

Lyme Bay Medical Practice Spring Newsletter

March 2023



Issue No 3

Introduction

Welcome to our third newsletter. We hope you find it useful. We are always happy to take suggestions for what can be included in future editions. Our website at www.lymebaymedicalpractice.co.uk has information including policies, links to other useful websites and latest news where appropriate.

Heart Attack Symptoms in Women

- As with men, women's most common heart attack symptom is chest pain or discomfort. But women may experience other symptoms that are typically less associated with heart attack, such as shortness of breath, nausea/vomiting and back or jaw pain.
- Uncomfortable pressure, squeezing, fullness or pain in the centre of your chest that lasts more than a few minutes, or goes away and comes back.
- Pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath with or without chest discomfort.
- Other signs such as breaking out in a cold sweat, nausea or light-headedness.
- **Women who experience any of these symptoms should dial 999**

Practice Statistics

Nov 2022 – Jan 2023

☐ **14,568**

Attended Appointments

☐ **299**

Patients Did Not Attend Appointments

☐ **14,637**

Telephone Calls Answered

☐ **225**

New Registrations

☐ **25,478**

Medications Prescribed

☐ **970**

E-Consults Processed

☐ **303**

Home Visits

☐ **9,033**

Total Patients Registered

Lyme Bay Medical Practice

01297 445777 / 01297 443399 / 01297 560872
administrator.lyme@dorsetgp.nhs.uk

www.lymebaymedicalpractice.co.uk
prescriptions.lyme@dorsetgp.nhs.uk

Sharing of Patient Information

Patient records are confidential and not shared with outside organisations without your permission. If you are receiving care from other healthcare providers, such as hospitals and other healthcare professionals, it might be important for us to share your information with them, so that they can provide the care that you require. We also receive information for your record from a range of such organisations.

Healthcare organisations will assume that you want your information to be shared from and to the Practice. If you don't allow your details to be shared you may find that another healthcare provider does not have access to all the information needed to treat you. If, nonetheless, you do not wish your information to be shared in these ways, you will need to tell the Practice (email to administrator.lyme@dorsetgp.nhs.uk, or by phone) and also tell any clinician treating you outside the Practice.

Summary Care Record

Every patient has a Summary Care Record which contains information about the medicines you take and any bad reactions to them that you may have had, as well as any allergies. This record enables healthcare staff to treat you in an emergency when the practice is closed. Only staff involved in your care will have online access to your Summary Care Record.

Enhanced Summary Care Record

It can be useful to ask for your Summary Care Record to be enhanced with extra information in order to provide more tailored care for you. This information could include medical conditions, relevant medical history, personal preferences such as religious beliefs, etc. If you want to enhance your Summary Care Record in this way, please contact the Practice by email or phone.

Normally, hospitals and other healthcare providers will have access to your Summary Care Record / Enhanced Summary Care Record. You have the right to opt out of such sharing by contacting the Practice by email or phone.

National Data opt-out

Whenever you use a health or care service, information about your health, care or treatment is recorded alongside the details that identify you. To help plan and improve health and care services, and to research and develop cures for serious illnesses, the NHS shares such confidential information with approved research bodies. This data is made anonymous and is not shared with insurance companies or for commercial marketing. If you do not want your information used in this way, you can opt out online at www.nhs.uk/your-nhs-data-matters or by calling 0300 303 5678.

You can find more information about the Practice's privacy policy on our website (<https://www.lymebaymedicalpractice.co.uk/practice-policies>), or you can ask us for a copy

Jurassic Coast Primary Care Network Social Prescribing Team

Carers Project

Patients at Lyme Bay Medical Practice can access services from the Social Prescribing Team which consists of Social Prescribing link workers and care co-ordinators. They support patients in the community in order to improve health and well-being. They can help with:

- linking to support for mental and physical health issues, such as smoking cessation and healthy eating
- feeling isolated and assistance in becoming more involved in the community
- struggling with work, housing or money worries

Care Coordinators can help:

- over 18 year olds
- patients find their way around different health, social care and support services
- patients with one or more long term condition (eg diabetes, asthma, COPD, dementia, chronic pain)

The Social Prescribing Team work across the three Practices in the Jurassic Coast Primary Care Network – Lyme Regis, Bridport and Beaminster. Pauline Chart is the Senior Social Prescriber based in Lyme Regis on Wednesday, Thursday and Fridays however the team and prearranged home visits are available 5 days a week. You can self-refer to the team by calling them on 01308 428943 or any Practice staff can refer you with your consent

Jurassic Coast Primary Care Network Social Prescribing Team

Carers Project

Since the Social Prescribing service was set up in 2021, a growing number of unpaid carers are being referred to the team for support. We believe that we can provide more cohesive help for these patients in collaboration with Practices in the Primary Care Network as well as with local voluntary organisations.

Research shows that 12% of the patient population in Dorset provide care or assistance to someone who would not be able to manage without it. Yet in GP Practices across Dorset, the proportion of patients actually registering with their GP as carers varies from 2.4% - 3.5%.

If you are a carer but have not registered, why not do so by contacting the Practice via email or through the Carers' support section on our website.

