



Winter Newsletter



Welcome to our new, bigger Newsletter which contains more information for you and a new PPG



Sepsis - What you need to know! by Dr Gurner

Sepsis is caused by the way the body responds to germs, such as bacteria, getting into your body. The infection may have started anywhere in a sufferer's body, and may be only in one part of the body or it may be widespread. Sepsis can occur following chest or urine infections, problems in the abdomen like burst ulcers, or simple skin injuries like cuts and bites. Sepsis is a life threatening condition that arises when the body's response to an infection injures its own tissues and organs. Sepsis leads to shock, multiple organ failure and death especially if not recognised early and treated promptly. Sepsis can be caused by a huge variety of different bugs, most cases being caused by

common bacteria which we all come into contact with every day without them making us ill. Sometimes, though, the body responds abnormally to these infections, and causes sepsis.

Signs of Sepsis

If you or a loved one had a suspected infection, or certain risk factors like being very young or old, diabetic, pregnant or on long-term steroids, then you would need to know what to look for.

Sepsis in Children

Sepsis affects over 25,000 children every year in the UK. Sepsis could occur as the result of **any** infection. There is no one sign for sepsis. If your child is unwell with either a **fever** or **very low temperature** (or has had a fever in the last 24 hours), look for the following:

Any Child who:

- Is breathing very fast
- Has a 'fit' or convulsion
- Looks mottled, bluish, or pale
- Has a rash that does not fade when you press it
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch

MIGHT HAVE SEPSIS - Call 999 and ask: could it be sepsis?

Any Child Under 5 who:

- Is not feeding
- Is vomiting repeatedly
- Hasn't had a wee or wet nappy for 12 hours

MIGHT HAVE SEPSIS - If you are worried they are deteriorating see your GP or call 111 if out of hours

Further Information:

There are useful leaflets found on the UK Sepsis Trust Website: <http://sepsistrust.org/> or NHS Choices: www.nhs.uk

Sepsis in Adults

If an infection seems to be getting worse and you have a fever, and develop any of the following symptoms, **don't delay and contact your GP:**

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in 18 hours or a day)
- Severe breathlessness
- 'I know something's badly wrong with me'
- Skin that's mottled, bluish or very pale



Are you due your Annual Review?

Are you one of our patients who may be due an annual review for any of the following conditions:

- ✓ Diabetes
- ✓ COPD
- ✓ CHD
- ✓ Asthma

If you are due a review (your review date will be in your month of birth) you will be sent a letter inviting you to come in and see one of our nursing team. If you know you are overdue or have a letter please call 01444 458738 and ask for Diane or Debbie to book your appointment.



What is a Training Practice? by Dr Ferrier

As you may be aware, for many years Cuckfield and the Vale Medical Practice has been recognised as a training practice for Junior Doctors. You may have seen posters at reception, notifications on the website or have had consultations with the junior doctors themselves. We are lucky enough to host junior doctors at different periods in their training and thought it would be helpful to explain the differences.



Our trainees range in background from Foundation Year 2 (F2) doctors, who are in their second year of work after graduation, to GP Specialist Trainee Year 3 (ST3) doctors who are in their final year of specialty training to become qualified GPs. We also occasionally have medical students on placement.

A typical course of medical training, although many doctors choose to take time out for additional experience, often abroad, will include:

- **Medical School** - usually 4-6 years depending on the course and previous academic achievements of the student
- **Foundation Training (F1 & F2)** 2 years working in 4 -6 month rotations, in different specialities to gain general experience to help decide on their ultimate career path, e.g. General Practice, Orthopaedics, Anaesthetics etc.
- **Specialty training (ST)** which can take anywhere from 3 years for a qualified GP, to up to 10 or more years in certain surgical fields.
- **Qualified GP or Consultant**

As anyone below GP/Consultant level is described as a 'junior doctor' you can see that it might get complicated.

So what does being a Training Practice mean?

