

Castle Donington Surgery & Patient Participation Group Newsletter



Welcome to our newsletter

In this Spring edition, there is information on:

- Appointments
- Staffing
- Boundary changes
- *New* Befriending Scheme
- A new LMC report ... and more

Appointments

In the last 3 months, we have offered 14,523 appointments, of which 80% were face to face. The remaining 20% were via telephone which we know a lot of patients appreciate as it means they don't need to take significant time away from work, or travel to the surgery when it's not convenient. Like all surgeries, we do have a number of people who do not attend appointments, but this quarter, approximately 97 % of booked appointments were attended. Thank you to all those patients who came to their appointments or answered the clinician's telephone call.

Bank Holidays

May has been a busy month for Bank Holidays and we still have one left (Monday 29th) when the surgery will be closed, and then another Bank Holiday in August (Monday 28th). This obviously causes additional pressures on days following the long weekend and our phone lines can get particularly busy.

Recent GP absences due to sickness had put additional pressure on the number of appointments we can safely offer. This means that sometimes the receptionists will safely signpost you to other NHS services when we have reached the limits of our safe provision and have no same-day appointments left. Thank you for your understanding and patience during these challenging few weeks.

Surgery closures

Protected Learning Time (PLTs)

Surgery closed from 1pm

- Weds 24 May
 - Thurs 15 June
 - Thurs 20th July
 - Thurs 21st September
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Surgery closures

Bank holidays

Surgery closed all day

- Mon 29 May
 - Mon 28 August
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Boundary changes at CDS

The Surgery recently changed our catchment boundary. This was the culmination of work we have done with the Leicester, Leicestershire and Rutland Integrated Care Board as well as our neighbouring practices and is in response to the increase in population in Castle Donington and the surrounding areas. You can see our new boundary area here:

<https://www.castledoningtonsurgery.co.uk/join-the-practice>
The boundary changes mean we can continue to safely care for the population in the area, now and in the future

So what does this mean for patients?

If you are currently residing in our old catchment area, and are currently registered with the practice, this will not affect you whilst you remain in your current address.

If you move house, your new address will need to be within the new boundary to remain on our patient list.

Befriending scheme

The PPG has set up a Befriending Scheme which is available to patients through the surgery. The service is available to patients who may be feeling a sense of loneliness and whilst it is not suitable for patients who have complex health or mental health issues, it is available to patients who might benefit from some phone calls from a local befriender.

All befrienders are PPG members and there are male and female befrienders to choose from.

Your clinician may suggest it or you can speak to your clinician about the service during your appointment.



Letter to our MP

The PPG recently wrote to the area MP Andrew Bridgen to highlight the issues the surgery currently faces with an ever increasing local population, rising utility bills, and the fact that the surgery has, for some time, provided double the number of appointments that the British Medical Association considers safe, just to try and meet the demands for our services.

You can read the whole letter on the practice website here:

<https://www.castledoningtonsurgery.co.uk/ppg-letter-to-mp>

Our Staff

Did you know, the surgery employs:

- 7 GPs, including our 4 partners
- 2 GP registrars - doctors who are in the final stages of training to become a GP
- 4 Practice nurses
- 1 HCA (Healthcare assistant)
- 1 Clinical pharmacist

In recent years you may have noticed that we offer appointments in the surgery with a wider range of clinicians, not just doctors and nurses. Did you know that this is because the Additional Roles Reimbursement Scheme (ARRS) was introduced in England in 2019 as a key part of the government's manifesto commitment to improve access to general practice? As a result, the following staff now work in Leicestershire, Leicester & Rutland including at Castle Donington Surgery:

