



Ship Street Surgery

Winter 2016 Newsletter

New Faces

There have been a number of changes in staff over the last year.

Dr Alistair Mackenzie retired after more than 30 years at Ship Street Surgery. He will be sadly missed by colleagues and patients but is apparently enjoying retirement to the full!

We congratulate Dr Elinor Flatman on becoming a partner.

We welcome **Dr Pavan Uppal** as a salaried GP who has a particular interest in dementia and domestic abuse.

We also said goodbye to **Dr Fiona Thompson** who completed her final year as a GP registrar in August. We wish her every success and happiness in her future career in Poole.

We welcome our new registrar **Dr Bhavneet Chawla** who will be completing her final year of GP training at Ship Street.

Melanie Wakeham also left Ship Street after 13 years as a practice nurse to concentrate on personal and lifestyle training.

We also welcome **Anna Puttock** as our new practice nurse and **Mary Nicholls** as our new Care Coordinator. Mary will be working alongside **Sandra Kent** who has also been appointed to this new role.

You may also see Medical students from Brighton and Sussex Medical School with Dr Flatman on a Tuesday.

Anna Puttock (Practice Nurse)

I graduated from Kingston University in 2012 with a Diploma of Higher Education in Adult Nursing. I started my career working in Accident and Emergency in Surrey, while completing a Degree in Adult Nursing. I then worked in acute care in Melbourne, Australia and was fortunate enough to see some of the world on my journey back home, (New Zealand was my favourite place!) I am excited to have moved into Practice Nursing and am really enjoying being a part of patient-focused care, within the practice. In my spare time, I enjoy exploring new places and am currently planning my first ski-trip...

Pavan Uppal (Salaried GP)

Dr Uppal went to medical school in Birmingham graduating in 2007. She moved back home to Surrey and completed her GP training.

She is interested in dementia care, domestic abuse and medical education.

Outside of work she enjoys spinning, baking and musical theatre.

Bhavneet Chawla (GP Registrar)

I grew up in Virginia Water, Surrey before starting medical school at Hull York Medical School in 2006. After completing my undergraduate training, I commenced working as a doctor in Milton Keynes and Oxford. After working for 2 years, I decided to complete a Masters Degree in Clinical Drug Development whilst continuing to work in the Accident and Emergency Department. I subsequently commenced my GP training in Brighton in 2014.

In my spare time I love to travel to experience different cultures and try new cuisines. I have enjoyed cooking since a child, and if I didn't become a doctor, I may have become a chef.

I am very excited to be part of team working in Ship Street Surgery. I look forward to an enjoyable year and hope to make a difference to the patients that I see.

It's Viral Season

When Should I worry about my Child?

Having an unwell child is frightening – when do you need to seek medical help?

Signs of serious illness in a child:

- **Excessive drowsiness.**
- **Difficulty breathing or rapid breathing.**
- **Cold or discoloured hands/feet + warm body**
- **Abnormal pains in arms / legs**
- **Abnormal colour pale / blue.**
- **Passing less urine than normal**
- **Dry eyes or mouth.**

What can I do to help my child ?

- If they have a fever / ear ache or sore throat give calpol / nurofen (they can be used together as long as the maximum dose is not exceeded)
- Encourage them to drink plenty
- If they have a sore throat with NO COUGH for more than 3 days see the GP.
- Ensure you child gets plenty of rest.
- Offer healthy snacks like fruit.
- Avoid smoking near your child

Colds are very common. Normal healthy children have 8 or more colds in a year.

Most children with infections do not get better quicker with antibiotics.

Most children seen with a cold, cough, sore throat or ear ache will still be unwell 4 days after they have seen the GP – this does not mean they need to be seen again or require treatment.

One third of children with a cough will still be coughing 2 weeks later. This does not mean they need treatment.

Fever is a normal response + does not harm your child.

With a cold young children often develop a “chesty cough” or “noisy chest” this is because they have small airways and thinner rib cages than adults – it is not always the sign of a chest infection.

Most children can go a few days without eating much.

Find out more: <http://www.whenshouldiworry.com/>, <http://patient.info/health/feverhigh-temperature-in-children>

Why not take antibiotics?

Using antibiotics when not needed makes bacteria resistant, making them more difficult to treat.

Evidence shows that most common infections get better without any antibiotic treatment in the same time period.

Antibiotics cause side effects, such as rashes, diarrhoea, vomiting + allergic reactions.

Antibiotics kill our own good bacteria which we need to protect us.

Flu Jabs

Flu Jabs are now in stock at the surgery, please book an appointment if you are over 65 or in an at risk group.

