Over 75’s Event

This event was held on Thursday 30th April 2015 at Springfields Medical Centre



Dr Sue Burke opened the event and thanked everyone for attending especially the organisations that were there. She introduced Dr Neetika Aggarwal, Practice Manager - Lorraine Stratulis, Assistant Manager - Judith Southart and all members of the PPG. The organisations that attended were British Red Cross, Age UK, Healthwatch, Livewire and CAB.

Dr Burke explained how the Practice was paid for caring for its patients and that additional money had been earmarked for the over 75 population. The Practice had decided to hold events like this one and offer patients over 75 an Holistic health check to include ‘functional’ and ‘social aspects’ to help with performance, mobility, hearing, vision, loneliness and to try to address these particular needs in this group of patients.

Dr Burke introduced Mr Peter Wilson who is Chairman of the PPG (Patient Participation Group). He outlined the history and role of the PPG in the practice, he explained that the PPG was there as a ‘critical friend’ and offered patients perspective on decisions and services the Practice offers. He also asked if anyone was interested in becoming a member of the PPG to talk to him.



Dr Burke introduced Dr Neetika Aggarwal who explained why we shouldn’t ring 999 for non- emergency medical needs. Dr Aggarwal explained about ringing 111 for help and advice and they will arrange for a Doctor or Nurse to ring the patient back, if they think a visit is warranted to A&E they will advise you to go or they will arrange an ambulance for a more urgent and serious case. She also explained the Out of Hours Service and explained how the pharmacist can help with non- emergency treatments. 

Dr Burke then gave a presentation on self - management of minor conditions such as coughs, colds, sore throats, constipation, back and joint pain and headaches. Red Flag situations like a stroke, heart attack, collapsing or difficulty breathing, breaking of bones shouldn’t be ignored and need immediate attention. To help with diagnosing a stroke yourself remember the word FAST:-

**F - Face has the face fallen on one side, can they smile.**

**A - Arms can they lift their arms above their heads and keep them there.**

**S - Speech is their speech slurred.**

**T – Time to call 999 if you see any one of these signs.**

She also explained that using A&E costs a lot of money, if you go to A&E and only give your name in and then decide to leave without being seen, the cost to the NHS is £59.

A Physical examination in A&E costs £85, subsequent tests & treatments are charged individually.

The Doctors receive £81.67 for each patient per year this includes all visits, treatments, tests & referrals etc.

Dr Burke also explained about the waiting times in hospitals, they have a minimum 4 hour slot to see patients but if people are going there for non-emergency ailments then the waiting time can be longer. The surgery has an appointment system where patients are allocated a specific time slot. If it is an emergency patients can be seen sooner.

If you go to hospital there is no continuity of care as they don’t know the patient’s medical history and will only deal with the problem that is presented to them.

Practice Manager, Lorraine explained about the Dr First System how it works, telling us that 60% of calls don’t need to be seen leaving more time for patients and GP’s. 30% never need to see the Doctor and they can look after themselves via self-help, pharmacists and over the counter

medicines.



The Dr First System has increased capacity and demand by 19%. The Practice deal with 505 GP consultations per week and 100 Nurse telephone consultations per week, they see 320 patients per week face to face. 935 total patient contacts per week, prior to Dr First they had 539 contacts per week.

Doctors start making calls at 8 am and finish calls at 10.30am

Start seeing patients from calls made face to face 10.30am – 12.30pm

Deal with prescriptions until 1.30pm

Make home visits

Paperwork

Doctors telephone calls from 3.00pm – 4.00pm

See patients from calls made face to face 4.00pm – 6.00pm

Paperwork

Review pathology results

Time for home between 8.00pm and 9.00pm

Lorraine explained some simple ways patients can help the appointments to run on time, these are:-

* Please do not say if your appointment is urgent or an emergency if it’s not.
* Think clearly about what you are going to say, how long have you had the problem, when does it happen, what makes it better or worse, how does it feel or any other symptoms.

Make sure you order your repeat prescriptions on time, don’t leave it until you have run out of tablets as an emergency prescription causes interruptions to the duty doctor. We are one of the only surgeries in Warrington that has a 24 hour turn around for repeat prescriptions.