- **Clinical pharmacists** work in a patient facing role to clinically assess and treat patients using their expert knowledge of medicines. You will often see a clinical pharmacist for a medication review
- **Nurse associates** deliver hands-on, person-centred care as part of the nursing team and support registered nurses to focus on the more complex clinical care. You might see a nurse associate for blood pressure checks or for your clinical health checks.
- **Mental health practitioners** support adults whose needs cannot be met by local talking therapies, but who may not need ongoing care from secondary mental health services.
- **Care co-ordinators** work closely with the GPs and other primary care professionals to identify and manage a caseload of patients. Together they make sure that appropriate support is made available to the patient and their carers and ensure that their changing needs are addressed.
- **Social Prescribers** connect people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing. Social prescribing is an approach that works particularly well for people who have long term health conditions, need support with low level mental health issues, are lonely or isolated, or who have complex social needs which affect their wellbeing.
- **First Contact Physiotherapists** can help patients with musculoskeletal issues such as back, neck and joint pain by assessing and diagnosing issues, giving expert advice on how best to manage their conditions and referring them onto specialist services if necessary.

Sun Safety

Whatever takes you out into the sun this summer, don't forget the NHS's sun-safety advice. Sun damage is a danger even in the UK, so it's really important that you make sure to:

- Seek out shade, particularly between 11am and 3pm
- Cover up with clothing
- Wear enough sunscreen of a high SPF, with UVA and UVB protection and re-apply regularly

For clear advice, see:

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>



Covid vaccinations

Covid vaccinations are still available, including 1st and 2nd doses if you haven't had those. Boosters are available for eligible people which includes:

- People aged 75 or over (you need to have turned 75 on or before 30 June 2023)
- Those living in a care home for older adults
- Anyone aged 5 or over who has a weakened immune system



For more information including exactly who is eligible, and where you can get the booster - including local walk-in vaccination sites or locations where you can book a vaccine appointment, visit:

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/>

Vaccines are no longer available at the surgery, but Evans Pharmacy next door is still offering vaccines - please book via the NHS website here: www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/

Travel Advice

If you are travelling abroad on holiday or for work it is important to check whether you require, or are advised to have, certain immunisations or take anti-malaria medication. Your travel company may give you a general idea of the immunisations or malaria protection you require, and we can offer you advice during a travel consultation here at the surgery.

Please call the surgery to book an appointment, at least 6-8 weeks before you travel.



Dates for your diary:

5-11 June 2023 is Carer's week - Visit www.carersuk.org for more information. Don't forget to tell us if you have a carer, or if you are a carer - there is local support available.

3-9 July 2023 is Alcohol Awareness Week - A chance for the UK to get thinking about drinking. See <https://alcoholchange.org.uk/> for details.

Friday 4 August 2023 is Cycle to Work Day. Could you leave the car at home? Visit www.cyclescheme.co.uk/cycletoworkday for information.

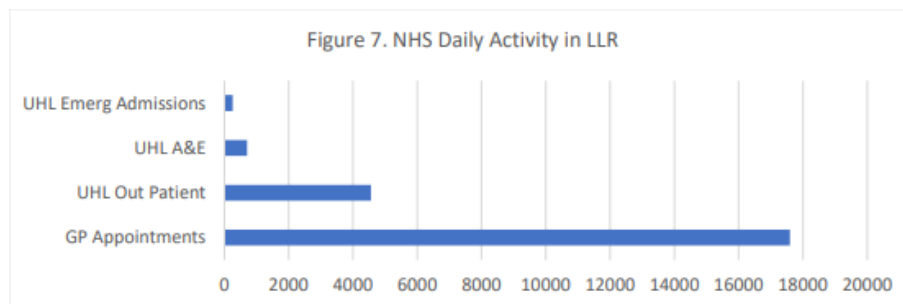
LLR LMC Report - April 2023

On 24th April 2023, the Leicester, Leicestershire & Rutland Local Medical Committee issued a report on the state of NHS primary care in the region. Titled "**Why can I never get an appointment with my GP?**", the report exposes some startling facts about NHS primary care. Including:

- Every working day more than 18,900 people attend an appointment at their local GP surgery in LLR

