

# CRANESWATER GROUP PRACTICE

[www.craneswatergp.nhs.uk](http://www.craneswatergp.nhs.uk)

## Patients' Forum Newsletter November 2019

All patients registered with the practice are automatically members of the Patients' Forum. The primary purpose of the Forum is to encourage you, the patients, to find out more about the services available through the practice and to share your ideas on how these might be added to or improved. The Forum committee can discuss them with the practice staff. It is not appropriate to use the Forum to discuss personal medical issues – for these contact the GPs - or to comment on individual practice staff – such matters should be addressed to the Practice Manager.

This newsletter introduces our new GP Dr Alex Dewdney. It encourages patients to self-care if possible and suggests websites for advice and guidance. Care Navigation is a new facility being introduced by the practice—see page 2. You are reminded about the confidentiality rules and the way they restrict what you can be told about near relatives, unless they give their consent.

The Patients' Forum now has its own email address - [craneswater.ppg@nhs.net](mailto:craneswater.ppg@nhs.net).

Editor: David Nixon

**Late News:** The results for the 2019 GP Patient Survey have been published. Again Craneswater Group Practice has scored highly. It received an overall score of 93%, meaning that 93% of respondents would describe their overall experience of the practice as good. In comparison the local average score is 76% and the national average score is 83%.

### Welcome Dr Alex Dewdney

I grew up in Portsmouth, moving to London in 2000 to study medicine.

After qualifying from Guy's, King's and St Thomas' Hospitals in 2006 I worked in hospital training posts in London and across the South Coast. I then changed

tack, moved to Brighton and completed general practice training in Brighton and Mid Sussex in 2013. I worked as partner at Steyning Medical Practice in West Sussex for 6 happy years. I am very excited to have joined the fantastic team at Craneswater Group Practice this year.

I live locally with my wife and 3 children and hope to spend more time on our beautiful coast either on the beach or on the water in some form.



### Healthier Together – improving the health of children and young people in our area.

We are all being encouraged to become more proactive in looking after our own health. Using Self Care we can improve our quality of life, reduce the demand on overstretched health services and link directly to appropriate support without having to go through our GP.

The **Healthier Together** website <https://what0-18.nhs.uk> – is an excellent place to get advice. This site is mainly for parents of young children and for young people themselves. It covers a wide range of topics, from fever/high temperature, tummy ache, mental health, etc. The site is easy to navigate, giving symptoms and suggesting self-care treatments for different conditions. A valuable feature is that, according to the information you enter, it gives a **RED alert** if you should go to A&E immediately, an **ORANGE alert** if you should wait to see how things develop and perhaps visit your GP in a few days time, or a **GREEN alert** if the condition should resolve itself within a short time. Why not check the site yourself now to see if you think that it could be useful for you in future?

Another site that you might find useful is <https://www.nhsdirect.wales.nhs.uk/SelfAssessments/>. It works by inserting symptoms and then asks a series of questions to try to narrow down possible causes. The website may offer advice on treatment, or suggest you call 111. Although it is for Wales it should work for anyone, though the places it might suggest for treatment will be in Wales. You can also visit the NHS site <https://www.nhs.uk/>. It has an A-Z for medical conditions, and comments on newspaper articles on medical subjects - see Health News.

### Practice closures.

From 1 pm on the following dates for staff training:

Wednesday 27<sup>th</sup> November 2019

Wednesday 22<sup>nd</sup> January 2020

Wednesday 26<sup>th</sup> February 2020

Wednesday 25<sup>th</sup> March 2020

Craneswater Group Practice is rolling out Care Navigation which is designed to enable reception staff to direct you immediately to the most appropriate health clinician for your situation. The leaflet below explains the process.



**“Please don’t be offended if you are asked what the problem is when you ring to book an appointment. This is called Care Navigation and it’s about helping you get to the service you need!”**

The Care Navigator might suggest other professionals that could help you better such as:

- Wellbeing Service
- Pharmacy
- Psychological Services
- Nurse
- Support Groups

Please turn over for more information

**Giving care in the right place, first time**

**About Care Navigation**

Over the coming months you will notice your receptionist begin to ask for a brief outline of your problem when you ring to book an appointment.

This is because we are introducing something called “Care Navigation”. It means we are training receptionists and clerical staff to help them help patients by identifying the most appropriate place for their care.

Through this specialist training, our practice team will be able to direct you to the most appropriate health clinician for your needs first.

Receptionists will never offer clinical advice or triage; this new way of working is about offering you the choice to see more appropriate professionals in the practice team or even somewhere else. If they can deal with the problem directly, it will often be quicker and means you may not need to see the GP at all.

By working this way, it helps to free up time for GPs to care for patients with complex or serious health conditions that can only be managed by the GP. More importantly though, it means people are seen first by the clinician that is best placed to manage their clinical problem.

The choice is always yours though and you will never be refused a GP appointment but we hope next time you contact your GP and speak with the receptionist you will see the value of seeing another health professional if they are able to help.

If you would like someone to explain this to you in person, a member of our practice team will be happy to help.

## CONFIDENTIALITY

Due to strict confidentiality protocols in place, we are unable to discuss any of the following information with anyone other than yourself:

Your appointments

Hospital Information

Test results

Details of your doctor/if you are registered here

If you are on the premises

All medical information

Any other information regarding yourself

If there is a person(s) you would like to nominate to have access to some or all of the above information, please ask reception for a confidentiality form. You will need to fill in your details as well as details of the person you wish to nominate and tick what level of access you want them to have. The person(s) you have nominated will also need to sign this form.