

Selsey Medical Practice Newsletter

The latest news and information
from your local surgery

Winter 2020/21

“Thank you”!

What a year! You may have noticed that this is only the second newsletter this year, which is just one small side effect of this huge pandemic. Our lives have been affected in so many ways, but the administrative and clinical teams at the Practice have been working throughout to maintain care for our community, here in Selsey.

We are all excited about the COVID vaccine news (page 7) and there now seems to be light at the end of this tunnel. Let's all hope that, within a few more months, all of our lives will return to normal. We have had to modify the way we work and our patients have had to adapt to changes with appointments and access to the building. This issue includes details about some of these changes. We are so grateful for everyone's support in this and for the many kind comments we have received. **Thank you!**

e-Consult Online Service

One major change in the way we are operating is that we are asking that our patients make use of the e-Consult service when they need help from the surgery. The service can be accessed via the link on our website at: www.selseymedicalpractice.co.uk

You can use this service to seek a clinical opinion or to get help with particular conditions such as back pains, mental health concerns, skin problems, etc. You can also use it to request administrative help, such as writing sick notes or GP letters.

It is easy to use e-Consult; you complete a simple form about your problem or request, and you can even include photographs. Our clinicians read your forms and decide on the best treatment for you. They respond with advice, a prescription or an appointment. One of the many advantages of this system is that you can tell us as much as you want, in your own time; and, because the information is presented to us in an orderly way, we will be able to see exactly what you are asking for and decide how best to help you.

Except for routine administrative requests, all e-Consults are reviewed and responded to within 24-48 hours.



Whilst we ask patients to use the e-Consult wherever possible, those who are unable to, can still telephone the surgery to book an appointment or make an enquiry on **01243 608201**. Our Receptionists will take details of your concern and this will then be put through the same triaging process as an e-Consult and you will hear from a Clinician in due course.

Please use e-Consult or the telephone to book appointments rather than coming to the surgery.

This is because we can no longer have people queuing inside at the Reception desk.



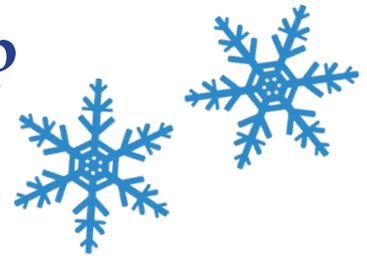
Self Help Special - find out about our new website resources - pages 4-5

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Patient Participation Group

The Patient Participation Group is hoping to expand its membership numbers so, if you fancy joining them, please speak to Reception at the surgery.



The Selsey Patient Group comprises a number of patients, together with several representatives of Selsey Medical Practice, and we generally meet four or five times a year. One purpose of the Group is to ensure that, wherever possible, the patient perspective is considered in advance of the implementation by the Practice of any changes, improvements, or new initiatives.

We draw on feedback from our annual patient survey to gain an overall understanding of what works well and what not so, and also to understand general patient preferences. As a result, we are able to make suggestions to the Practice for possible improvements to services, or even new services.

During these difficult times for us all, and particularly for the medical profession, the Patient Group has been mindful of the need to ensure that Selsey Medical Practice is not deflected from its key aim of delivering essential services to the community. And so we suspended face-to-face Patient Group meetings at the onset of the pandemic, and cancelled this year's planned Patient Survey which would normally be held during the first two weeks of June. We have also suspended until next year our popular Evening Seminars at the Town Hall on specific medical issues.

During the summer we held a 'virtual' meeting and, at that time we considered, amongst other things, arrangements for seeing patients during the pandemic, and plans for the forthcoming flu vaccination programme. We also received reports from our delegates to regional Patient Group meetings, and affirmed our absolute abhorrence of the abuse of Practice staff by a very small minority of patients during the pandemic.

The Patient Group, as currently comprised, well-represents older generations but it would be most useful to also have other members who can represent, shall we say, younger age bands.

There is more information about the Patient Group at <https://www.selseymedicalpractice.co.uk/patient-group>
If you would like to join the Patient Group please e-mail the Practice at cwscg.selsey-selsey@nhs.net

Bob Arnold, Chair, Selsey Patient Group

Friends of Selsey Medical Centre



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We have a very active Friends of Selsey Medical Centre organisation who seek to enhance our facilities by providing extra equipment which is above and beyond that provided by the NHS. If you would like to find out more, or would like to join or make a contribution please visit their page on our website;

www.selseymedicalpractice.co.uk/friends-of-selsey-medical-centre

“On behalf of the Friends of the Selsey Medical Centre we would like to wish you all the best Christmas you can have in these difficult, strange and unusual times.

