



# Milford Medical Centre Newsletter Winter 2016

## “GOOD” – the CQC inspection results

In our last issue we reported on the Care Quality Commission’s inspection of the surgery. Here is a brief summary of their report which can be viewed in full on the surgery website or go to:

[www.cqc.org.uk/location/1-541267065](http://www.cqc.org.uk/location/1-541267065)

### Key areas

Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good
Older people	Good
People with long-term conditions	Good
Families, children and young people	Good
Working age people (including those recently retired and students)	Good
People experiencing poor mental health (including dementia)	Good
People whose circumstances may make them vulnerable	Good

The Inspector reports one area of **outstanding** practice:

“The **lead practice nurses** had designed a teaching package for non-clinical staff to be able to assist in chaperoning. The training was very thorough ensuring the staff understood their roles and responsibilities...” The Inspector also commended the excellent support provided by the **Friends of Wistaria, PPG**, and specifically, the **Befriending Service**.

The report’s **Overall Summary** highlights the following findings:

**Staff** “had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment”. It describes: “a clear leadership structure and staff felt supported by management” and “high levels of staff satisfaction with a good staff retention rate”

“**Patients** said they were treated with compassion, dignity and respect” and “involved in their care and decisions about their treatment”. They “found it easy to make an appointment with a named GP” and there was “continuity of care, with urgent appointments available the same day”

“**The practice** had a clear vision and strategy to deliver high quality care and promote good outcomes for patients”, had “good facilities” and was “well equipped to treat patients and meet their needs”. The inspection also highlighted an area where improvement could be made:

“**The practice** should make efforts to improve the care and support of patients for healthy lifestyles and long term conditions”.

The report is a reassuring outcome and the Friends are pleased to have played a part in contributing to the standards of equipment and facilities at Milford Medical Centre.

**Note: an “Outstanding” rating is given to less than 2% of all elements in an inspection.**

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## Introducing Helen

### Practice Pharmacist

Early in November, the surgery welcomed a new member to the practice team: Helen Plumb.

Helen is a practice pharmacist in a new post being funded for a 12 month trial by Better Local Care and the West Hampshire CCG as part of the Vanguard project.

As with the six other practices involved in the Vanguard Project, Helen will be working together with community pharmacists, hospital pharmacists and GPs, to improve the health and care of our elderly patients with multiple medication needs. Her role will be primarily working to help patients who may be having problems with their medication, seeing them at home or in the surgery, or patients recently discharged from hospital with newly prescribed drugs. In the practice, Helen will also be involved in medication reviews and drug monitoring for high-risk patients with long-term, and complex conditions.

As well as improving care for the patients, it is hoped that Helen’s presence will help GPs and remove some of the pressure on their time with patients.

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[www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)

Tel: 01590 643022

## Coughs & colds



Many different sorts of virus cause colds and adults can catch two to four colds each year with school-aged children catching up to twelve a year.

**Colds are spread by** touching infected surfaces (objects and people) and then touching your mouth, nose or eyes. Cold are also spread by droplets in the air from sneezing or coughing.

**Symptoms include:** a blocked or runny nose, sneezing, sore throat, cough, headache and generally feeling tired.

**How to treat your cold:** your body will usually fight off the cold on its own, without needing a visit to your GP.

However if you develop severe vomiting and diarrhoea, earache, difficulty breathing, skin rash, cough with yellow or rust coloured phlegm or extreme tiredness, consult your GP or pharmacist for advice. *There is no cure for colds as antibiotics do not work on viruses.*

**What you can do to help yourself feel better:** drink enough fluids to prevent dehydration; inhale steam with menthol; rest and suck sweets or lozenges with menthol or eucalyptus - these are all useful.

Painkillers can help headaches and fevers, medicines containing decongestants can help a blocked nose and cough medicines maybe helpful for coughs.

Complementary medicines such as Vitamin C, zinc and the herbal remedy Echinacea are popular but there is very little evidence for their effectiveness.

**To help prevent a cold** eat a diet rich in vegetables and fruit, take regular exercise and don't smoke.

**To help prevent spreading a cold:** try and stay away from others, wash hands regularly and throw away tissues as soon as you have used them



Walking is a natural, easy and healthy form of exercise which will improve your general health and well-being, improve your heart health, and help to manage your weight and cholesterol.

