

STAVELEIGH MEDICAL CENTRE NEWSLETTER



INSIDE THIS ISSUE

- New digital Inclusion workshops
- The Staveleigh Team hand deliver winter packs to vulnerable patients
- Staveleigh staff receive awards, including nationally
- Triage - What is it and why do the reception staff ask so many questions?



Easter "Bake-Off"

Organised by our HCA Johanna, the staff at Staveleigh Medical Centre held a staff bake-off in the week leading up to Easter. Cakes, pastries and treats were given to patients for a donation to Willow Wood hospice, Thank you to everyone who participated.



Success with Health Checks for Learning Disability and Hypertension

Our fantastic nursing team contributed to the practice achieving the highest in Tameside area for completed health checks for patients with a learning disability and hypertension.

COVID-19 Vaccines Make a Return in Spring Booster Campaign

A new Spring Booster vaccine programme was initiated at the start of April. COVID-19 is more serious in older people and in people with certain underlying health conditions. For these reasons, people aged 75 years and over, those in care homes, and those aged 5 years and over with a weakened immune system

are being offered a spring booster of COVID-19 vaccine.

Eligible patients can book into local clinics online: <https://tamesideandglossop.nhs.uk/vaccinations.co.uk/> or call 0161 3932976



Staveleigh Staff Trained to the Highest Standard

To be eligible to work at Staveleigh medical, all staff are required to undergo continuous training. Staff are required to undertake annual training every year in topics such as safeguarding, health & safety, basic life support, and data protection. Additionally doctors, nurses and other registered clinicians are required every few years to undergo an independent appraisal and revalidation of their license to practice.

The training programmes staff undertake ensures that the highest level of patient care is maintained. The training also offers staff opportunities to develop themselves personally and professionally.

“Did you know all of our reception and admin team are trained to give CPR and basic life support in an emergency situation”



Staveleigh Medical Centre is a Training Practice

Being a training practice, Staveleigh Medical centre often has students and trainees working with our practice and weekly teaching tutorial lessons take place in the practice's learning centre.

Dr Shilhan is a GP trainee and the regularly hosts placements for ST1, ST2, and ST3 students. "ST students" are qualified doctors who have finished medical school and foundation training and now specialising to become a GP.

**Your
next
poo**

**could
save**

**your
life**

If you receive a bowel screening kit, use it. You could stop cancer before it starts.

To find out more visit [nhs.uk/bowelscreening](https://www.nhs.uk/bowelscreening)

**Screening
saves
lives**

**Help us
help you**

Digital Inclusion Workshops

The world is moving more and more digital. Healthcare is following trend. Going digital allows more opportunities for patients to take ownership of their healthcare. You can do things like order prescriptions, book appointments and view parts of your medical record through apps such as the NHS App.

The hardest things about going digital taking the first step and getting set up. We have teamed up with the Bureau in Glossop who run weekly local workshops with volunteers to help patients one to one get set up and train them on healthcare apps. Ordering prescriptions online or through an app means you can order medication wherever you are at anytime.

Our Practice Manager, Martin commented about the scheme: "This has been a fantastic scheme to help patients get digital. But it's not just about helping patients get digital for the sake of it, going digital allows greater convenience and quicker access to healthcare. The team and volunteers who run the workshops are incredibly friendly. Patients literally turn up with their phone, the team does the hard work and gets them set up on things like the NHS app, and then they are shown how to order prescriptions, or book appointments. In March we sent over 50 referrals to help patients get digital."

Ask our team today about a referral to our digital inclusion workshops.

Want an easier way to contact your GP?

Not sure how to order your repeat prescriptions online?
 Want to book or request an appointment without having to phone your practice?
 Need your Covid Pass to travel or visit places in the UK?

Book in for some FREE support from our fantastic Volunteer Digital Champions!

Open to patients at ANY surgery in Tameside & Glossop

We can help you to learn how to use your phone, tablet or computer to manage your health online!

To find out more or book a place: **DIGITAL HEALTHCARE SUPPORT SERVICE**
 Contact Emma on 07920 170126 or health@digitalwellbeingproject.org.uk **BUREAU**

We can support you to...