It goes without saying we trust 2021 will be a much better year for us all. Please stay safe. Keep warm and more importantly Keep well.”

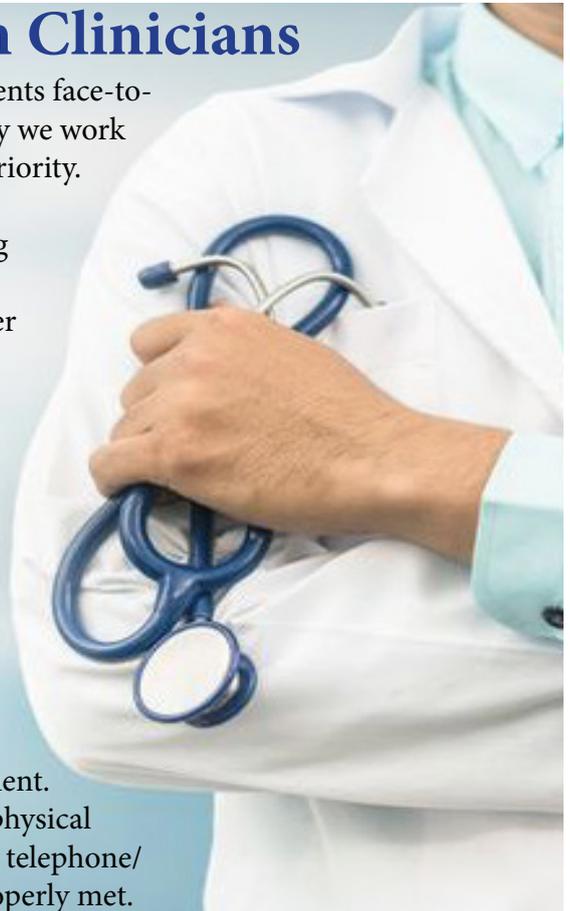
David Webber, Friends of Selsey Medical Centre

Face-to Face Appointments with Clinicians

The pandemic has caused us to address the way we offer our patients face-to-face consultations. We explain here how we have adjusted the way we work and hope to reassure you that your care is still our number one priority.

In line with Government guidance, we have changed our working practices. We are now using telephone triage and the e-Consult system (see page 1) to help make a clinical decision about whether a patient needs to be seen face-to-face. Minimising face-to-face consultations reduces the infection risk to patients, surgery staff and the local community, by limiting their close contact with others. Our clinical team will decide whether a patient needs to be seen, based on the information you provide. This is why we would like you to give as much detail as you are able to share when speaking to our reception team on the phone.

Our team of clinicians have undergone training in how to carry out telephone and video consultations, which means that these can be just as effective as a face to face consultation. Most of our patients have found these appointments very helpful and convenient. If a further face-to-face appointment is indicated (perhaps for a physical examination), the clinician will organise this for you during your telephone/video consultation, so you can be sure that your needs will be properly met.



An advantage of working in this way is that, in most cases, you can speak with a clinician on the day that you call, rather than waiting for the next available appointment. This means that there is no need to take time off work, take a child out of school or miss out on any other opportunity in order to go to an appointment. All you need to do is ensure that you have a phone nearby for when a clinician calls you.

To allow the clinicians to respond to important correspondence, interpret test results and carry out referrals, our phones switch over for an hour from 12:30 - 13:30 to emergencies only.

The surgery remains open – the way that we are operating has changed and it means that the clinician will only see you face-to-face if there is a clinical reason for doing so.

We know, from social media, that some of you have strong opinions about how you think we should operate. Most comments from patients who have used the services we offer have been very positive. We listen to all of your feedback and do our best to meet your needs. Thank you to everyone in our community who have sent messages of support, it is very much appreciated.

Access to the Building

The new appointment-only entry system is working well. This means that there is no queuing system. If you have an appointment you will be told when to come to the surgery. When you arrive, please ring the bell and tell the receptionist your name and who you are consulting. You will be asked to wait outside. They will then either let you in or the clinician will come and collect you. This enables us to maintain safe social distancing for both patients and staff.

Please only arrive at the surgery at the time of your appointment as the waiting area seating inside is restricted and good weather outside cannot be guaranteed.

If you are dropping off a request or letter, please use the white post box by the main entrance, which is emptied regularly during the day.



