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## Creech Medical Centre

Hyde Lane,

Creech St Michael

Taunton TA3 5FA

Tel: 01823 442357

<https://creechmc.gpsurgery.net>



## PATIENT NEWSLETTER



**SUMMER 2017**

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### In this Issue:

Report from the Practice

Friends and Family Test

Report from the PPG Chair

Somerset's Sustainability and Transformation Plan

Live Well

We all Have an Important Part to Play to Reduce Medicines Waste

Do You Order Your Repeat Medicines Through The Pharmacy?

Live Well – Sun Screen and Safety Tips

Online Patient Access

Carers' Voice and Carers' Support Group

Patient Voice South

Patient On-line Group

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### Opening Times:

We are open from 8.30am – 6.30pm Monday to Friday. The surgery can be contacted from 8.00am in the morning but only for emergency calls that will not wait until 8.30am. We are closed on Saturdays and Sundays.

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### Report from the Practice:

#### Changes to Staff

We are pleased to confirm that we have successfully recruited a part-time GP for 2 days per week starting in August. Dr Gerard Garvey is a very experienced local GP having spent 25 years in general practice. He will work Mondays and Thursdays and we are sure he will become very popular with our patients. This will increase our weekly capacity for routine appointments. We know it will take time for Dr Garvey to get to know regular patients but we would encourage you to ask to see him or take up an appointment with him if you are offered one

#### Improved Access:

Somerset has been selected by NHS England to be an early adopter of the new Improved Access arrangements for extended hours appointments. This means that there will be appointments available from a selection of practices across the Taunton Deane area between 6.30-8pm Monday to Friday and on Saturday mornings from early July. Creech will have some face to face and telephone appointments alternate Tuesday and Wednesday evenings 6.30-8.00pm and Thursday mornings with our nurse 7.30-8.00am. Any patient from any of the 12 Taunton Deane practices will be able to be seen in any of the Practices that are providing appointments from 6.30-8.00pm plus Saturdays and the clinician will have full access to your medical record for that consultation. There will be more information about the service and how to access it on our website or please ask Reception staff.

#### \*\*\*FRIENDS AND FAMILY TEST\*\*\*

**Just a reminder about the "Friends and Family Test". To give us your opinions on the practice.**

PLEASE COLLECT A SURVEY FORM FROM THE RECEPTION DESK OR SEE THE PRACTICE WEBSITE FOR FURTHER DETAILS  
<https://creechmc.gpsurgery.net>

**Doctors:** Dr. Willemijn Balder Dr. Eamon Barthakur Dr Gerard Garvey

**Practice Nurses:** Alison Nearn (Lead Nurse)

Teresa Davison (Nurse Practitioner)

**Healthcare Assistant:** Jodie Warren

**Practice Manager:** Dominique Pearson-Smith

**Medical Receptionists:** Jacqui Fawcett (Reception Supervisor) Gemma Hodges Robert Evans Leanne Giles Liz Pike

**Administration Apprentice:** Sophie Palmer

**Patients Participation Group:** Tony Murray - Chairman



**Working in partnership  
with its Patients' Participation Group**

**PPG Chairman's Remarks**

**Creech Medical Centre**

The PPG are holding discussions with Creech Pharmacy Staff about ways of raising awareness of how patients can get advice and some treatments for less serious complaints.

For some time we have been enquiring how a voluntary car service could be organized. One patient who has had experience in coordinating this in another practice has volunteered to help, although we require volunteer drivers. If you feel you could help or need more information please contact us. At this stage this is the only volunteer we have had.

You probably know there is a bookcase in the Medical Centre reception area which has books brought in by patients for sale at 50p each. Although quite modest this money is really helpful for PPG funds. If you have books you can spare please donate them and they will be sorted and eventually sold.

Rachel Hay supported by Tony Murray gave a short talk in the last Parish Council Public meeting. The PPG are keen to explain to the public what the PPG does and how it attempts to support the medical centre and patients' interests.

