

Making GP services even better for people in Droitwich & Ombersley

D&O patients meet with local MP

Members of the Patient Participation Groups from GP practices in Droitwich and Ombersley recently met with our local MP, Nigel Huddleston, to highlight the concerns that local people have about the future provision of healthcare in our area.

The main worries patients conveyed were how local GP practices and hospitals will cope with the increased demand. Droitwich PPG members felt that another GP surgery is needed in the town close to the new housing developments.

Nigel welcomed the opportunity to hear first-hand people's concerns, saying it would help him in discussions with the Department of Health. He informed us that the MPs across Worcestershire are working together on this to provide a united front. It was highlighted that funding for healthcare in the county has historically been at a lower level than most other parts of England which MPs are challenging.

Mike Lambden, Chair of the Salters PPG, commented "Whilst Nigel could not give us definite answers on the points we raised, we felt that it was vital that he was aware of the concerns locally for patients. We would like to thank Nigel for taking the time to meet with us."

- 1 Corbett Medical Practice
- 2 Spa Medical Practice
- 3 Salters Medical Practice
- 4 Ombersley Medical Centre



Within Droitwich and Ombersley there are four General Practices covering a total registered population of 34,500.

A new service for enhancing patient access to Primary Care

A new service was launched in October 2015

The Clinical Contact Centre is a service now being offered by 11 GP practices across South Worcestershire and is open 8am-8pm Monday – Friday and 8am – 12noon Saturday and Sunday. It provides patients with an alternative option to manage their health. Over 4000 consultations have been provided since launch in October 2015 for the practices in Droitwich and Ombersley.



On calling their GP surgery, patients have the opportunity to have their symptoms assessed through a telephone consultation with a skilled clinician, such as an Advanced Nurse Practitioner (ANP) where their condition can be appropriately treated without seeing a GP.

The clinician can access the patient's health records, with consent from the patient, giving a clear picture of their medical history. They are able to prescribe most medication, almost 70% of consultations are managed and resolved by the Centre. Approximately 30% of patients require a referral or appointment back at practice, which can be made directly.

Patients will still be able to directly book appointments with their GP as they have done before. For many people however this has offered a much quicker and convenient option, improving experience and freeing up GP appointments. Patients are able to call the Clinical Contact Centre at any time during opening hours and arrange a convenient time for an appointment, often within one hour on the same day. All Droitwich practices are currently using the centre. For more information and the other services available www.southworcestershiregpservices.nhs.uk

How can your local chemist help with your healthcare?

Were you aware that your local chemist is also a healthcare provider that can be a valuable resource to help support your good health.

Local Chemists (also referred to as Community Pharmacies) are healthcare providers located in shops and medical centres at the heart of communities, close to where people live, work and shop. The chemist teams include pharmacists, technicians and healthcare assistants and are able to provide up to date advice on health promotion, help with medicines, minor ailments and long term condition support. Patients can talk to a pharmacist in their local chemist in confidence and don't need to make an appointment. Most pharmacies now have a private consultation area where patients can discuss their health and medicines with the pharmacist in private.

Between 30% and 50% of prescribed medicines are not taken as recommended. This means that a lot of medicines are wasted or are not as effective as they could be. Pharmacists can supplement the clinical reviews that are conducted at GP practices.

Pharmacies also offer additional services such as flu vaccinations, and testing for common conditions like high/low blood pressure and diabetes. You can also get advice and treatments to support you to stop smoking too.

Plus Pharmacy Discharge Service coming soon...

Worcestershire patients will benefit from a new service that refers them directly to community pharmacies when they are discharged from Worcestershire Royal hospital for support with their medication.

The aim is to help patients get the best from their medicines, stay healthy at home and reduce hospital readmissions caused by changes to medication.

This is a six-month pilot that will see the hospital, GPs and community pharmacists 'working together' to help patients understand the medication they have been prescribed and the best ways to take it.

The hospital will refer patients to participating pharmacies on their discharge with a copy of their discharge medication. The community pharmacy will contact the patient within a few days to arrange a consultation. Pharmacies in Droitwich have expressed interest in this pilot to date.



Integrated support for carers

Worcestershire Integrated Carers Hub launched in July 16 provides a single point of access to Information, Advice and Support for Worcestershire's 63,000 unpaid adult carers.

The Hub builds on the services currently delivered by Worcestershire Association of Carers, and will work with carers and partners in the development of new services to support carers. Reaching out across the county through community settings new services will provide increased access and local options. Referrals can be made by your GP. More information about the Hub email Jane Taylor, Marketing and Communications Officer on: JTaylor@carersworcs.org.uk



Are you one of the 30,000 people across Worcestershire who are feeling lonely or more isolated as you grow older? Alf was. He is a local man and he referred himself to the programme because he was feeling lonely even though he lived with his family and had daily contact with them. His story is typical. *Why not find out more?*

Reconnections provides tailored, one to one support for lonely older people which will enable them to identify, talk about and overcome their feelings of loneliness by reconnecting them with interests and activities in their local community. It is so easy to be part of it. Simply call **01905 740954** or **01905 740950** and ask to speak to someone about the Reconnections programme.

If you know someone who might benefit from the support then give us a call and discuss it with us on: **01905 740954**

Age UK Herefordshire & Worcestershire - helping make Droitwich and Ombersley a better place to grow older.

Going Forward:

In the next edition:

- Community Voluntary Services in Droitwich
- NHS 111 / Out of Hours in Worcestershire
- Two Counties work together to sustain and transform care in the future - find out more about the "STP"

We welcome any feedback:
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