

Granta Grapevine

October 2019

Welcome to the first issue of the **Granta Grapevine**, our new bi-monthly newsletter for Granta patients. In this first issue I have included helpful information which I hope you will all find of use.

However this newsletter is for you, the patient. Please let me know what you would like to see in the next issue (December 2019), and I will endeavour to include it. You can contact me via my email address sandra.east@nhs.net or send me a note via our reception.

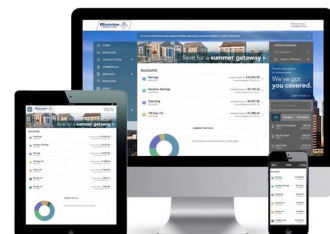
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Patient Online Access

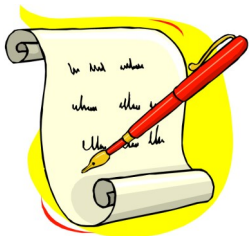
Did you know ... the easiest way to manage your health care needs is online? Online services allow you to book, cancel and change your appointments, request repeat medication and view test results. Application forms are available in our new patient pack and on our website. Please take your completed form, along with one form of photo ID, to your local Granta surgery where your request will be processed and approved within 5 working days. Once you have online access you can also get the NHS App—more about that later.

In this issue:

- Patient online access
- Consent
- Flu Clinics 2019/20
- Patient Participation Group (PPG)
- The new NHS App
- Appointment stats
- Group Consultations
- Use your pharmacy
- Our vision
- How to contact us



Patient Consent



One of the problems our reception team face is relatives wanting to talk about the medical issues of their mother, father, son, daughter, friend, etc.

We are not permitted to give out ANY information about ANY patient who is 16 years of age and over unless that patient has given us specific, written, named consent. A Power of Attorney may be applicable in this instance.

If you would like a relative or friend to assist you with your healthcare needs please send in written consent and we will add this to your medical records. Please note that this also applies to spouses.

If you would like to discuss this matter further please speak to one of our Reception Team Leads, who will be happy to help.

Flu clinics 2019/20

Flu Clinic Dates 2019

Saturday 5th October (morning)

Linton Health Centre (CB21 4JS)
Barley Surgery (SG8 8HY)

Saturday 12th October (morning)

Sawston Medical Centre (CB22 3HU)
Shelford Health Centre (CB22 5FY)

Saturday 19th October (morning)

Linton Health Centre (CB21 4JS)
Sawston Medical Centre (CB22 3HU)

Saturday 26th October (morning)

Shelford Health Centre (CB22 5FY)
Barley Surgery (SG8 8HY)

Please ring to book an appointment for your flu vaccination. As a Granta patient you can choose which site you would like to go to.

Are you eligible for a free NHS flu vaccination? A full list can be found below.

If you are not eligible for the free vaccination we also offer a private service via the Granta Pharmacy. This is by far the easiest way of getting your private vaccination as we already have your medical records and there are no forms to fill in. Simply ring and book an appointment at any Granta site and pay on the day (£12.99).

Patients eligible for free NHS flu vaccinations include:-

- ☑ Anyone over 6 months of age up to and including 64 years of age if they are in an "at risk" group, e.g. asthma, COPD, chronic heart problems, diabetes. If you are unsure if you fit into an "at risk" group please don't hesitate to ask.
- ☑ All patients 65 years old and above, or who will be by 31 January 2020.
- ☑ All children from the ages of 2 to 10 years of age. Those children who are in primary school education will receive their vaccination at school.
- ☑ All pregnant women.
- ☑ Those in long stay residential homes.
- ☑ Those who are carers.
- ☑ Those who are in close contact with immune-compromised individuals.
- ☑ Those with a learning disability.



Vaccine acceptability for Muslim and Jewish communities

Members of Muslim or Jewish religious communities may be concerned about using vaccines that contain gelatine from pigs (porcine gelatine). This statement from representatives of the Jewish community may help some patients/parents/carers to reach a decision about having the vaccine. Rabbi Abraham Adler from the Kashrus and Medicines Information Service said:



"It should be noted that according to Jewish laws, there is no problem with porcine or other animal derived ingredients in non-oral products. This includes vaccines, including those administered via the nose, injections, suppositories, creams and ointments".