- Order repeat prescriptions more quickly and easily
- Get proxy access to medical records of someone in your care (Parents/carers only)
- Book / request appointments online
- Download your Covid Pass for proof of vaccination
- Manage long term health conditions at home

How does it help you?

- Quicker, easier and more convenient!
- Avoids the morning rush for appointments
- Reduces your wait time for repeat prescriptions
- Frees up surgery phone lines for those that need it most

UNDERSTANDING BLOOD PRESSURE

A blood pressure test checks if your blood pressure is healthy, or if it's high or low.

Blood pressure is the term used to describe the strength with which your blood pushes on the sides of your arteries as it's pumped around your body.

Low blood pressure (hypotension) is not usually a problem, although it can cause dizziness and fainting in some people.

High blood pressure (hypertension) can increase your risk of developing serious problems, such as heart attacks and strokes, if it's not treated.

Having this quick test is the only way to find out what your blood pressure is – and it could save your life.

Blood pressure is measured in millimetres of mercury (mmHg) and is given as 2 numbers:

- systolic pressure – the pressure when your heart pushes blood out
- diastolic pressure – the pressure when your heart rests between beats

The highest number is always the systolic pressure and it's always given first. For example, a blood pressure given as "120 over 80" or 120/80mmHg means a systolic pressure of 120mmHg and a diastolic pressure of 80mmHg.

As a general guide:

- normal blood pressure is considered to be between 90/60mmHg and 120/80mmHg
- high blood pressure is considered to be 140/90mmHg or higher
- low blood pressure is considered to be 90/60mmHg or lower

Travel Vaccines

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

Vaccinations are available to protect you against infections such as yellow fever, typhoid and hepatitis A.

In the UK, the NHS routine immunisation (vaccination) schedule protects you against a number of diseases, but does not cover all of the infectious diseases found overseas.

If you are planning to travel or go on holiday talk to our team today about what vaccines you may need and if you can get them in practice or need to go somewhere else. For more information visit: <https://www.nhs.uk/conditions/travel-vaccinations/>

Annual Review and Long-Term Condition Recalls

If you have a condition, or are at risk of developing a condition, that requires an annual review, for example asthma, COPD or diabetes, or if you are taking medication which requires monitoring the practice will contact you when it is time to book in. The practice takes a structured approach where you will be contacted during the 2 months before or 2 months after your birthday. You will be contacted at least 3 times.

If you require multiple annual reviews for monitoring, we will try to complete everything in the same appointment which means less trips to the doctors.

Once you get your invitation text or letter please book in as soon as you can.

AWARD WINNERS AT STAVELEIGH

Practice Manager of the Year

In December 22 our Practice Manager, Martin, was crowned Practice Manager of the Year at the national General Practice Awards which took place in London. The event was attended by more than 700 guests from across primary healthcare. Martin was shortlisted and awarded by a panel of judges from nominations for Practice Managers all over the country.



25 Years of Primary Care Service



Our Assistant Manager, Lisa, received recognition for an established career of 25 years of working in primary care at the Tameside GP Alliance Primary Care Awards which took place at Dukinfield Town Hall in May. Lisa has worked at several GP practices across Tameside throughout her career and in a number of roles including receptionist, medical secretary, data coder, practice manager and assistant manager. Martin, our Practice Manager, described Lisa an "unrivaled fountain of primary care knowledge"

Supporting Colleagues Award

Johanna, one of practice Healthcare Assistants (HCA) received an award for excellence in supporting colleagues at the Tameside GP Alliance Primary Care Awards in May. Johanna was recognised for going and beyond with running initiatives to support colleagues in the practice and she is the practice staff welfare champion. Some of the things Johanna has done to support colleagues including setting up exercise clubs, a buddy scheme and an employer of the month incentive.



Shake up your summer!

Disney
FROZEN



Disney
ENCANTO



Disney
**PIXAR
LIGHTYEAR**



MARVEL



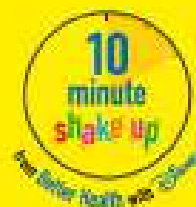
Have fun with our new 10 Minute Shake Up games!

Now's the time to get inspired and be active! Shake things up with our brand new games, inspired by some of your kids' favourite Disney characters.

