

# LONGSHORE SURGERIES



[www.longshoresurgeries.co.uk](http://www.longshoresurgeries.co.uk)

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## Surgery News Issue 10, Summer 2017

### SOUTHWOLD HOSPITAL UPDATE

Over the past few months your Patient Group has been trying to get information about the monies saved through the proposed sale of Southwold Hospital and their future use. Public meetings held during the Great Yarmouth and Waveney 'Shape of the System' consultation promised that NHS nursing 'Beds with Care' would be provided in local Care Homes and that surgeries would have 'Out of Hospital Teams' to care for those at home, but we are still waiting for these services for the patients of Longshore Surgery.

Our local MPs were contacted before the recent general election but so far we have had no response. However, the Lowestoft Journal on July 14 reported that 'MP Theresa Coffey is calling on the Government to intervene and ensure that money from the eventual sale of both Southwold Hospital and the Patrick Stead Hospital in Halesworth is now invested locally'. Co-incidental it may be but we hope our pressure has helped to bring this issue to the forefront. We will keep you posted.

Stella Goodall, Chair PPG

### Podiatry Service

Longshore has been promised that the Podiatry Service will start again at Kessingland Field Lane Surgery on Friday 4 August.

The service is for NHS approved patients and the first appointment is for an assessment after which, if approved, patients can book appointments direct. The service will be available fortnightly, all day on Fridays. Appointments can be booked through the surgery and you can self-refer for an assessment.

The Practice does need patients to use this service if we are to keep it locally. The alternative, apart from private treatment, is to go to the Kirkley Medical Centre which is also by appointment only.



### WAVENEY HEALTH VISITORS AND SCHOOL NURSES HAVE MOVED:

New postal address:  
East Coast Community Healthcare CIC  
Hamilton House  
Battery Green Road  
Lowestoft NR32 1DE Tel 01502 532053

Email Health Visiting [ecch.healthvisiting@nhs.net](mailto:ecch.healthvisiting@nhs.net)  
Email School Nursing [ecch.schoolnurse@nhs.net](mailto:ecch.schoolnurse@nhs.net)



## NEWS IN BRIEF

### **Beccles Hospital**

The Minsmere Ward at Beccles Hospital has been re-opened after a major refurbishment. The ward now offers 20 beds with intermediate care for patients no longer needing major hospitalisation but not yet fit to return home. The ward has taken on extra specialised staff and provides intense rehabilitation and reablement so that patients can return to an independent life as quickly as possible. The beds are available for patients in the Gt. Yarmouth, Waveney and Norfolk areas.

### **Diabetes Funding**

Funding for diabetes care worth almost £600,000 has been awarded to improve services for people with diabetes living in Norfolk and Waveney. The funding from NHS England will be used to support educational programmes and to provide new models of integrated diabetes care. In Norfolk and Waveney it is estimated that some 79 thousand people aged 16 and over live with diagnosed or undiagnosed diabetes. The funding is expected to generate savings through a reduction in the rate of complications and other deterioration.

### **Free WiFi Coming**

Free WiFi for surgeries has been promised by 31 December 2017. Patients will be able to access the Internet free of charge in the GP waiting room via their Smartphone or Tablet.

### **Digital Resources for Carers**

Free digital resources for Carers are available through Norfolk County Council in partnership with local CCGs. They have teamed up with Carers UK to offer a system that combines Carers UK digital products and NCC online resources.

### **John's Campaign**

The James Paget University Hospital has joined the 'John's Campaign' which aims to give carers of those living with dementia the right to stay with them in hospital.

### **STP Capital Funding Announcement**

The Department of Health has issued a press release about capital funding for the Sustainable and Transformation plan. The £1-5m award for the Norfolk and Waveney STP is scheduled to be used to fund acute mental health beds in West Norfolk.

### **Volunteers Needed**

Marie Curie offers care and support to patients and their families through terminal illness. They are currently seeking more volunteers for their Helper service to provide basic support and to work with the 'Out of Hospital' teams. The volunteers can offer companionship and emotional support, provide a valuable break for a carer, assist with some practical tasks such as helping an individual get to an appointment, or run an errand. If you are interested in joining this worthy cause check the poster in the surgery waiting room or call 0800 304 7410 or [emailnorfolkandsuffolkhelper@mariecurie.org.uk](mailto:emailnorfolkandsuffolkhelper@mariecurie.org.uk).

### **ARE YOUR RECORDS UP-TO-DATE?**

Have you moved house, bought a new smartphone and have a new number or do you have a new email address? When you are next in the surgery please let the receptionist know your new details so your records can be updated.



## PATIENT SURVEY RESULTS

The results of the GP Patient Survey 2017 have now been published showing how people across the country regard the healthcare services provided by GP surgeries.

The majority of patients from Longshore who completed the survey expressed satisfaction with the treatment and care they received from both GPs and nursing staff. They felt they were given enough time and the GP and/or nurse listened to them and explained things well, involving them in decisions about their care. Reception staff were regarded as helpful. Areas with a lower satisfaction rating were: getting through to the surgery by telephone and surgery hours. A full breakdown can be found on [gp-patient.co.uk](http://gp-patient.co.uk); then type 'Longshore Surgeries' in the search box.