However, it is acknowledged that some groups within the British Muslim community may consider the porcine product to be forbidden. The final decision about whether parents have their child vaccinated is with them. In order to come to an informed decision, they should be able to consider the evidence about the advantages and disadvantages of the vaccination. They may wish to seek advice from their faith leaders or other community leaders.

Have your say ...



Granta Medical Practices (GMP) has an active Patient Participation Group (PPG). The overall aim of our PPG is to develop a positive and constructive relationship between GMP and the community of patients it serves, ensuring GMP remains accountable and responsive to all its patients' needs. It is an independent, voluntary, patient-focused voice, representing the views of the patients of GMP, with specific reference to health and social care matters that influence the strategic planning of GMP, ensuring delivery of the highest standards of medical care with the patient as central to each consultation.

At the PPG meeting on July 24th, Anne Thompson and Dave Arnold were elected as co-chairs and Julie Draper was elected as Secretary, effectively constitutionally establishing the PPG. Membership is open to all registered patients of GMP and meets four times a year. In addition, an Internet based 'virtual' PPG was created during 2019 in order to give more people the opportunity to be involved in its activities. We are currently working to develop an information page, accessible via the GMP website, which will inform patients of our current activities.

The PPG has a written term of reference, also accessible on the GMP website, and now needs to establish a number of objectives for the coming year. Whilst there are many issues that affect the patient population, we are initially focusing on two key issues:

1. Continuity of care, particularly for patients with multiple long-term conditions, who ideally need to be under the care of a single GP, and
2. How to approach the increase in demand for services to address mental health issues within GMP.

If you would like to join our group please contact Sandra East, GMP Communications Manager—sandra.east@nhs.net

If you would like to know more about how our PPG works or have input to the group please contact Dave Arnold & Anne Thompson, Co-Chairs and Julie Draper, Secretary - ppg.grantamedicalpractices@nhs.net

Please note that we cannot and will not discuss any personal medical issues.

Did you know ...

The first Patient Participation Group was set up by a GP in 1972 and many general practices in England now have a PPG. Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, they meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

The beauty of PPGs is that there is no set way in which they work - the aims and work of each group entirely depends on local needs - but they have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

The NHS App



The NHS App is being introduced around the country for patients aged 13 years and over who are registered with a connected GP surgery, which we are.

How does it work?

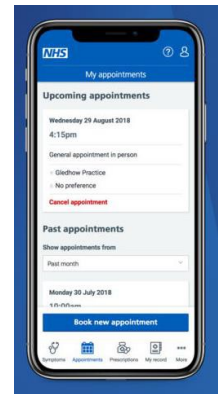
You can access healthcare services securely 24 hours a day.



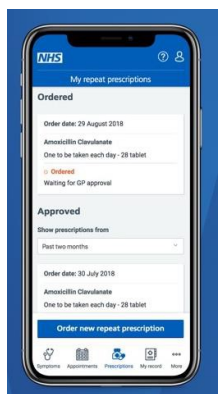
You can check your symptoms and find reliable NHS information on hundreds of conditions and treatments and get immediate advice.



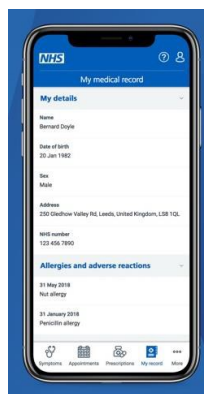
You can search for, book and cancel your own appointments.



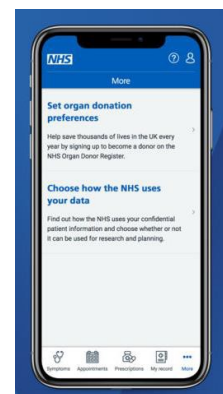
You can see your available medications and request repeat prescriptions.



You can view your GP medical records securely.



You can manage your choices for organ donation and data sharing.



How to get started ...