Self help

We have been building a great set of resources on our website that you can use to find out information and take action to help with a wide range of problems

Here are a selection of the resources; if you would like to find out more or try some of them for yourself please visit our website at www.selseymedicalpractice.co.uk



Living well with Pain

Excellent help and advice for chronic pain.
my.livewellwithpain.co.uk



Maternity Triage and advice line

Telephone advice from midwives
01903 285269
more details on our website



Connect to Support

Helps you maintain independence and stay safe
www.westsussexconnecttosupport.org



Sexual Health Test Kit

Request a free sexual health test kit online from West Sussex NHS
www.sexualhealthwestsussex.nhs.uk



Minor Injuries

Details of the service offered by the clinic at Bognor War Memorial Hospital
Follow link on our website



Dental Emergencies

Jubilee Dental Centre at St Richards Hospital
01243 793697



Adult Social Care

Information and advice about services and support in your local community
Follow link on our website



Sexual Health Service

Online appointment form or call 01903 285199
www.sexualhealthwestsussex.nhs.uk



Podiatry

Details of the service offered by the Sussex Community Trust
You can self-refer using our website



Selsey Care Shop

Provides access to the projects run by Selsey Community Forum.
121 High Street, Selsey
Telephone 01243 201616



e-Wellbeing

e-wellbeing is a digital wellbeing service for young people run by YMCA DownsLink Group.
e-wellbeing.co.uk



Long Term Conditions

Advice and information on a wide range of conditions from the NHS
Follow the link on our website.



Musculoskeletal

Great set of exercise sheets and information for muscle, joint and bone problems.
see link on our website



Mental Health

Help and support for all mental health conditions
Follow the link on our website.



Young Minds

Young Minds offers urgent help, support, advice, and guidance, which is focused on the needs of young people.
youngminds.org.uk



Patient Advice

Advice and information on a wide range of conditions from the NHS
Follow the link on our website.



Physiotherapy

Details of the service offered by the Coastal Musculoskeletal Outpatient dept.
Follow link on our website to download a self-referral form.



Chichester Wellbeing

Provides advice and support on how to make small changes to improve your health and wellbeing.
Follow link on our website to download a self-referral form.



Minor Injuries and Illness

Self-care advice for common problems.
Follow the link on our website



Family Health

Self-care advice for common problems that affect family members of any age.
Follow the link on our website

Other sources of information

As well as this collection of resources, you can also use online services such as NHS 111 (telephone 111 or visit www.111.nhs.uk). You can also search for help using the e-Consult online service (follow the link from our website www.selseymedicalpractice.co.uk)

Dr Parrish's 5 Ways to "Emotional Wellbeing" during the Pandemic

Emotional Wellbeing is "a positive state of mind and body; feeling safe and able to cope, with a sense of connection with people, communities and the wider environment" *W.H.O. 2007*

After getting over the initial shock of the Pandemic and the realisation that we may not be invincible after all, we all reacted with a sense of urgency, energy and community spirit to our situation. We had an imperative to do what had to be done to save lives, help keep the pressure off the NHS and, at all costs, to pull together and stick together.

There were huge changes needed in the way we worked at the Practice - every few days, a new government diktat was sent through, requiring us to make rapid adaptations to the delivery of medical services, whilst keeping our community and team as safe as possible.

The long, sunny summer days, with the beach and sea available on our doorstep, meant that lockdown life was not really too bad for most of us in Selsey, and local cases of COVID have thankfully remained very low. Home education and working from home seemed more manageable in the Spring and Summer months.

The buddy system co-ordinated by the Selsey Community Forum made us feel immensely proud to live in such a caring community, in which no one should be forgotten or left behind.

Now things feel different; it's dragging on... it's not funny any more. The temperature is dropping, and on a grey day everything can feel rather bleak. We need to do everything we can to keep our spirits up.

So..... I thought it might be time to send out a cheery reminder of the 5 Ways to Emotional Well Being.



No, don't shake hands!
Do smile through your mask and say hello.
Check up on someone who lives alone near you. Offer help and cheer them up
Make time to phone or video call a friend or relative who might be feeling lost or lonely.



Exercise causes little jets of a "happy chemical" called dopamine to be released in your brain. Don't forget to make time to go for a walk, a bike ride or a jog if you can. If you can't or can't face going outside because the weather is grim, try arm-chair exercises or YouTube yoga.



Don't let life rush by in a haze; try to notice some of good things in life and appreciate them. It's so easy to notice things that are annoying; try to actively overlook irritation and make allowances for the behaviours that wind you up. Try noticing a small beauty, a kind act, notice the smell of coffee, appreciate a sunny day, look out to sea, stop and watch the gulls gliding and flying on gust of wind. When you smile and see our Selsey Christmas lights, stop and think about the wonderful people who give their time to maintain and put them up every year.



Are you feeling fed up because your social life has dwindled down to texting, phone calls and the occasional family zoom quiz? Are you kicking yourself for binge watching all the best box sets on Netflix and Iplayer? What about distracting yourself by learning a new skill? Now you have the time to try out an on-line course for the language, art, knitting, fine cooking you've always wanted to be better at.



