

Granta Gazette

Welcome to Granta Gazette, your patient newsletter. If there is anything you would like us to cover in the next issue, please let me know. You can contact me via my email sandra.east@nhs.net or send me a note via reception.

Sandra East

Q1, 2020

CORONAVIRUS UPDATE

If you have returned from anywhere in Hubei province, including Wuhan, in the last 14 days:

- Stay indoors and avoid contact with other people.
- Call NHS111 to inform them of your recent travel to the area.

If you have lived with or had close contact (within 2 metres for 15 minutes or more) with a confirmed case of Coronavirus you should contact NHS111 for further advice.

If you have returned from China and you are not unwell at the moment, you do not need to be in hospital. It is better for you to stay at home in familiar surroundings if you can. If you do become unwell, call NHS111 immediately for further advice.

If you feel unwell while away from home, do not go to a GP, pharmacy, urgent care centre or a hospital if you become unwell. Instead, call NHS111 and tell them that you have returned from China in the last 14 days.

If you become unwell whilst on public transport, stop your journey when you are able to do so and stay where you are. Call NHS111 and tell them that you have returned from China in the last 14 days.

If you become unwell whilst at an airport, bus station or train station before a long journey, call NHS 111 and do not start or continue your journey. The same goes for any public places.

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Inspected and rated

Outstanding ★



PREVENTING THE SPREAD OF INFECTION

There are general principles you can follow to help prevent the spread of respiratory viruses, including:-

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. This is particularly important after taking public transport.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- If you feel unwell, stay at home, do not attend work or school.
- Cover your cough or sneeze with a tissue then throw the tissue in a bin.
- Clean and disinfect frequently touched objects and surfaces in the home and work environment.
- If you are worried about your symptoms, please call NHS 111. Do not go directly to your GP or another healthcare environment.

There is currently no vaccine to prevent Coronavirus acute respiratory disease. The best way to prevent infection is to avoid being exposed to the virus.



**Remember
to wash
your hands**



Post, packages and take-away food

Coronavirus does not survive well for long periods outside the body and so it is highly unlikely that it can be spread through post or packages.

It is highly unlikely that Coronavirus can be spread through food.

All of this information has been extracted from www.gov.uk website

<https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-guidance-to-assist-professionals-in-advising-the-general-public/guidance-to-assist-professionals-in-advising-the-general-public#actions-on-return-from-china>

Pharmacy News



New Team Members

Shehu Mamman (pronounced Shay) Superintendent Pharmacist

I've been a Community Pharmacist for 6 years, responsible for running approachable, friendly, efficient, safe dispensaries. I am excited to takeover as the Superintendent Pharmacist as this will allow me to indulge in my favourite career pastime of developing a rapport with the local community. Hopefully during my time here at Granta, I will be able to build on the fantastic foundations laid to continue to deliver excellent cutting edge customer service as we roll-out the exciting plans we're all working on.



Claire Anderson Multidisciplinary Pharmacist

I embark on my Granta adventure as a mother to a wonderful son returning to work and look forward to using my extensive knowledge and experience gained via Boots, locuming, and a successful stint as a Superintendent Pharmacist to help augment the Pharmacy offering at Granta alongside Shehu. My role will be both clinical and community, this will allow me to be a bridge between both services hopefully resulting in helping to deliver an excellent, seamless patient experience.

DID YOU KNOW

... you can treat many minor illnesses such as colds and coughs, sore throats, and upset stomachs easily at home. Make sure you keep stocked up with health care essentials such as:

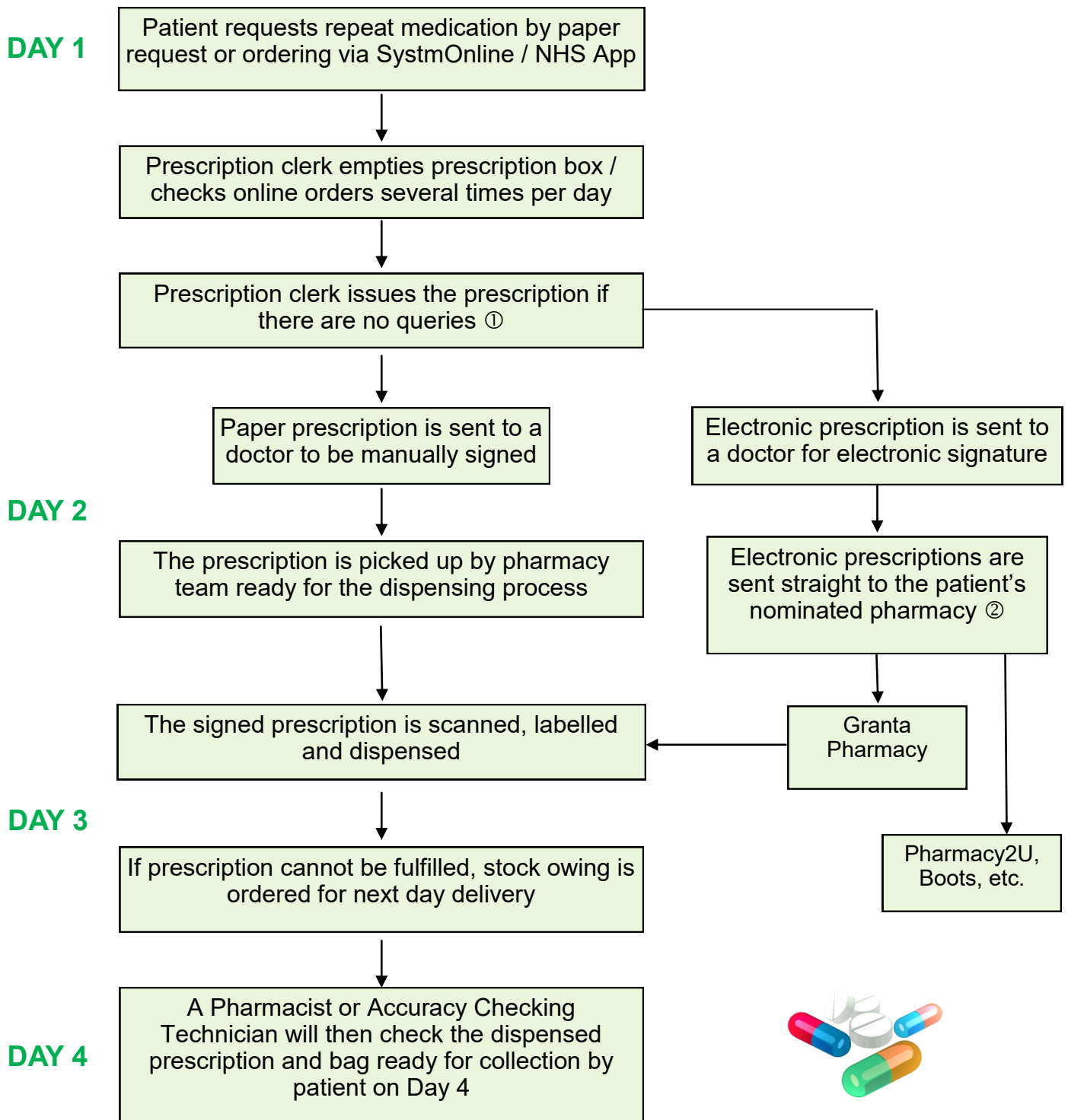
- ♦ Pain relief (e.g. paracetamol, aspirin)
- ♦ Cough and sore throat remedies
- ♦ A first aid kit
- ♦ Upset stomach treatment
- ♦ Rehydration treatment
- ♦ Heartburn / indigestion treatment



Having these essentials at home will not only save you time and help you feel better more quickly, but will also help save the NHS much needed resources.

Your local pharmacist can also offer you advice and guidance on the best treatment for you – no appointment needed. Pharmacists are available on every high street and in supermarkets with many open evenings and weekends.

What happens when you order a repeat prescription?



① If the request is for something that is not on repeat, if the request is for a high risk drug, or if there is a query with the request, the prescription clerk will send a task to the Clinical Pharmacist to deal with the query. This may involve checking blood tests, talking to the patient or discussing with the patient's registered doctor. The task is then sent back to the prescription clerk who will print the script and send to the doctor for signing.

② Once the electronic prescription has been sent to the patient's nominated pharmacy the process will continue with that pharmacy.

NHS Health Checks

What is an NHS Health Check?

The NHS Health Check is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing these conditions. An NHS Health Check helps find ways to lower this risk.

Am I eligible for an NHS Health Check?

The check is for people who are aged 40 to 74 who do not have any of the following existing conditions:-

- Heart disease
- Chronic kidney disease
- Diabetes
- High blood pressure (hypertension)
- Atrial fibrillation
- Transient ischaemic attack
- Inherited high cholesterol (familial hypercholesterolemia)
- Heart failure
- Peripheral arterial disease
- Stroke
- Currently being prescribed statins to lower cholesterol
- Previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

How do I get an NHS Health Check?

If you are in the 40 to 74 age group without a pre-existing condition, give us a ring on 0300 234 5555 to arrange one. You can have an NHS Health Check once every 5 years.