## SURGERY APPOINTMENT SYSTEM

Nationally, there is unprecedented demand for GP appointments and although Longshore are in the enviable position of being fully staffed we are aware of a need to evolve in order to be able to offer patients fair and equitable access to GPs.

We are constantly reviewing our appointment structure.

One of our current strategies is to remind patients that, where possible, they should bring only 1 problem to each appointment. The reasons for this have been summarised in our new posters. By discussing one issue with your GP this allows them to give it their full attention. We hope that this will reduce waiting times during surgeries.

Each day our surgeries are full. We offer a small number of 'Emergency' appointments to ensure that all patients who are seriously ill will always be able to see a GP. In order to ensure that these appointments are there when YOU need them, we ask that they are only booked for the purpose they are intended.

As a guide this would include the following:

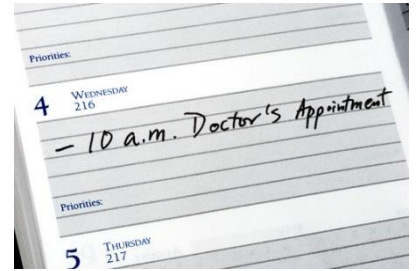
### **Chest pain, collapse, suspected stroke or altered consciousness – dial 999**

Medical emergencies that can be seen at the GP in an emergency appointment:

- Unwell child under 12
- Acute infection likely to require antibiotics (remember most coughs and colds do not respond to antibiotics and you can see the pharmacist first if you are not sure)
- Severe uncontrolled pain that started in the last 24 hours
- Breathing difficulties in patients with known asthma or COPD
- Thoughts of harming yourself or others

If you are not sure if it is an emergency ask our reception team, they may want to check with the GP.

We will also be looking at ways of making surgeries more efficient. In the future you may be asked why you need a routine appointment. Our reception staff will receive additional training so that they can ensure our patients see the right person to address your needs. In some situations problems may be dealt with over the telephone thereby avoiding a trip to the surgery.



### **Did Not Attends: Missed appointments**

	May	June	July
<b>Kessingland</b>	<b>88</b>	<b>100</b>	<b>101</b>
<b>Wangford</b>	<b>7</b>	<b>9</b>	<b>11</b>
<b>Wrentham</b>	<b>12</b>	<b>8</b>	<b>9</b>

Missed appointments cost the NHS, your surgery and you time and money – please remember to cancel if you are unable to keep an appointment, allowing someone else to benefit from the doctor's time

## NEW CHIEF OFFICER AT CCG

Melanie Craig, the new Chief Officer of the CCG (Care Commissioning Group) recently met with the Partners and Practice Manager at Longshore Surgeries.

The Partners were particularly concerned about the lack of provision of 'Beds with Care' which were promised, together with an 'OUT of Hospital Team' after the closure of Southwold Hospital. The partners are also pressing for the provision of a full-time Community Matron. Currently Longshore Surgery shares a Matron with Cutlers Hill Surgery in Halesworth and it is felt that our ageing patient base, etc. qualifies us for a full-time Matron.

Ms Craig said that the OHT service has been delayed through lack of finance. As the incoming Chief Officer, Ms Craig is still settling in and she has promised to look into the situation and address the Practices' concerns as soon as possible.

### PARTNERS SURGERIES From 1<sup>st</sup> OCTOBER 2016

		Monday	Tuesday	Wednesday	Thursday	Friday
Dr Johnston	A.M	Wangford	Kessingland	OFF	OFF	OFF
	P.M	Kessingland	Kessingland	OFF	OFF	OFF
Dr Coleman	A.M	Kessingland	OFF	Kessingland	Kessingland	Wrentham
	P.M	Kessingland	OFF	Wrentham	Kessingland	Kessingland
Dr Ho	A.M	Kessingland	Wrentham	Kessingland	OFF	Kessingland
	P.M	Wrentham	Kessingland	Kessingland	OFF	Kessingland
Dr Lie-Critchley	A.M	Kessingland	OFF	Wangford	Kessingland	OFF
	P.M	Kessingland	OFF	Kessingland	Wangford	OFF
Dr Ashdown-Nichol	A.M.	OFF	Kessingland	OFF	Wangford	Kessingland
	P.M.	OFF	Wangford	OFF	Kessingland	Kessingland

### LONGSHORE SURGERY PARTNERS

Dr David Johnston (m)  
BSc (Hons) MB ChB MRCGP DHSc  
Qualified Dundee University

Dr Robert A Coleman (m)  
Mb ChB MSc MRCGP DFFP  
Qualified Manchester University

Dr Alex Lie-Critchley (m)  
LLB, MBBS, MRMRCP  
Dr Catherine Ashdown-Nichol (f)  
BSc (Hons), MBBS, MRCGP  
Dr Peter Ho (m)  
MBBS MRCP MRCGP  
Qualified Cambridge University

### GP TRAINING SCHEME

This practice is involved in training fully qualified doctors who wish to gain further experience in General Practice. These doctors work with us as Registrars, usually for 6 months or 12 months. These doctors are fully qualified and have experience of working in hospital medicine. They are gaining experience to make the transition to General Practice. Video recording of consultations will be taken on occasions for educational purposes. No recording will be taken without the written consent of the patient. No recordings will be taken of intimate physical examinations.

Currently we have Dr Katie Pryce (f)  
one Registrar:-