We are here as a voice of patients, and as a channel of communication, supporting the practice as critical friends"

**\*Update\***

**SOMERSET'S SUSTAINABILITY AND  
TRANSFORMATION PLAN**

**What is the Somerset Sustainability and Transformation Plan (STP) - *The challenge and Why we need an STP***

The demands on the NHS and social care are increasing, partly because there are more people who are living longer with more complex health problems such as dementia, diabetes and high blood pressure, but also because of the increasing cost of new medicines and treatments. Public demand for health and social care services is constantly growing and the only way to manage this is by thinking as one single health and social care system – rather than as individual organisations – working with patients, carers and communities. The Somerset Sustainability and Transformation Plan (STP) describes a vision for the future of healthcare in the county which has been developed by the leaders of Somerset's hospital, community and mental health NHS organisations, Somerset County Council and Somerset Clinical Commissioning Group (which is made up of the county's GPs). This is our joint plan.

**Our key priorities outlined in the plan are:**

- To encourage and support everyone in Somerset to lead healthier lives and avoid getting preventable illnesses
- To move care out of hospital beds in Yeovil, Taunton and our 13 community hospitals into people's homes wherever possible, providing care designed specifically for each patient's needs, supporting faster recovery and, in many instances, avoiding the need to go into hospital in the first place
- To invest in GP teams to develop a mixture of skills and time to support the increasingly complex care that needs to be given To respond to the way we live now – making it easier for people to get services closer to home, when they need them, using modern technology that is already transforming other parts of our lives
- To invest more money in frontline care by being more efficient with how we use our buildings, our equipment and our management and administration

We have recently published a detailed document which sets out some of the plans we have. You can read a full copy of Somerset's STP proposals on the Somerset Clinical Commissioning Group's website at: [www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk).

**Have your say**.....

You can tell us what you think about the STP or ask for more information by contacting us using the details below.

Somerset Sustainability and Transformation Plan (STP)  
NHS Somerset Clinical Commissioning Group  
Freepost RRKL-XKSC-ACSG (No stamp required)  
Yeovil

Somerset BA22 8HR Phone 01935 385240 Email

[STPfeedback@somersetccg.nhs.uk](mailto:STPfeedback@somersetccg.nhs.uk) Web [www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk)

## LIVE WELL



### Sun Screen and Sun Safety

**\*Sun Safety Tips** (Advice taken from NHS Direct - <http://www.nhs.uk/Livewell/skin/Pages/Sunsafer.aspx#safety>)

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Make Sure you:

- . spend time in the shade between 11am and 3pm.
- . make sure you never burn
- . cover up with suitable clothing and sunglasses
- . take care with children
- . use at least factor 15 sunscreen

#### What factor sunscreen (SPF) should I use?

Don't rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun's at its hottest.

When buying sunscreen, the label should have:

- . a sun protection factor (SPF) of at least 15 to protect against UVB
- . at least four-star UVA protection (UVA can also be indicated by the letters "UVA" in a circle, which indicates that it meets the EU standard.
- . make sure the sunscreen is not past its expiry date. Most sunscreens have a shelf life of two to three years.

. don't spend any longer in the sun than you would without sunscreen.

#### What are SPF and star rating?

The sun protection factor, or SPF, is a measure of the amount of ultraviolet B radiation (UVB) protection.

SPFs are rated on a scale of 2-50+ based on the level of protection they offer, with 50+ offering the strongest form of UVB protection.

The star rating measures the amount of ultraviolet A radiation (UVA) protection. You should see a star rating of up to 5 stars on UK sunscreens. The higher the star rating, the better.

The letters "UVA" inside a circle is a European marking. This means the UVA protection is at least one third of the SPF value and meets EU recommendations.

**\*For more nhs advice on how to apply sunscreen correctly, children and sun protection, swimming and sunscreen, clothing, dealing with sunburn logon to:**  
<http://www.nhs.uk/Livewell/skin/Pages/Sunsafer.aspx#SPF>

## WE ALL HAVE AN IMPORTANT PART TO PLAY TO REDUCE MEDICINES WASTE .....

**Estimated Cost in Waste Medicine is £3M Per Year**

**We can all make a difference .....**

Everyone has a part to play to reduce medicines waste  
You can make a difference by...



Checking what medicines you have at home before re-ordering more.



Speaking to your doctor, nurse or pharmacist if you are not taking any of your medicines or you are experiencing any unexpected side-effects.



Opening your prescription bag while you are still inside the pharmacy and returning any unwanted items to the pharmacist.



Asking advice from a pharmacist if you are experiencing any unexpected side-effects or need any help taking your medicines.

NHS Somerset Clinical Commissioning Group

Everyone has a part to play to reduce medicines waste

Don't forget!



Don't tick it if you don't need it on your repeat prescription. Talk to your pharmacist or GP if you need help with taking your medicines.