First, you will need to download the NHS App from Google Play or the Apple App store. Open the app and:-

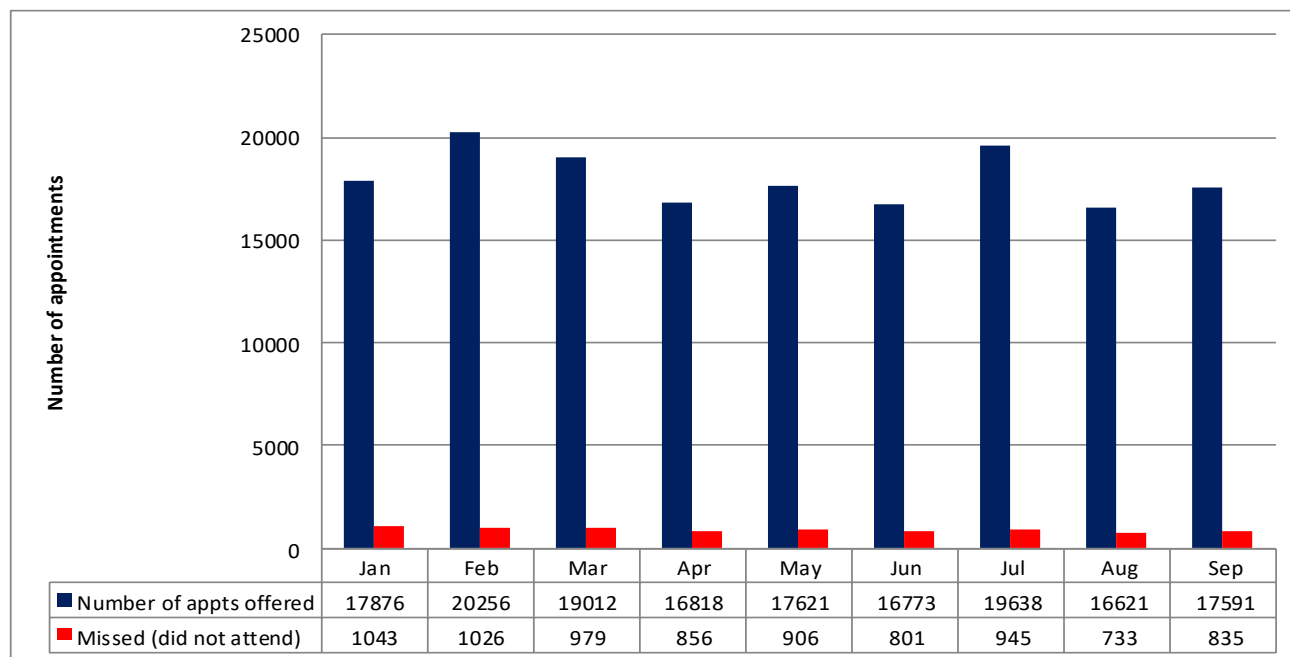
- Search for Granta Medical Practices
- Set up an NHS login
- Prove who you are—by getting a special “passphrase” from us
- Login and start using the NHS App

For further information go to www.nhs.uk

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

Appointment Statistics

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



Between January and September this year over 7,000 patients did not attend their appointments (DNA's). If you know you can't make it to your appointment please try and ring us to let us know, or cancel your appointment via your online access. Even if you cancel 1/2 hour before you should be attending, we will be able to rebook that appointment!

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 (paracetamol)
- ♦ 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.

Did you know ...

When 13-year-old Sylvia Diggery (nee Beckingham) was admitted to a Manchester hospital with a liver condition in 1948, she became the first patient to be treated by the NHS.