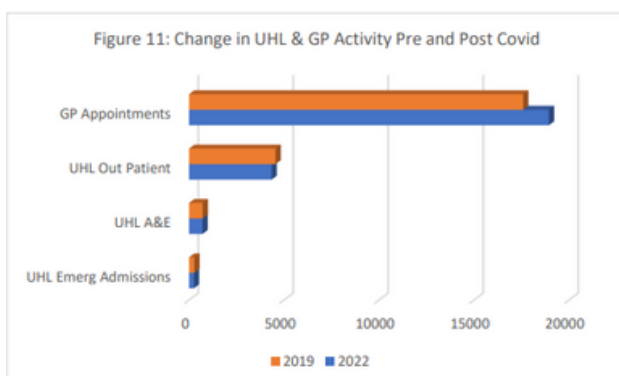
- The vast majority of healthcare is delivered by general practice:

- There is an increasing gap between the capacity to provide services compared with the demand. The increasing demand is partly due to an ageing population, increasing complexity of cases, and the backlog of hospital work which spills over as increased activity in general practice



Source: NHS Digital: Appointments in General Practice and NHS Workforce Statistics

- The number of GPs in the region continues to fall, whilst the number of appointments per 100 population has increased from 559 prior to the pandemic to 581 in 2022
- The root cause of the parlous state of general practice is a failure of government policy over the past decade, meaning that the decreasing number of GPs - despite increasing their workload - are unable to keep up with an increasing demand on the service
- There are now insufficient GPs to provide a safe service. The maximum number of patients per GP to be able to provide a safe service is 1800. This means that at present, in effect, 315,000 patients do not have a GP in LLR



- The LMC report concludes:
Next month the LLRLMC is hosting a summit of local MPs, local authorities, and decision makers in the NHS to discuss our findings and work with us to identify possible solutions. **We hope the public will ensure their elected representatives attend as it could be the last chance saloon for a universal NHS general practice service in LLR....**Due to a decade of disinvestment, and being inappropriately pilloried by parts of the media, general practice in LLR is in a crisis. The report we have issued today demonstrates that the root cause is not due to GPs but due to underinvestment and ill-conceived government policies.

Please consider asking your MP's and local Authority representatives to attend this summit and help to spread the LMC's message:

We need your support. Please be patient

Our greener practice

Did you know, 15 June 2023 is Clean Air Day? The day is promoted by Action for Clean Air and you can find more information here: www.actionforcleanair.org.uk/campaigns/clean-air-day.

Every year, air pollution causes up to 36,000 deaths in the UK. The World Health Organisation and the UK Government recognise that air pollution is the largest environmental health risk we face today.

Visit the website to find out how you can help support the nation's physical and mental health by taking small steps towards cleaner air.

Here at the surgery we are doing our bit for cleaner air by exploring with the council the possibility of installing bike racks close to the surgery to allow staff and patients to cycle here rather than using the car.



Air pollution dirties every organ in the body.

This #CleanAirDay learn more about air pollution.

Take steps to improve your health and the planet this #CleanAirDay

#CleanAirDay
cleanairday.org.uk



Choosing active travel (walking or cycling) means we are able to build in exercise into everyday life, which has both physical and mental health benefits.

Take steps to improve your health and the planet this #CleanAirDay

#CleanAirDay
cleanairday.org.uk



With traffic being one of the leading causes of deaths for children worldwide, walking helps to remove road danger from our streets.

Take steps to improve your health and the planet this #CleanAirDay

#CleanAirDay
cleanairday.org.uk



Walking increases life expectancy and decreases the likelihood of developing long term health conditions.

Take steps to improve your health and the planet this #CleanAirDay

#CleanAirDay
cleanairday.org.uk

For more information about how air pollution affects our health, you can visit www.cleanairhub.org.uk/clean-air-information/air-pollution-health

Patient Participation Group

The PPG is a group of patients who want to help the surgery to work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG. If you would like to become involved, then please contact us via the surgery telephone or website