How can I improve my test results?

Once you've had your NHS Health Check, your clinician will discuss your results with you. You'll be given advice to help you lower your risk of a stroke, kidney disease, heart disease, diabetes or dementia, and maintain or improve your health.

Shingles Vaccine

If you are aged 70 or 78 you are eligible for the shingles vaccine. The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

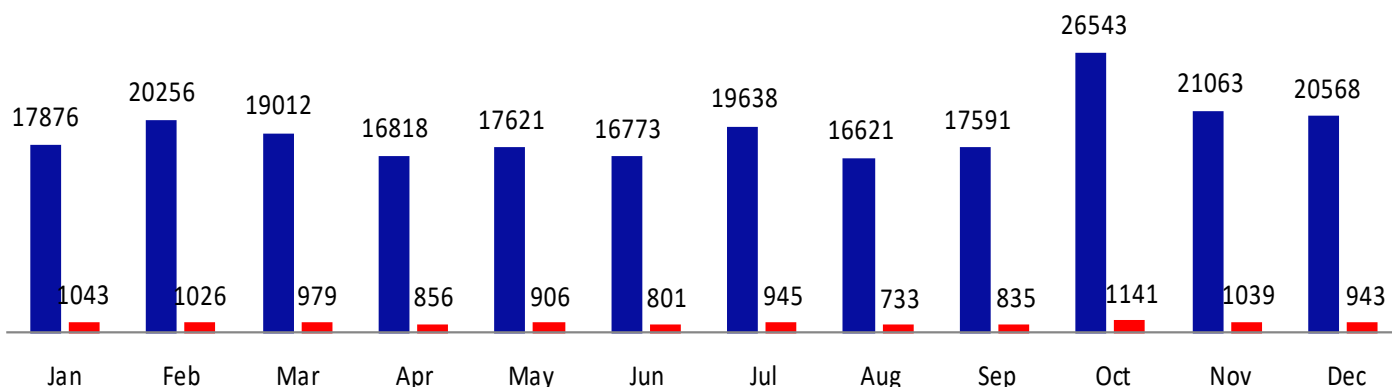
Please ring the surgery and make a nurse appointment to discuss this further. If you are unsure if you are eligible for the vaccine please ask one of our reception team.



How many appointments have we offered our patients so far this year?

Appointment Statistics

■ 2019 number of appts offered ■ 2019 number of appts missed (DNAs)



In 2019 we offered 230,380 appointments (face to face and telephone), of which 11,247 were DNAs (Did Not Attend). If you know you can't attend your appointment please try and ring us to let us know or cancel your appointment via your online access. Even if you cancel 15 minutes beforehand you should be attending, we will be able to rebook that appointment!



We are pleased to announce new extended access services for our patients, including:-

Pre-bookable and online appointments from 8am to 8pm Monday to Friday at various Granta sites.

Pre-bookable and online appointments on Saturdays at various Granta sites

Pre-bookable telephone conversations on Sundays and bank holidays.

Please speak to a member of our Reception team if you would like further information.

GRANTA GRAPEVINE
Talking Newspaper



GRANTA
GRAPEVINE
TALKING
NEWSPAPER
For Linton and district

www.grantagrapevine.org.uk
Registered Charity number 1013086

Do you know anyone who cannot read the Linton News?

Would they like it read to them? The Granta Grapevine talking newspaper does this every month. This service is free and further information leaflets can be found in the Granta Linton waiting room.

Would you like to see your test results as soon as they're in? You can with SystmOnline access.

Being registered for online services gives you control at your fingertips—you can book, amend and cancel appointments, request medication and see your medical records, including test results.

To register for online access, simply download a form from our website www.grantamedicalpractices.co.uk or call in to one of our branches to pick up a SystmOnline Access application form. Please note that you will need to produce one form of picture ID when registering.

Once registered for online access you can then download and use **The NHS App**

With the NHS App:-

- You can access healthcare services securely 24 hours a day.
- You can check your symptoms and find reliable NHS information on hundreds of conditions and treatments and get immediate advice.
- You can search for, book and cancel your own appointments.
- You can see your available medications and request repeat prescriptions.
- You can view your GP medical records securely.
- You can manage your choices for organ donation and data sharing.



To get started you first need to download the NHS App from Google Play or the Apple App store. Open the app and:-

- Search for Granta Medical Practices
- Set up an NHS login
- Prove who you are—by getting a special “passphrase” from Granta
- Login and start using the NHS App

For further information go to www.nhs.uk

If you experience any problems with the app please go to www.nhs.uk

Staff News

It is with a heavy heart that we announce that Dr Mig Arbide will be leaving us at the end of March. Dr Abide has worked as a GP in Linton for the best part of 20 years. He will now be offering more of his time to patients in the prison service as well as continuing to practice in his areas of clinical specialist and interests—enhanced surgery, vasectomy service and dermatology.