Patient Participation Group (PPG)

A message from Loral Bennett (PPG Secretary) :

Ship Street PPG was re-launched in November 2015, so is at a fairly early stage. We are hoping to increase the membership, which currently stands at 25. There is no formal process for joining, and the only criterion is that you are a patient.

Meetings, which start at 6.30pm, are currently held every two months at the surgery. We communicate mainly by email, but can accommodate anyone who doesn't use a computer. The role of PPG members is to suggest topics of interest to the committee, attend general meetings, and to participate in PPG sub-groups and events/activities.

We are in the process of setting up a Virtual PPG, a term used to describe a group of patients who are willing to be contacted periodically, by email, to elicit their views on matters to do with the practice.

For more information, or to join the PPG, please email me on loralbennett@hotmail.co.uk, or phone 01342 302232.

Care Co-ordinators

We now have 2 care co-ordinators working in the surgery – Mary Nicholls and Sandra Kent.

Who can we help?

Anyone who is living with a medical condition and requires some additional support – whatever it is - we are here to help you.

Finding the right support can be a difficult and daunting task. We can help you find the right path to follow by providing information on local services that are available to you.

Equally, if you are a carer for somebody else, we are available to help both you and the person you care for.

What is a Care Co-ordinator and how can we help you?

We are an information support and guidance services our aim is to support patient Carers and Families to avoid unplanned hospital admissions. We do this by liaising with colleagues, other health and social care professionals to help to support and coordinate the care of patients within the GP practice.

For more information about any of these services please contact Mary or Sandra at the surgery on

01342 325959

Self-Referral for Physiotherapy at QVH

Patients can access musculoskeletal physiotherapy without visiting their GP first. Musculoskeletal physiotherapy can be particularly beneficial if you are suffering from low back pain, neck pain, recent injuries such as strains and sprains, or joint and muscular pain.

Collect a referral form from The Surgery reception or download a form from QVH website.

Extended Opening Hours

We currently provide extended opening hours on the following days and times

Monday Evening
6.30 pm to 8.00 pm

Friday Morning
7.00 am to 8.00 am

CANCELLATIONS:

Please cancel your appointment if you cannot attend, via reception or online.

Friends and Family Test

Would you recommend this service to friends and family?

**Please complete this survey online via:
<http://www.shipstreet-surgery.co.uk/>**

Healthwatch Survey:

Healthwatch visited the surgery in September and asked patients a number of questions. The full report is available at <http://www.healthwatchwestsussex.co.uk/app/uploads/2016/06/Ship-Street-Report-Septemer-2016.pdf>

How many people rated the practice as positive?

Staff Attitude	Waiting Times	Quality of Care	Dignity & Respect	Treatment Explanation	Involvement in Decisions	Environment
83%	69%	89%	98%	87%	84%	89%

One of the feedback points was that patients felt they wanted more information about what services could be accessed online.

Where else can I get help?

Contact your Doctor Online: accessed via the practice website, uses a series of questions to direct your medical query

Minor Injuries Unit QVH: Open 8am-7:30pm daily run by emergency nurse/care practitioners who are able to see, diagnose and treat a wide range of minor injuries and ailments

- Minor head injuries with no loss of consciousness
- Simple eye infections i.e. conjunctivitis plus foreign bodies/abrasions
- Cuts and grazes
- Bites and stings
- Ear and throat infections
- Skin infections
- Limb injuries
- Minor burns and scalds

Pharmacy: can give advice for common conditions such as coughs & colds.

Crawley Urgent Care Centre: open 24 hours a day, 7 days a week. For injuries or illnesses that are urgent but not life threatening. You do not need to book an appointment – just turn up and you will be seen promptly by either a doctor or nurse.

A&E: for life threatening emergencies such as chest pain or severe bleeding.

Phone 111: will direct you to most appropriate service.

ONLINE ACCESS (via the website)

What can I do online?

Appointments:

All routine doctor appointments and some nurse appointments can be booked online. However, all appointments **CAN** be cancelled online.

Request Medication:

Routine medications can be requested online.

Address Changes:

This can be amended online.

Summary care record:

A brief summary of your medical history is available to be viewed.

Contact your doctor online:

- Accessed via practice website.
- Self-help advice available for a large number of conditions.
- Clinical questioning to help signpost you to appropriate services to deal with your problem.
- Administrative consultations to request documents such as sick notes.

How do I get online access?

There is a form available to complete from the Reception desk. Photo-ID is generally required and your password and user name will be sent out to you when your application is processed