To find more games search
'10 Minute Shake Up'
or scan the QR code



Better Health
Let's
do this



Triage - What is it

At Staveleigh we have almost 7,000 patients. In any one day we typically have around 200-300 appointments. To ensure that everyone gets to see the right clinician at the right time, when a patient contacts us and asks for an appointment, the practice undergoes a "triage" process to assess the request and the priority. The reception staff may ask a number of questions, such as what are your symptoms, how long have you had your symptoms for and what treatments, if any, have you tried already. The reception staff will complete a template on the clinical system (shown on the right hand side) and this information is then passed to the on-call Doctor working that day. The on-call Doctor will review this information, along with the medical record and medical history to proitise what the best outcome is. The outcome could be a same day appointment, a call with a GP to gather more information or a routine appointment.

Sometimes the GP may advise that an appointment with a specialist, such as our Musculoskeletal First Contact Practitioners (MSK) would be best. Most non-urgent routine appointments are targeted to be seen within 2 weeks and the practice is always reviewing capacity.

The practice reserves a number of urgent same day appointments everyday to ensure there is always capacity for the most urgent and serious triage outcomes to be seen.

It is a common myth, particularly on social media, the reception staff are "gate-keepers" and they make clinical decisions. This is not the case at Staveleigh. Whilst our staff are trained to signpost, as well as being able to recognise serious symptoms which may need immediate action (such as a heart attack) or signs that someone may be in immediate danger, all triage decisions are made by a GP. Providing accurate and as much information as possible to our reception staff will ensure you are triaged correctly and seen in the right time frame with the right person.

Patients can also complete the online consultation form our website www.staveleighmedicalcentre.com instead of calling. Forms which are completed online are triaged too.

Staveleigh would like to thank all of our patients for their cooperation.

Please describe your current symptoms

When did your symptoms start?

Does anything make your symptoms better?

Does anything make your symptoms worse?

Are your symptoms associated with any other symptoms?

What treatments have you tried already and have they helped?

Have you seen anyone previously about this & if yes then who?

Do you have any ideas what might be causing your symptoms?

Do you have any concerns about your symptoms?

What are your expectations from this encounter?

Other notes

Winter Packs Hand-Delivered to Vulnerable Patients

Winter is always a testing period in healthcare as there are more illnesses around and people sometimes struggle to get better when they are unwell. Winter can be particularly challenging for vulnerable patients including those who are older or housebound. It can be even more challenging for those patients who may live alone and become isolated.

In the run-up to the winter holiday period, staff at Staveleigh prepared and hand-delivered over 100 winter packs to housebound and vulnerable patients. The packs contained information about local support to help prevent the effects of isolation, top tips to keep warm and safe over winter and some goodies and treats too.



Staveleigh Medical Centre has an active Patient Participation Group (PPG) who meet every 2 months with practice representatives to feedback and represent the patient voice. The group is an opportunity for patients to feedback and suggest improvements to the practice, and also for the practice to gain insight and gatherer patient views.

Some recent examples of where the practice has listened and implemented suggestions from the PPG include chairs with arm supports for clinical rooms, adjusting the wording of appointment reminder messages, offering a smaller timeframe for phone consultations times (within a 2 hour window) and the introduction of a practice newsletter.

The PPG forum is voluntary and open to all patients. For more information or to join please speak to a member of staff.

Local events & Activities in Tameside

**Tameside, Glossop
& District MS Society**

0800 1114329

**Greater Manchester Walking
for Health**

Different levels to suit,
between 1 & 3 miles.

Enquiries to 0161 320 0430/
07855984586

**Tameside Carers
Centre**

Ashton-U-Lyne

0161 342 3344

St Georges Church

Church Walk, Stalybridge,
SK1 1DL

07553258674

"Come Together" every
Thursday 1pm-3pm for
company and
refreshments.

Age UK Tameside

Factsheets available for
ageing people

131 Katherine Street,
Ashton-U-Lyne, OL6 7AW

0161 3085000

Holy Trinity Church

19 Corporation Street,
Stalybridge, SK15 2JS

0161 3049308

"Silver Cord" - Befriending
service for anyone
suffering effects of
loneliness and isolation

St Georges Church

Church Walk, Stalybridge,
SK1 1DL

07714235736

"Dementia Cafe 1st & 3rd
Friday of each month
13:30pm-15:30pm

GP Patient Survey 2022-23

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

GP survey results for 2022-23 were released in July 2023. Staveleigh achieved above average in almost all indicators compared to the national average and the local Integrated Care System (ICS) area of Greater Manchester.