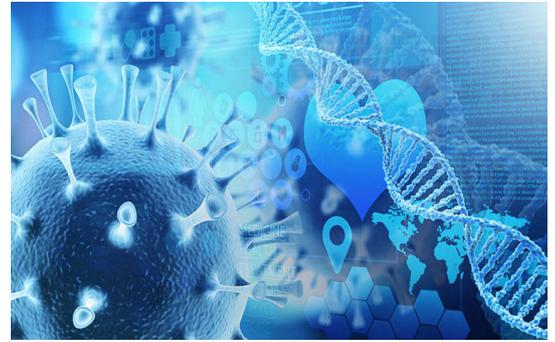
Giving is just about putting kindness into action. Even being thoughtful and doing one kind act a day can really lift your mood.

The Selsey Care Shop is a great source of information about community projects and support - see link on page 5

Covid Vaccination News

At the time of writing, work is ongoing to determine the best way to deliver COVID vaccinations across the wider Chichester area, as and when they become available.

There are currently three possible vaccines that might become available to our community in Selsey. Consideration is still being made by NHS England about who should receive the first doses, but it is most likely that this will be for residents of care homes.



Due to the fragile nature of the first (Pfizer mRNA) vaccine, the quantities in which it will be delivered, and other complexities, it is unlikely that we will be able to provide this first batch of vaccine in the same way as we would run a normal Flu Vaccination Clinic (although it would be our preference to do so).

We will update our website and use Social Media to give details of how this vaccine will be provided once a plan has been finalised.

New Telephone System



We are just in the process of procuring a new telephone system to help improve our service. Our lines have been incredibly busy during the pandemic with oncoming and outgoing calls and this has prompted us to accelerate our planned upgrade.

The new setup is a VOIP (Voice Over Internet Protocol) system. For us, this means that we can design and manage it more effectively, but for patients it will offer a much better experience. One feature that we hope you will appreciate is a call management system, which should ring you back when you reach the top of the queue, rather than you having to wait on the line. When you phone us, your electronic notes will automatically open so our reception staff should be able to help you more quickly. We will also be able to record the calls so we won't be able to forget anything you asked us and we will be able to listen to previous conversations if we need to.

We are hoping the transition to the new system will run smoothly, but ask that if you do experience any problems, please be patient and feed back to us any suggestions about how we might improve the system.

Flu Vaccinations

So far we have given over 4,000 flu vaccinations this season!

For the first time we are offering Flu Vaccine to those who are aged 50-64 years and who do not have any other additional medical risk factors. We have been trying to order vaccine for this group but demand is high and supplies have been hard to obtain. We try to update our website with the latest information so please check to see the "flu news"!; www.selseymedicalpractice.co.uk/flu-vaccinations



We are still providing flu vaccinations to those in the higher risk groups and those aged 65 and over. Please contact the surgery to book via telephone **01243 608201** or email cwscg.selsey-selsey@nhs.net if you would still like a flu jab and you are in one of these groups.

Staff Focus

Spotlight on...Nurse Prescribers



Kirsty Anderson



Nicky Macdonald



Justine Bohan

We are very fortunate to have a team of experienced Nurse Prescribers who are trained to deal with minor ailments and illnesses, and provide you with a prescription for medication if needed. You may be offered an appointment with one of our nurse prescribers when you make a request through e-Consult (page 1) or by telephone.

They are able to consult with the emergency doctor on the day if they feel they need further advice on your condition or if additional input is required to deal with your case. Making sure that you are seen by the most appropriate clinician ensures that the clinicians are available for the patients who most need them.

Practice Nurse



Kristal Wallace

We are very excited to welcome Practice Nurse, Kristal to our team. She is aiming to become a Nurse Prescriber. Some of you will already know her as she was previously the Clinical Nurse Lead for the community team in Selsey. One of Kristal's roles within the surgery is to incorporate community care whilst supporting the GP's with home visits.



If you would like to be part of our team here in Selsey, keep an eye on our vacancies page on the website www.selseymedicalpractice.co.uk/vacancies. This is where we advertise for nursing, administrative and reception roles.

Trainee Doctors



Dr Chelsea Lane

Chelsea studied Neuroscience BSc at Kings College, London, before qualifying from Warwick Medical School in 2017. She completed her foundation training in Truro, Cornwall, and is now a GP trainee in our practice.



Dr Phoebe Carter

Phoebe studied medicine at Bristol University and has been doing her foundation training at St Richard's Hospital. She previously worked in acute medicine, paediatrics and general surgery and is considering a career in surgery.