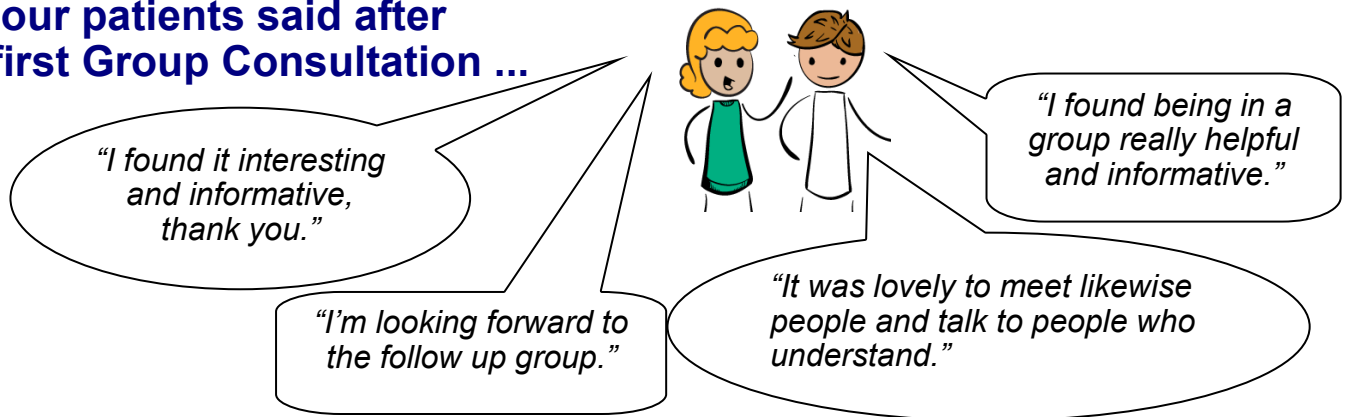
Group Consultations

Granta Medical Practices have pleasure in announcing the introduction of “Group Consultations”, also known as “Shared Medical Appointments”. These consultations are organised meetings comprising of 10 to 15 patients with the same condition or set of clinical problems, coming together in a supportive group setting. This is a more personalised way of supporting patients with long term medical conditions, and allows patients to learn from each other as well as from clinicians. The sessions last from 1 to 2 hours, including a one-to-one with a health care professional for each group member.



Group consultations are used for a wide variety of long-term health conditions such as diabetes, respiratory conditions, skin conditions, weight issues and many more. For further information please contact Kelly Austin, Granta Social Navigator, via reception. For more information about Group Consultations go to www.groupconsultations.com

What our patients said after their first Group Consultation ...



Did you know ...

In March 2011, the Department of Health published the NHS Constitution, setting out the seven guiding principles of the NHS and the rights of patients:

Principle 1: The NHS provides a comprehensive service available to all.

Principle 2: Access to NHS services is based on clinical need, not an individual’s ability to pay.

Principle 3: The NHS aspires to the highest standards of excellence and professionalism.

Principle 4: The NHS aspires to put patients at the heart of everything it does.

Principle 5: The NHS works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.

Principle 6: The NHS is committed to providing best value for taxpayers’ money and the most effective, fair and sustainable use of finite resources.

Principle 7: The NHS is accountable to the public, communities and patients that it serves.

Our Vision

Granta Medical Practices has formed out of the merger of Sawston, Barley, Linton and Shelford practices, now looking after 44,000 patients.

All of our surgeries had the same vision of developing into a single hub for all the healthcare needs of our patients and in doing so forming what is called a “Primary Care Home”. This is so called because it will include the whole “family” of care agencies—General Practice, District Nursing, Physiotherapy, Occupational Therapy, Community Mental Health and hopefully social care. We wanted to guarantee that, whatever the needs and the social or healthcare setting they are in at the time, our patients would always have the support and care that they need from our team.

We want to take on full responsibility for working with our practice population to promote health when they are well and deliver the care needed when they fall ill. We would like to see Granta staff take pride in delivering a standard of care to our patients that they expect for themselves and their families.

We acknowledge there is a long way to go but with the mergers we have given ourselves every opportunity possible to succeed and be able to provide continuing outstanding care to our patients long into the future.

Granta Medical Practices comprises of:-

Sawston Medical Centre

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

Barley Surgery

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

Shelford Health Centre

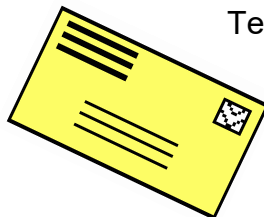
Ashen Green
Great Shelford
Cambridge
CB22 5FY
Tel: 0300 234 5555 — option 6

Linton Health Centre

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

Market Hill Surgery

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



Find us on



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