additional appointment which we would like them to accept while we bring birthdays and review dates in line with each other. **Coming soon—**

**Seasonal Flu Vaccinations** — We are heading towards that time of year again where we ask you to book in for your seasonal flu vaccinations . Look out for further information and dates in the latest news section on our website.

## Research

The Practice team continues to support research in the NHS. Some studies help to increase understanding of a health condition, while others investigate treatments. We are currently recruiting for the following research:

**Early Arthritis Study** - this involves having a blood test for a specific protein (antibody) which seems to be linked to rheumatoid arthritis. We have recently recruited our **60<sup>th</sup> patient** for this study.

**Pisces** - this local study hopes to find out more about back pain in young adults (age 18-45) and how this is managed.

**TriMaster** - this local study explores the effect of different treatments for Type 2 Diabetes on participants' blood sugar and weight.

**Renewed Online** - this new study will evaluate an online resource that provides lifestyle and wellbeing support for people who have undergone treatment for breast, colorectal or prostate cancer.

Your doctor or nurse may mention one of the studies to you, or we may post a study information pack, if you are eligible to take part. You can also find out more on the Practice website (click on the 'Research' link) or from posters displayed in the foyer/waiting area.

Many patients at this Practice took part in **Garfield-AF**, a large international study of atrial fibrillation. The project is coming to a close but you can see the findings so far at: <http://af.garfieldregistry.org/key-findings>

*Thank you to all of our patients who volunteer to take part in research. People usually report this is a positive experience, and their participation is really valuable, because it helps researchers find answers to important medical questions.*

### Success — Men's Health Matters Event

We held a very successful 'Men's Health Matters' event at Sainsbury's in Ottery on Saturday April 28th. We were supported on the day by Leisure East Devon and Men's Shed. A super turn out with lots of advice and leaflets were given out by all of the attending experts. We are hoping to hold future events so please keep an eye out for further information on our website, blog and posters in the town. Many thanks to all those who supported and attended this event.

### All Samples

#### ALL SAMPLES (sputum, urine and stool)

All samples that are handed in at reception need to be clearly labelled with your full name and date of birth and in an appropriate plastic bottle. These samples ideally need to be received by 12pm so they can be processed by the nursing team, ready for collection at 1pm if they need further analysis at the laboratory in Exeter.

A Patient Advisor will ask you to fill out a form to accompany your sample. If your details are incorrect or your specimen is not in a leak proof plastic container (not glass) we will not be able to process it. We may have to ask you to transfer your sample if it is in an inappropriate container or bottle.

Urine samples need to be filled to the fill line (any less and the lab may reject them).

If you have sent in a urine sample because you think you may have an infection then it is your responsibility to phone into the surgery for the result. Please phone in after 2pm on that day to see if your sample has been sent to the hospital lab for further testing. In the event of the sample being sent to the lab we ask that you call again after 48 hours to obtain a full result.

## Patient Participation Group

Our membership comes from locations across the practice catchment area including Newton Poppleford and Whimple. We aim to meet every six weeks at lunchtime.

We are lucky to have gained considerable support from the King's School Health Education Department and have regular Sixth Form Health Ambassadors represented. They are at present doing amazing work on mental health issues in young people. The sixth formers have also acted as secretary and helped greatly with the organisation of the Ottery Health Matters NHS Future event at the Institute which was held on 29th of June. The group liaised with other local health awareness providers such as the Ottery Help Scheme, LED and The Project. I have been lucky enough to visit the New Budleigh Health Hub and been involved with the Connect Project helping GP practices in our area make better use of modern IT and functional IT communications.

We try to have a positive outlook and help spread the word within our community on the many new ways our NHS and Health Centre provides care in a rapidly changing world of healthcare.

Shortly we will be working on and encouraging sensible health awareness and help the professionals work to get Ottery 'Fit' by helping spread information of the services available to help the population improve their general health. We would welcome new members especially to represent young families and the middle aged to improve our representation across the community. Skills in app development would be greatly appreciated to help us develop an Ottery 'Get Fit' app.

If you feel you could be an asset to the Coleridge PPG please give your name to reception or email me at [vennerlittlewell@btinternet.com](mailto:vennerlittlewell@btinternet.com) - **Tim Venner— PPG Chair**

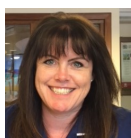
## Team Update

Congratulations to one of our Assistant Practice Managers Melanie Gooding nee Snow who got married in May. It was a beautiful day and a beautiful bride and we would like to wish Mel and her husband a long and happy future together. We have recently said 'goodbye' to one of our Nurse Practitioners Christine Hellier who has retired from nursing. Christine will fill her day with lots of cycling and gardening and we would like to wish her a relaxing retirement. We have welcomed a new Nurse Practitioner to the team—Tanya Cannon. Tanya joined in March from the Community Nursing Team and she is a much welcomed additional to our Nurse Practitioner service.

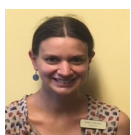
## Meet the Team



GP Team — Dr Nigel De-Sousa— Nigel likes spending time with his family and participates in a number of racket sports including squash and tennis.



Practice Nurse - Emma Blake - Emma has worked at the Coleridge Medical Centre for almost 10 years in her spare time she enjoys walking her dog Joey. Emma regularly bakes cakes — which are appreciated by all at the practice.



Patient Service Advisor —Stacy Wilson — Stacy has worked at the Coleridge Medical Centre for 5 years in her spare time she enjoys watching football and is a keen Exeter City supporter.