Full results can be found online: <https://gp-patient.co.uk/practices-search>

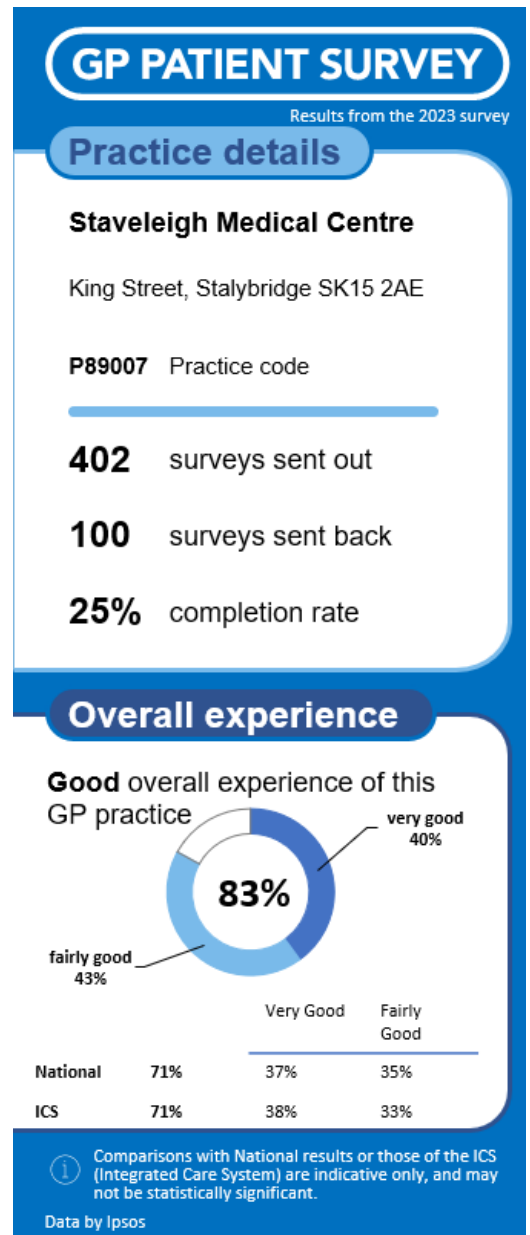
New Phone System

Although overall Staveleigh did very well in the GP Patient Survey, an area the practice has chosen to improve is access and in particular how easy patients can get through to the practice on the phone. 50% of respondents to the survey said they found it easy to get through on the phone: The national average for all GP practices was 50% across Greater Manchester was 51%.

Staveleigh has invested in more staff and a new phone system in July 2023 to help overcome some of the access challenges. Some of the features that will allow improvement include:

- Better call managements system
- A "wall-board" screen in the reception office, similar to a call centre, so the team can visually see how many calls are coming through, how many people are waiting in the phone queue, how long the phone queue is and the types of calls coming through. This will allow the team to direct resources appropriately.
- Statics to allow planning and evaluation
- Wireless headsets to save time picking up manual handsets and typing
- The system will link to the clinical system to help retrieve patient records quicker reducing the call length times

We hope you will notice a difference in wait times now when calling us



Lung Health Checks

Past and current smokers in Tameside and Glossop are being invited to an NHS lung health check in a drive to improve earlier diagnosis of lung cancer and save more lives.

With one of the highest mortality rates for lung cancer in England, Tameside and Glossop is one of 23 places across the country to run the Targeted Lung Health Check programme.

GP letters will be sent to households as part of a new screening project, jointly organised by Tameside and Glossop CCG and Manchester University NHS Foundation Trust (MFT).

The initiative means more than 58,000 people aged 55 to 74 in the area will be invited to a lung health check by their GP, and over 65% will be eligible for an appointment. Over two years, this will identify an estimated 400 cases of lung cancer earlier than otherwise would have been.

The lung health check takes place in two stages:

1. The first is an initial assessment with a specially trained health care professional.
2. If the assessment finds the person to be at high risk, they are offered a low dose CT scan of the lungs for further investigation.