The NHS has prepared for Primary Care a series of practical ideas to improve the wellbeing of unpaid carers. These are linked to what the NHS calls 'A Framework of Quality Markers' that GP Practices can use to become fully effective in recognising and supporting carers. To meet these criteria, the Social Prescribing Team has made the following proposals which have been accepted by Practices in our Primary Care Network.

- A targeted campaign to encourage unpaid carers to register this fact with their GP. This started in Spring 2022 with posters in the Practice and messages across social media. The campaign continues.
- An 'Unpaid Carer Working Group' of Social Prescribers and Carers Leads from all PCN Practices.
- A new Carers Pack, mostly standardised across all PCN Practices, to ensure a consistent service. This will include information about what the Practice does to help carers and about other types of support available in the community. Extra information relevant to particular conditions will be included as appropriate.
- The offer of an initial appointment with a Practice clinician and a Social Prescriber when someone registers with the Practice as an unpaid carer. This 'Carers Assessment' ensures that each carer's physical, mental and emotional needs are identified and supported, as required by the Care Act 2014. It may also agree a contingency plan for use in an emergency or when the carer is no longer able to provide support.
- A Social Prescriber will maintain regular contact with unpaid carers who would welcome this.
- Annual wellbeing checks offered by text or letter from the Carers' Lead, with appointments for a health check by an appropriate clinician being offered if necessary.
- Invitations to carers' events.

Lyme Bay Medical Practice has a Carers' Lead. Their role is to keep the Carers' Register up-to-date, ensuring that being a carer is shown on the patient's Summary Care Record and that all Practice staff appreciate their part in supporting registered carers. We recognise the special circumstances of carers by, for example, giving them priority and flexibility with appointments, where necessary offering longer times than usual, or arranging home visits.

With the Practice staff working closely with the Social Prescribing team, we aim to provide effective clinical and social support for our registered carers and those for whom they care.

Young Carers (Project Extension January 2023)

We have begun to work with the Children and Young Person's Social Prescribers to identify young carers and ensure they know where to go for support. This coincides with the recommendation that schools now identify young carers as part of their annual census. Best practice suggests that a Carers Lead is identified at each school.

This part of the project is still in its infancy but recognises the additional issues for a school in identifying young carers and in supporting them by adapting as necessary to their circumstances.

We hope that this will be a collaborative effort with schools and voluntary groups serving the under-18 population.

Carers Drop-in event on 24th November

(Report by Lizzie Eden - Carers Engagement Facilitator, Dorset HealthCare)

Thursday 24th November marked National Carer Rights Day. As many as 1 in 10 of us are caring for a loved one, and 1 in 3 NHS staff provide unpaid care. Although lots of events happened across Dorset that day, at Lyme Bay Medical Practice the drop-in event, with over 30 carers attending, was a real success! Carers had the opportunity to speak to Social Prescribers and Carer Advisers about their situations. Although this was a drop-in event, carers were invited to book one of a limited number of one-to-one appointments with a representative from the Dorset Council-funded 'Carer Support Dorset'.

The feedback was very positive, with many carers taking away useful information and asking for the drop-in to become a regular event, rather than a one off. Many carers were also registered with 'Carer Support Dorset' meaning that they have ongoing support and a Carers discount card sent to them in the post.

Much of the credit for the success of this event goes to the Social Prescribing team in the Jurassic Coast Primary Care Network, and shows the value of the additional roles that the team now has in primary care. Our social prescribers have highlighted what an integral and growing part our GP Practices play in supporting informal carers, thus making a positive difference to our patient population.

For Carer Support Dorset, see <https://www.carersupportdorset.co.uk/>

For Carers Card, see <https://www.mycarerscard.co.uk/>

Your Patient Participation Group (PPG)

Standing room only!

Dr Watson's talk on 'The Future of GP Services' in November drew about one hundred people to the Football Club. His realistic, at moments discouraging, survey of challenges and possible futures was reported in Lyme Online – see the 25th November issue at <https://lyme-online.co.uk/category/digital-edition>.

We under-estimated the numbers likely to attend and apologise to those who were overcrowded at the back of the room. For open meetings this year we are booking venues with greater capacity.

'Virtual group' – a growing reality

Following that talk we invited those who left their contact details to join the PPG's Virtual Group. All patients are members of the PPG, but if you're in the Virtual Group you'll receive agendas and Minutes of the Steering Group's bi-monthly meetings, and early notice of open events, so you can see what issues are taking priority. It's easier for you to contribute particular interest, knowledge or expertise, either by email or by attending Steering Group meetings (by prior arrangement, please – we don't want overcrowding again!).

Over fifty people are now members of the Virtual Group. If you'd like to be added, please send that request, with your name and email address, to lymebayppg@gmail.com.

Leaving hospital after in-patient treatment

Having to stay in hospital when fit to leave isn't good for individuals or for the whole health and care system, as we see regularly in the news. The Health & Social Care Coordinators for Dorset HealthCare, working with their Community Nursing and Community Rehabilitation teams, are committed, whenever possible, to arranging care that avoids the need for hospital admission in the first place, and to managing discharge to community or home care as smoothly and quickly as possible. Your Steering Group has summarised details of how the system works (not the same for every hospital): these are published on the PPG page of the Practice website under 'PPG Health and Care Information'