I'm sure you will all join us in wishing Dr Arbide a fond farewell and wish him all the best for the future.



Didn't we have a lovely time ...

Granta Medical Practices hosted their first Festive Afternoon Tea for patients that would not be spending time with family at Christmas. Thanks to the amazing generosity of local companies and services, 35 patients were treated to an afternoon of festive food, music and presents.



Carol singing



What a spread!

Presents Galore!



St Mary's Church in Sawston donated use of their hall and also provided a pianist and a group of wonderful carol singers (with song sheets so everyone could join in). Footprints café and Boswell's provided an amazing festive buffet, and gifts were donated by the John Huntingdon Charity, Marks & Spencer, Waitrose, the Co-op and Dorrington's. Ken & Jean Hart of Royston provided transport for patients outside of Sawston who could not get to the venue themselves.

Granta nurse, Sarah Burke, who came up with the idea said *"I had patients coming in asking me about my festive plans but they did not have any of their own. It broke my heart to think of lonely people over the holidays when so many of us would be surrounded by friends and family."*

Sarah asked around to see if anyone would be interested in helping out and it all snowballed from there. *"We were inundated with offers of help, food and presents. The generosity of local businesses was amazing and made the event so very special."*

"We would like to thank everyone who contributed – the Sawston community really pulled together and made the afternoon extra special. We've already got a waiting list for next year!"



*The
Granta
Elves!*



Continuity of Care Project

A meeting of the PPG was held on 23rd of October at Sawston during which Granta representative Olga Starobinskaya reported on changes which are being introduced to rebalance the numbers of appointments released for the Rapid Access Clinics and less urgent care, which should improve access and continuity of care.

A further meeting was held in October to finalise the members of the Patient Participation Group (PPG) and Granta Medical Practices (GMP) working on the project - *Continuity of care and the services GMP provides for people with multi-morbidity of all ages registered with GMP.*

The project will consist of two parts:

- A quantitative study of continuity of care for patients with long term, multiple conditions regardless of age
- A qualitative study of what patients think of their care and how they experience it

Healthwatch

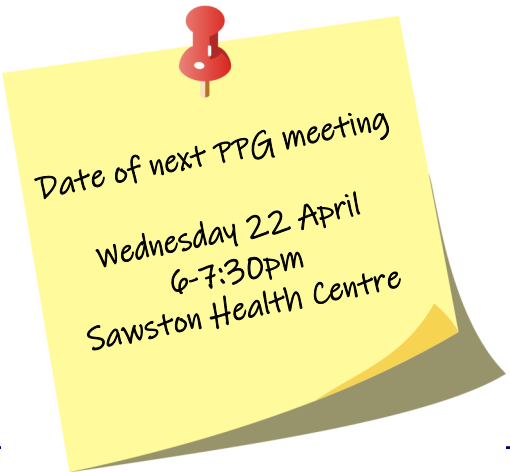
A meeting of the PPG Patients Forum (a small working group of the PPG) was held in November. Sandie Smith, Chief Executive of the Cambridge and Peterborough (CP) branch of Healthwatch, gave an excellent talk. Healthwatch acts as a voice for those less represented in society including those sensory impaired, on low income, those with disabilities, and the homeless. They seek information on people's experiences with health and social issues by attending care homes, drop in centres, etc. through explaining what they do.

Healthwatch rely on feedback in any form - verbal, written, and electronic. They have forms to fill in which can be posted free back to Healthwatch and all information is anonymous. They pass key information to providers and extract themes from feedback and use these as evidence to influence change. The forms are available at all Granta sites. Areas needing improvement are in mental health access and provision, which is one of the two PPG projects for 2020.

Presentation by Professor McCaskie

At the latest PPG meeting on 21st January there was a talk given by Professor McCaskie, who is professor of orthopaedic surgery at Addenbrookes. He would like to partner Granta and the PPG in carrying out some research. He outlined his proposal to build a Movement Centre at Addenbrooke's for those patients with osteoarthritis. The problems of movement are vital to tackle if we are to keep an ageing population on their feet.

If you would like to join the GMP PPG please let Sandra East know, either by email sandra.east@nhs.net or drop a note into any Granta reception.



Date of next PPG meeting
Wednesday 22 April
6-7:30pm
Sawston Health Centre

Do you need to go to A&E?