The scanner is housed in a mobile unit and is being taken to accessible areas across Tameside and Glossop. Lung health checks will take place over a two-year period starting in July, and patients will be contacted in groups depending on which GP practice they are registered with.

Lung cancer can often be caught too late as there are rarely symptoms at the earlier stages. The programme is designed to check those most at risk of developing lung cancer in order to spot signs earlier, at the stage when it's much more treatable and ultimately saving more lives.

The Targeted Lung Health Check programme estimates it will diagnose around 6,000 cancers earlier than would otherwise have been within the 23 places it is currently established. This offers the opportunity for more and earlier interventions, including curative surgery, which will save people's lives. Stop smoking advice will also be available to support current smokers.

For more information on the Targeted Lung Health Check programme please call 0161 529 0900

The mobile CT scanner will be at the following location from the beginning of July 2022:

Asda car park, Greenfield St, Hyde, SK14 1BD

Non-NHS Service and Private Report Fees

We have a contract with The Tameside ICB to provide for medical care of our patients under the National Health Service. Services not included in the NHS contract may be provided on a private basis with an appropriate fee charged. Why do GP's charge fees? Your questions answered

Isn't the NHS supposed to be free?

The National Health Service provides most health care to most people free of charge, but there are exceptions, for example prescription charges, and there are a number of other services for which fees are charged. This is because the service is not covered by the NHS, for example claim forms for referral to private care and other letters and forms which require the GP to review the patient's medical record.

Surely the GP is being paid anyway?

The NHS pays the doctor for specific NHS work but for non-NHS work the fee has to cover the GP's costs.

What is covered by the NHS and what is not?

The government's contract with GP's covers medical services to NHS patients. In recent years more and more organisations have been involving GPs in a whole range of non-medical work. Examples of non-NHS services for which GPs can charge their NHS patients are: Private medical insurance reports, Holiday cancellation claim forms, Letters requested by, or on behalf of, the patient.

Examples of non-NHS services for which GPs can charge other institutions are: Medical reports for an insurance company, Some reports from DSS/Benefits agency Examinations of local authority employees

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his / her patients. GPs have a very heavy workload and paperwork takes up an increasing amount of their time.

Certificates/ Letters without Examination		Price from:	Forms/ Certificates		
Pre-employment tick box form		£10.00	Insurance form - accident, inability to work	up to 1 page	£20.00
Pre-employment letter/ longer form (patient)	up to 1 page	£20.00		over 1 page	£25.00
	over 1 page	£25.00	Freedom from infection		£20.00
Pre-employment letter/ longer form (company)	up to 1 page	£45.00	Fitness to attend sport, school, hobbies	without examination	£20.00
	over 1 page	£50.00		with examination	£50.00
Letter	up to 1 page	£15.00	Provident association claim form (eg. BUPA)		£25.00
	over 1 page	£20.00	Holiday cancellation insurance form	patient	£20.00
Fitness to fly/travel letter/ certificate		£20.00		insurance company	£30.00
Letter to HMRC re: medications required		£20.00	PCV/ LGV driver certificate	dependent	£35.00-£70.00
Court exemption letter		£25.00	Occupational health report		£130.00
Private sick note		£10.00			
			Examinations		
			Employment (HGV/ Pilot/ Taxi)		£100.00
			Sports (diving, racing, driver, pilot)		£100.00
Other Requests					
Charge rates variable upon request					

Staveleigh in Summary – Spring Edition



SOME SUCCESSES

- Increase in number of staff and award winning team
- Increase in workforce mix (now offering patients more choice of appointment types)
- More appointments and patients than ever before
- Improved staff training (domestic abuse training)
- New phone system
- Revamped PPG group bringing change and the patient voice
- New system for identifying, monitoring and managing long-term conditions
- High achievers in area, especially learning disability and hypertension management



SOME CHALLENGES

- Increased demand - more requests for appointments than ever before
- Incoming phone calls increase by over 4 times than 3 years ago
- Changes to GP contact to navigate
- Funding restrictions
- Outgrowing practice premises
- Workforce changes
- Media perception of general practice impact on morale
- An increase in zero tolerance letters issued and incidents of staff abuse

Have Your Say?

If you have any ideas or suggestions for the practice, including contents for our next edition of the newsletter scheduled for Winter 2023, please speak to a member of our team.