"Walking for Health:" is being promoted by Hampshire County Council to encourage this activity for health and well-being. Doctors recommend that you are active for 150 minutes a week, which is simply walking for 30 minutes a day, 5 days a week. So, don't forget that

just leaving your car at home when you live within walking distance of work and shops adds to your total weekly activity. Or perhaps treat your dog to a longer or extra walk several times a week. You may have read about the New Forest Walking Festival and seen leaflets and posters in the surgery. And, if you have not already got started on a walking routine, the website below gives lots of information about the benefits of walking, walking with medical conditions and how to get involved, including ideas for walks of less than 2 miles in the News Forest area. [www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk)

Locally, there are Sunday morning walks with a talk starting from St Thomas Church, and there is an Everton Ramblers Group for longer walks (from 2-4 miles generally). Check the "Village Voice" for information about walks in Milford on Sea.

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## Our Successful Flu Clinic

On Saturday 1 October we had a successful flu clinic, despite the heavy rain, 998 patients attended with only a few defaulting

This year 4 Doctors gave injections, and a nurse on site to help out, giving a throughput of 80 patients every 10 minutes. Everything went smoothly apart from a problem with the automatic door at the beginning. A big 'thank you' to the League of Friends volunteers who helped make the morning run smoothly.

The bigger clinic was more cost effective for the Practice. Funding of General Practices is not keeping up with demand, consequently expenses are rising and profits are falling each year. Many practices are therefore, struggling, and the Royal College of General Practice predicts 594 practices could close by 2020. Having your flu jab at the Surgery, (rather than a pharmacy) helps increase the Practice funding as reimbursement per injection is given. We have to order our injections nearly a year in advance to obtain sufficient stock. Next year's order has already been placed. If any are unused, there is a financial loss to the Practice. As finances get tighter any potential loss of income is significant and can affect our ability to buy new equipment or to employ additional staff. So far this year, we can see that over 270 people have had their flu jabs elsewhere meaning this income will go to these companies and their shareholders rather than the practice. Last year across both practice sites 5045 people received an immunisation out of 7624 eligible patients.

### Help us make the clinic run smoothly

- Arrive punctually but if everyone turned up even 5 minutes early this would create a queue of 40 people
- Read the laminated sheet of patient information and inform whoever is giving the injection if you have any concerns
- The injection is given high up the arm, normally on the left. Remove over-garments, in advance, so this area is easily accessible.

### You are eligible to receive a flu jab if you:

- are 65 or over (on 31 March of the following year)
- are pregnant
- have certain medical condition :- Asthma (which requires regular steroid inhaler), Chronic Obstructive Pulmonary Disease (COPD) or Bronchitis, Chronic heart disease, Diabetes

Please remember to book your flu immunisation appointment next autumn and it is not too late to get this year's injection. All the partners and staff at Wistaria and Milford Surgeries would like to thank you for your support and we wish you well in the coming months.



# MILFORD & WISTARIA SURGERY Patient Participation Group

## Online information and advice on care and support

**Connect to Support Hampshire** is a new online information and advice guide, and directory of local services for adults with care and support needs. This website, set up by Better Local Care for Hampshire, provides information and options as shown right.

To use this search tool, go to: <https://connectsupport.hants.gov.uk/home>, then choose one of the four options: shown opposite and then choose from more specific options.



**Find information and advice**



**Community and care directories**



**Getting started**



**Interactive community**

Better Local Care is a new partnership between local NHS and care organisations, GPs and charities.

It is responding to local need for services that:

- are easier to access,
- are closer to home,
- provide the support needed to live as happily and healthily as possible,
- enable you to do more to look after your own health and wellbeing.



Are you satisfied with your pharmacy?

To comply with their terms of service and requirements of NHS Regulations 2013, all community pharmacies must conduct an annual patient satisfaction survey by questionnaire. This allows patients to give valuable feedback on the services provided.

Questions included helpfulness of staff, cleanliness, waiting times and general efficiency.

Results of the 2016 survey are not published online but are displayed in different forms on posters in the pharmacies. Here is an indication of how local pharmacies performed in their "overall rating" (figures rounded).

Pennington	100%
Millford Hospital	98%
Boots High St Lymington	89%
Boots St Thomas St "	76%
Boots Wistaria Court	39%

The Boots pharmacies at Waitrose and Milford Village have not published a comparable rating, but do have selected results on display. *The choice is yours (This is not a PPG survey)*

### About the PPG

The Patient Participation Group represents all patients and enables communication between patients and surgery medical staff on all relevant issues.

### Community alarm service

If you live alone, are elderly or have health issues, the New Forest District Council's Community Alarm Service can provide you with greater confidence and independence through the installation of a community alarm.

It is a two-way speech system linked to an emergency monitoring centre, with a personal button to summon help from in your house or garden. Calls are answered 24 hours a day, 365 days a year by trained Council staff.