It means we are regularly and rigorously assessed by the academic Deaneries to certify that we can provide a good educational experience for our trainees. This is to ensure that the doctors are supported, monitored and encouraged appropriately, but most importantly, that our patients are never put at risk or adversely affected by delivery of this education. As I am sure lots of you will agree, having a consultation with one of our Junior Doctors can be a mutually rewarding experience. They tend to have more availability, longer appointments allowing them to take their time thoroughly assessing you, and if they have any concerns, will have a senior GP available for review - meaning you often get a 2 for the price of 1 combination of medical expertise! For your part, by agreeing to see a Junior Doctor you are helping with their medical education and ensuring that the next generation of doctors have as much practical experience as possible. Finally, in order to put a name to the role I would like to mention our current F2 Trainee Dr Joseph Hedgecock who started with us in December and to welcome back our ST3 GP trainee, Dr Sarah Steely, in February. I hope this has gone some way to explain the complexities of medical training and provides an insight into the Practices part in training and supporting our junior doctors of the future.

Patients who DNA ('Did Not Attend') their appointment

Each month we publish in our Surgeries how many patients DNA their appointment.

Between 1st January 2016 and 31st December 2016 **2358 patients** did not attend their appointment. This equates to 657 wasted hours or 65 working days of clinical time. Government figures show that the cost of visiting your local GP Practice is £46 per person, per visit. The appointments that were not attended last year could have been given to other patients who needed to be seen.



We do offer text message reminders to your mobile phone, these are sent out the day before your appointment. If you feel this may help you with remembering your appointment or as a reminder to cancel an appointment you are unable to attend, please provide our Receptionist with your mobile number. Alternatively you can make, monitor and cancel appointments, along with request medication, by signing up for an online account. This can be done within minutes by completing a short form and providing ID. To sign up to online services please speak to the Receptionist.

MYTH BUSTER!

Starve a fever, feed a cold

The original thinking was probably that fasting would cool the body during a fever, whereas eating would warm you up when you have a cold. However, in practice, we should feed both colds and fevers. Drinking, however, is essential, and this is one occasion when you should force yourself to drink, even if you don't feel like it. Fevers and colds speed up dehydration, so drink fluids frequently, ideally water rather than tea and coffee, to ensure you stay well hydrated!

Friends & Family Test (FFT) - Would you recommend us to your Friends & Family?

In December 2014 we started sending out SMS text messages to your mobile phones after your consultation with a GP or a Nurse. The SMS asks you to complete 3 quick questions:

- Q1. *Were you happy with your clinical consultation / patient experience with us today?*
- Q2. *Who did you see /speak to today?*
- Q3. *How likely are you to recommend our GP Practice to friends and family?*



We now have 2 years of data and your feedback is as follows:

YEAR 1: 1st December 2014 to 30th November 2015 - 1648 patients responded

98% of our Patients were happy with their consultation 1600 Yes and 48 No
95% of our Patients were 'Extremely Likely', or 'Likely' to recommend us 1286 Extremely Likely and 274 Likely

YEAR 2: 1st December 2015 to 30th November 2016 - 1828 patients responded

98% of our Patients were happy with their consultation 1785 Yes and 55 No
96% of our Patients were 'Extremely Likely', or 'Likely' to recommend us 1506 Extremely Likely and 245 Likely

All of your feedback is passed directly to the clinicians to help us maintain and improve on our high standards.

We would like to thank everyone who has taken the time to complete our FFT and we welcome information on your patient experience with us as we move into 2017. You can complete the FFT via a link we text to your phone, or there are paper copies available in the surgeries to fill in.

For more information please go to: <http://www.cuckfieldmedicalpractice.co.uk/page1.aspx?p=13&t=2>

Practice Manager's Message by Jess Yaxley



I hope everyone had a lovely peaceful and happy Christmas!

The cold weather has certainly returned with a vengeance and we are seeing lots of patients with coughs and colds and winter related illnesses. Some of you may have read the recent articles regarding GP appointments and how some Practices are struggling to be able to offer their patients appointments within a clinically appropriate timeframe. I am pleased to let you know that although we are very busy, we are always able to see patients on the day that our GPs feel need to be seen urgently and our current waiting time to see a GP or Prescribing Nurse for a routine appointment is around 3 days. However, this is only possible if the appointments are used responsibly and we would ask for your help in order for us to be able to maintain this level of access. If you make an appointment, either on the day or in advance, and then cannot make it, please do let us know so that we can free up that appointment for someone else who needs it. Unfortunately on the first day back after Christmas we had **3 hours** of precious Nurse and GP time wasted as patients failed to turn up or cancel their appointments.