**999
or
A&E**

If your condition poses an immediate threat to life ring 999

Examples of conditions that may need immediate attention:

- Loss of consciousness
- Acute confused state and fits that do not stop
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds
- Major broken bones
- Major trauma such as a road traffic accident

**111 or
GP
surgery**

If you need urgent medical assistance when GP surgeries are closed ring NHS 111.

Examples of conditions that may need urgent attention:

- Sprains and strains
- Suspected broken limbs
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Injuries to the back, shoulder and chest
- Feverish illness in adults and children
- Abdominal pain

**Self care
from
pharmacy**

Your local pharmacist can advise you on many minor illnesses

Examples of conditions that pharmacists may be able to help you with:-

- Headaches
- Sore throats and coughs
- Cold and flu symptoms
- Diarrhoea and vomiting
- Indigestion
- Minor cuts and scrapes
- Rashes

Flu Vaccine



Have you had your flu jab yet? If not, it's not too late! We've still got stock so simply ring reception and book yourself in. If you are unsure whether you are eligible for a free NHS flu jab please ask one of our reception team. If you are not eligible you can buy one for only £12.99.

This GP Surgery is research active

All NHS organisations are expected to participate and support health and care research. Conducting high quality clinical research helps us to keep improving NHS care by finding out which treatments work best.

You may be contacted from time to time about taking part in a National Institute for Health Research (NIHR) study. If you are asked about taking part in NIHR research, someone in the care team looking after you will look at your health records to see whether you are eligible to take part before asking you whether you are interested or sending you a letter on behalf of the researcher.

You are free to choose whether or not to take part in any research study you are approached about.

For more details about how your information may be used in research please visit www.hra.nhs.uk/information-about-patients

For more information on the NIHR please visit www.nihr.ac.uk

Compliments & Complaints

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. However, if you have a complaint or are unhappy about the service you have received from one of our team, please let us know. We operate a complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

Our Principles are:

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

We also love receiving compliments! If you have been particularly happy with our services please do tell us. It's lovely to be able to feedback to staff about how well they are doing.

sandra.east@nhs.net



Granta Medical Practices comprises of:-

Sawston Medical Centre

London Road
Sawston
Cambridgeshire
CB22 3HU
Tel: 0300 234 5555 — option 2

Linton Health Centre

Coles Lane
Linton
Cambridgeshire
CB21 4JS
Tel: 0300 234 5555 — option 3

Barley Surgery

High Street
Barley
Nr Royston
Hertfordshire
SG8 9JN
Tel: 0300 234 5555 — option 4

Market Hill Surgery

Market Hill
Royston
Hertfordshire
SG8 9JN
Tel: 0300 234 5555 — option 5

Shelford Health Centre

Ashen Green
Great Shelford
Cambridgeshire
CB22 5FY
Tel: 0300 234 5555 — option 6

Find us on



For further information on the services we offer,
go to www.grantamedicalpractices.co.uk

Useful Contacts

NHS UK	Tel: 111 www.nhs.uk
Addenbrooke's Hospital	Hills Road, Cambridge, CB22 0QQ Tel: 01223 245151 www.cuh.nhs.uk
Brookfield's Hospital	351 Mill Road, Cambridge, CB1 3DF Tel: 01223 603051 www.cambscommunityservices.nhs.uk
Hinchingbrooke Hospital	Parkway, Hinchingbrooke, PE29 6NT Tel: 01480 416416 www.nwangliaft.nhs.uk
Lister Hospital	Coreys Mill Lane, Stevenage, SG1 4AB Tel: 01438 314333 www.enherts-tr.nhs.uk/hospitals/lister
Royal Papworth Hospital	Papworth Road, Cambridge Biomedical Campus Cambridge, CB2 0AY Tel: 01223 638000 www.royalpapworth.nhs.uk
Princess of Wales Hospital	Lynn Road, Ely, CB6 1DN Tel: 01353 652000 www.cambscommunityservices.nhs.uk
Saffron Walden Community Hospital	Radwinter Road, Saffron Walden, CB11 3HY Tel: 01799 562900
NHS Cambridgeshire & Peterborough Clinical Commissioning Group	Clarendon Road, Cambridge, CB2 8FH Tel: 01223 725400 www.cambridgeshireandpeterboroughccg.nhs.uk
NHS Cambridgeshire	Ida Darwin, Fulbourn, Cambridge, CB21 5EE Tel: 01223 884008
NHS East & North Hertfordshire Clinical Commissioning Group	10 Parkway, Welwyn Garden City, AL8 6JL Tel: 01707 685000 www.enhertsccg.nhs.uk