**02380 2855453**

**[communityalarm@nfdc.gov.uk](mailto:communityalarm@nfdc.gov.uk)**

Alarms can be rented or purchased with a £25 installation charge

### Patient Survey on access to GP services

Your surgery has recently been involved in an NHS initiative to enhance and increase access to services. NHS England would like to gather feedback from patients to assess levels of satisfaction. Please complete the online survey to share your views (it takes about 10 minutes). [www.gppatientsurvey.co.uk](http://www.gppatientsurvey.co.uk)

**We are looking for more patients to join our**

### "Virtual Group"

and take part in questionnaire surveys via email about local healthcare issues and their experiences with the surgery

**Please email**

**[wistariamilfordppg@gmail.com](mailto:wistariamilfordppg@gmail.com)**

### Look for the new noticeboards

**in the surgery for survey results and to find more news from the PPG**



## Surgery opening times

### Normal opening times

8.00am to 6.30pm

Mon 19<sup>th</sup> to Fri 23<sup>rd</sup> December

At Christmas - CLOSED

Saturday 24<sup>th</sup>, Sunday 25<sup>th</sup>

& Bank Holidays Monday 26<sup>th</sup> &

Tuesday 27<sup>th</sup> December

OPEN

Wednesday 28<sup>th</sup>, Thursday 29<sup>th</sup>

& Friday 30<sup>th</sup> December

At New Year - CLOSED

Sat 31st December

& Mon 2<sup>nd</sup> January

RE-OPEN on Tue 3rd January

**Telephone lines open**

**8.30am to 6.00pm**

01590 643022

*Chose option 1 for a Surgery appointment,*

*or option 2 for The Practice*

**You can also book surgery appointments online**

Out of hours : please call 111  
For acute medical emergency  
please dial 999

The Practice

(Lymington New Forest Hospital)

For an appointment call

01590 630545

## Your Doctors

Dr Matthew Turner  
Dr Alice Mavrogordato  
Dr Neil Moody-Jones  
Dr David Fowler  
Dr Camilla Janssen  
Dr Dan Bartlett

A queue at  
reception?

**Please use the arrival  
screen to check in for your  
appointment.**

Make a difference to someone's life :  
we urgently need Befrienders in Milford or Lymington

A Befriending service is now in place both in Lymington and Milford in association with Hampshire's Good Neighbours Supply Service with clients matched with volunteers. All Befriending are carefully selected, trained and supported, as well as being police checked.

*Feedback is very positive and many close and rewarding friendships have developed. If you would like to talk about joining us, as a client or volunteer, please contact :*

**Lymington : Gill Taunt or Susan Antonio Tel : 07867229983**

**Milford : Steve Anderton : 01590 637088**

The Befriending service is ideal for anyone living on their own who is perhaps unable to get out and about easily. If you, or anyone you know, might like a visit for an hour or so a week or fortnight from a friendly face with a listener in whom you can trust, and who perhaps shares some of your interests, please get in touch.

Please note that the Befriending service is not a replacement for Social Services or any other care agency.

## League of Milford Hospital Friends

Chairman : Julia Badham  
Vice- Chairman : Brian Giles  
Treasurer : Barry Caddick  
Secretary : Peter Gibbs

Volunteer Secretary : Elizabeth Gibbs  
Membership Secretary : Terri Boxall  
Members : Hazel Threlfall  
Mike Collison  
Don Waite  
Minute Secretary : Helen Lister

Tel : 01590 645291

## League of Hospital and Community Friends

Why not support the League by becoming a Member? There is no fixed membership fee, give as little or as much as you can afford. With your help, the membership fees will enable us to raise more money to be able to assist the Medical Centre in purchasing more equipment. We need your support please. Membership forms are available on the Book Trolley in the foyer outside the Medical Centre, or contact Terri Boxall  
tel: 01590 641910.

## Better Local Care

With one of the most elderly communities in Europe, the New Forest area has a growing number of frail people with a range of complex health problems, who need support from a whole team of different professionals from a variety of organisations. This paints a picture of how many other areas could look in 5 or 10 years' time.

**Seven GP practices in the New Forest area have signed up to Better Local Care and The Practice at Lymington Hospital is one of the facilities provided under this partnership.**

The Practice gives the 60,000 patients from the seven partner practices additional choice and access to care. The Practice aims to increase the amount of access people in the Lymington area have to healthcare specialists. Patients will be able to book appointments by ringing their local surgery and will have the choice of seeing their regular GP or making an appointment at The Practice.