Next to be introduced were the Healthy Life Style Advisors Paul Corless and Neil Morley from **Livewire** Paul and Neil had brought along artificial samples of healthy and non– healthy foods, they also brought artificial fats, they were horrible to look at, they asked how heavy we thought they were, the largest one weighed 5lb and Paul explained that people will say “oh I’ve only lost 5lbs” which doesn’t seem very much but when you see the sample it makes you realise it’s like carrying around a 5lb bag of potatoes all day.

They explained the benefits of exercise, how exercise can help to lower mortality rate, decrease risk of Coronary Heart Disease, delays development of Hypertension, a decreased risk of certain cancers, reduces the risk of developing type 2 diabetes. Normal functioning of joints and muscles, development and maintenance of peak bone mass. A reduced risk of falls in the elderly, Possibility of reducing fat levels. A reduction in the symptoms of anxiety and depression. An improvement in health related quality of life. Livewire also offer programmes Reach for Health, Stay on your Feet, Weight Management and a Stop Smoking service.

**Reach for Health GP Referrals**

9 Low impact circuits

6 Cardiac rehabilitation classes

3 Tai Chi courses

22 Health walks a month

Seated exercise session

Falls prevention class

Water based sessions

Pulmonary rehabilitation

6 Venues for gym sessions

These are at a reduced rate or free

**Weight Management**

10 Drop in session (Weight Check)

12 Week Education Courses

121 With an advisor

BMI over 28

These are all free

**Stop Smoking**

14 Drop in clinics around town

121 Support available

Quit plan

Behavioural Support

Arrange Prescription request

8 Nicotine replacement products

Cut down to quit medication (Champix tablet)

Daytime and Evening appointments are available and clients are 4 times are more likely to succeed

if they attend these sessions.

**GP Referral for Exercise**

The patient and GP, Practice Nurse or health professional discuss the needs to improve health.

Reach for Health Team/Stay on your Feet Team receives the referral form and organises the initial appointment. Initial consultation includes a discussion about the patient’s background and the reasons for referral are discussed and a mode of exercise is chosen.

Paul talked about what they are working on:-

* Mental health
* Planned care
* Children
* Medicine management
* Preventing premature death
* Urgent care
* Primary care
* Long term conditions
* Frail older people
* End of Life.

Paul also explained that they are listening and if anyone has any complaints or compliments to let the CCG (Clinical Commissioning Group) know.

After the last talk was given, Paul and Neil from Livewire got patients to participate in some Tai Chi exercises whilst they were sitting down this was only for 10 minutes but patients did enjoy it.

At the end of this talk a small tea break was given where the patients could enjoy a bowl of fresh fruit salad, healthier option fruit cakes and Ginger cupcakes along with a choice of tea, coffee or water.

After the Break we re-started with a talk by Anna Murray who is a Primary Care facilitator from **Cancer Research UK**

She asked the question **Why am I here**, she wanted to let patients know about how much has happened in the treatment of Cancer and how the general survival rates have doubled what they were 20 years ago. 97/100 ladies who present with breast cancer will now survive 5 years (an indication of cure). The best survival chances are when Cancer is caught early – key messages here were never to ignore blood from any orifice, know your body and report changes to your GP and she outlined the key message of the three Be clear on Cancer campaigns.

**Lung Cancer** – persistent cough for 3 weeks or more, see your Doctor.

**Bowel Cancer** – change in bowel/toilet habits or blood in the poo persisting for 3 weeks or more see your Doctor.

**Breast Cancer** - If you notice a lump, skin change, nipple inversion or discharge, see your Doctor.

Explanations were given that we can all play our part in helping ourselves to beat cancer, by having a healthier lifestyle, cut down on drinking, stop smoking, eat more healthier foods, loose weight and exercise are all good ways for cutting down the risks of getting Cancer. 40% of cancers are preventable.

Lastly Dr Burke introduced Paul Steele from **CCG Head of Engagement, Experience and Communications**

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Purpose, how to turn £239 million of resources into the best possible health outcomes for the people of Warrington. Who they commission. The main providers are Warrington & Halton Hospitals

5 Boroughs Partnership NHS Trust, Bridgewater Community Healthcare Trust.

They don’t commission Public Health (Preventative work), Primary Care Services, (GP’s, Dentists etc)

Excellence

Valuing Patients and Partners

Accountability

Partnerships in everything

Honesty and Integrity

Open and Transparent

Courage

Everyone I spoke to had enjoyed the afternoon and was looking forward to more of these events.