2016 was certainly a very busy year for the Practice:

New staff joined and other staff members left for pastures new. Dr Nick Barrie completed his last session with us on Wednesday 21st December and I am sure he will be sorely missed by everyone. Nick joined the Practice when his father was a Partner and has enjoyed over 30 years of practising medicine in Cuckfield. Nick has very kindly given the Practice a large aerial view, framed photo of Cuckfield Medical Practice and we are planning to display this in the waiting room early in the New Year. We also successfully completed a CQC Inspection in July receiving an overall 'Good' report with special 'Outstanding' awarded for our commitment to older people, which we were delighted to receive. Our PPG organised a 'Winter Wellbeing Fair' alongside one of our flu clinics in October which was a great opportunity for patients to come along and have a cup of tea and a chat with local voluntary and charity organisations like Age UK, Deaf Awareness, Citizens Advice Bureau, Carers Support, Stroke association, Alzheimer's Support and Mid Sussex Older Peoples Council, to name but a few. Members of our fabulous PPG were on hand to assist patients as they came in the door and raised money through a delicious cake stall to fund our new car park sign.

Looking ahead to early 2017:

Some of you may have already met our new GP Trainee, Dr Joe Hedgecock. Joe is with us for 4 months and is supervised by Dr Harvey and in his absence Dr Ferrier. In February we will also have Dr Sarah Steely joining us who is an ST3 and in her final year of GP training. Sarah will be under the mentorship of Dr Gurner. As a training Practice, we are always pleased to host and provide clinical supervision to the new Doctors of the future.

The Practice is looking forward to 2017 and it just leaves me to wish you all a very happy and healthy New Year!



Our First Newsletter by the Cuckfield & The Vale Patient Participation Group

We are your Patient Participation Group, also known as the PPG.

A very active and enthusiastic group, made up of patients of different ages and backgrounds, we work with the Practice on behalf of the patients of both Cuckfield Medical Practice and The Vale Surgery.

The role of this Group is to be the 'patient's voice' in the Practice and it encourages an interest in healthcare. It gives the opportunity to our patients to have a say in how services are planned, developed and evaluated, by creating a good working relationship with the Practice staff and GPs.

The Patient Participation Group meet every 2 months and have regular email contact. The aim is to address topics that may arise from the Annual Patient Survey and the results are then incorporated into action plans that are available to view on our Practice website. We have further information on the PPG on the notice board in our waiting area. We encourage new members to join the Group and we value input from all our community. We are interested in hearing from a wide range of patients or carers who have used local services and are keen to be involved in making a difference to NHS services in the future. We would particularly like to hear from groups who are under-represented, such as young people, parents of young children and also the under 40's.

We will be using this newsletter to communicate directly with patients, update you on what we are doing to help you and the Practice and notify you of what events are taking place for you to come and join in!

If you would like to contact or join the PPG then please email: cuckfieldpatients@gmail.com

You can follow the PPG on Twitter: [@CuckfieldPPG](https://twitter.com/CuckfieldPPG)

Working with Patients, for Patients

In 2015 the PPG came along to the Flu Clinics and asked you to tell us how we could help you. A large portion of patients commented how difficult it can be to park at the surgery, particularly around school drop-off and pick-up times. We randomly monitored the car park during 2016 and ensured that only patients parked at Cuckfield, with many patients commenting how nice it was to be able to park. As a group, we also felt that the sign in the car park was not clear enough, so using the money raised at the Winter Wellbeing Fair we bought a new sign for the car park (below right).

We would like to thank all those patients who came and supported us at the Macmillan Coffee Morning and our Winter Wellbeing Fair. We baked cakes for both events - the money from the coffee morning (£290) going to Cancer Research and the money from the Winter Wellbeing Fair paying for the new sign in the patient car park at Cuckfield.



We hope these interventions are helping patients.



Beware of email scams

Stay safe online

Unrealistic claims may be made about medical-related products, such as miracle health cures, and fake online pharmacies may offer medicines cheaply. However, once bought, the medicine can turn out to be poor quality and some can even harm your health.

Check whether an online pharmacy is legitimate by clicking on the 'Registered Pharmacy' logo on the website homepage, this should lead you to the

[General Pharmaceutical Council](http://www.gpc.org.uk) website.