### DO YOU ORDER YOUR REPEAT MEDICINES THROUGH A PHARMACY?

A lot of NHS money is wasted through pharmacies ordering repeat medication on behalf of patients when they don't need it.

**If you order your repeat medication through a pharmacy please tell the pharmacist exactly which medicines you need and ask them not to issue you with items that you do not require.**

**LETS ALL HELP REDUCE THE ESTIMATED £3M spent in wasted medicines each year.**

**Don't forget you can request repeat prescriptions, book and cancel your appointments and change your personal details Online?**



## **ONLINE PATIENT ACCESS**

Creech Medical Centre offers patients the facility to access their GP services through online Patient Access. **You can book, view and amend and cancel GP appointments and order, view and print your repeat prescriptions or appliances.** You can also view your immunisations, allergies, test results and change your demographics. In addition, if required, you may also request access to your coded medical record.

You can register for Patient Access via the link on our website or please ask for details at reception. If you have any further questions or enquiries please contact the surgery.

## **CARERS' VOICE SOMERSET**

Are you interested in:

- ✓ Finding out more about Somerset's Commitment to Carers?
- ✓ Becoming a member of Carers' Voice Somerset?
- ✓ Volunteering with us?
- ✓ Finding out more?

### **UNPAID CARERS' SUPPORT GROUP**

**Do you give up your time, unpaid, to care for a family member, friend or neighbour?** If so, have you registered with the Practice as a Carer?

We offer a chance to meet others in similar situations every 4<sup>th</sup> Tuesday of the month at Creech Medical Centre from 2.00pm until 4.00pm. Please feel free to come along.

We also have a carer support worker on hand to answer any questions you may have.

**Please contact Debbie:** Deborah de Mornay Penny,  
Carers' Voice Somerset Project Officer

07818 523487 - [dpenny@somerset.gov.uk](mailto:dpenny@somerset.gov.uk)

## **Patient Voice South** Collaborate. Communicate. Change

**WORKING TOGETHER TO CREATE CHANGE FOR PATIENTS** Patient Voice South exists to encourage the very best public and patient engagement, in order to improve the patient experience throughout the NHS. - See more at: <https://www.patientvoicesouth.swcsu.nhs.uk/#sthash.7sRNC07i.dpuf>

Patient Voice South is about joining up people, ideas and best practice across boundaries, in the service of outstanding public and patient engagement in the NHS.

Why? Because we believe that only by truly listening to and working with patients, service users, carers and others using the NHS can we improve their experience; there's no point in 'engaging' if it doesn't make a difference. We believe that the more we can inform, educate, inspire and exchange ideas, the more likely we are to have NHS services that work brilliantly for everyone.

Patient Voice South is led by NHS South, Central and West Commissioning Support. Much of our work is through spreading ideas and examples from one part of the health system to another; through building the networks of people who work in this field (both in the NHS and in the community & voluntary sector); and helping people & organisations overcome the barriers to participation.

Patient Voice South has been helping to support the very best in NHS patient and public engagement since 2014.

- See more at: <https://www.patientvoicesouth.swcsu.nhs.uk/about/#sthash.lp8NHd2N.dpuf>

**Please help the Medical Centre by joining our**

**'Online Patients Group'**

Our patient group gives feedback to the practice on current services and helps with new developments.

We know that most people do not have the time to commit to joining the actual patient participation group. However, we would still like to contact you or hear your views. We want to involve patients from a broad range of ages and locations. Therefore, we are aiming to increase numbers signed up to our on-line patient group, both the healthy and the not so healthy. By signing up you will receive information about the medical centre and our services but more importantly, you will be able to give us vital feedback and help develop local health services.

**The ethnic background with which you most closely identify is:**

- British
- White & Asian
- Pakistani
- Irish
- White & Black African
- Black or Black British Caribbean
- White & Black Caribbean
- Indian
- African
- Bangladeshi
- Chinese
- Any Other

*The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Act gives you the right to know what information is held about you, and sets*

**Please complete the form below and hand it in to reception**

**Your name**

.....

**Email address**

.....

The information below will help to make sure that we receive feedback from a representative sample of the patients registered at this practice.

**Your Gender:** Male  Female

**Your Age:** Under 16  25 – 34  45 – 54  65 – 74  17 – 24   
35 – 44  55 – 64  75 – 84  Over 84