



Westbourne Medical Centre Newsletter

Issue 4 – 30th April 2022



This is the fourth issue of the Westbourne Medical Centre (WMC) Newsletter jointly produced by WMC and the Patient Participation Group (PPG) Committee. The September, November and February issues are available on the WMC website here:

<https://www.westbournemedical.com/index.php/about-us/news>

If you no longer wish to receive the Newsletter, please email your full name and date of birth to wmc.ppg1@nhs.net and ask to be removed from the distribution list.

Please also email us if you have suggestions for topics to be discussed in the Newsletter. We look forward to hearing from you! Please bear in mind that the most up-to-date information can always be found on our WMC website:

<https://www.westbournemedical.com/>

Social Prescribing

It is generally recognised that **some 70-75% of demand in primary care is non-medical and is more socio-economic based**. Such patients suffer from conditions such as mental health issues and loneliness – and during the pandemic the number of patients struggling with such conditions greatly increased.

Social prescribing is a means of **enabling health professionals to refer people to a range of local, nonclinical services**. The referrals generally, but not exclusively, come from professionals working in primary care settings, for example, GPs, Nurses and allied health professionals. Social Prescribing is designed to support people with a wide range of social, emotional or practical needs, and many schemes are focused on improving mental health and physical wellbeing.

It is a way for **primary care to refer people to a Care Coordinator, Link Worker or Health and Wellbeing Coach**. Social Prescribers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support. Social prescribers also support existing community groups to be accessible and sustainable, and help people to start new groups, working collaboratively with all local partners.

WMC was an early adopter of social prescribing and one of the few national pilot sites where social prescribing was developed for primary care. It works in partnership with Help & Care, a local charity providing support to people living with a long-term health condition, carers and those who are isolated or housebound. **The Social Prescribing team at WMC consists of a Care Coordinator, a Health & Wellbeing Coach, and Link Workers.**

In the next issue of the Newsletter we will describe details of how social prescribing works at WMC. In the meantime, if you wish to be referred to the Social Prescribing team please speak to a Clinician.

COVID-19 Spring Booster Programme

The Government has announced the start of the Spring Booster Programme which includes:

- Adults aged 75 years and over
- Residents in care homes for older adults
- Individuals aged 12 years and over who have a weakened immune system

Government/NHS advice is for people to **refrain from contacting their GP practice** regarding the spring booster. In line with new advice from the Joint Committee on Vaccination and Immunisation (JCVI), the NHS COVID-19 Vaccination Programme will contact people when it is their turn to be vaccinated. Once invited by the NHS, people will be able to book their appointment through the National Booking System (NBS) either online or by calling NHS 119. NHSE are looking to move away from Primary Care Networks (PCNs) and general practice being the primary delivery source for the COVID-19 vaccine.

WMC have agreed to continue our involvement in the COVID-19 Vaccination Programme. Our involvement includes:

1. Delivering the booster vaccine to all patients registered with WMC who reside in a care home
2. Supporting the identification of vulnerable patient groups
3. Supporting the co-administration with the seasonal flu jab (as long as the 15-minute observation period is not required)

We anticipate there will also be an **Autumn Booster Programme** and details will be provided once published (likely to be shortly before it starts).

COVID-19 Vaccinations in Pregnancy- message from Dr Srobona Goswami

With the lifting of restrictions for COVID-19, it is important that pregnant and breastfeeding women get vaccinated to protect themselves and their baby.

COVID-19 vaccines are strongly recommended in pregnancy. Vaccination is the best way to protect against the known risks of COVID-19 in pregnancy for both women and babies, including admission of the woman to intensive care and premature birth of the baby.

Women trying to become pregnant do not need to avoid pregnancy after vaccination and there is no evidence to suggest that COVID-19 vaccines will affect fertility.

Please see link below to help you in making your decision about COVID-19 vaccination in pregnancy.

<https://www.rcog.org.uk/guidance/coronavirus-covid-19-pregnancy-and-women-s-health/vaccination/covid-19-vaccines-pregnancy-and-breastfeeding-faqs/>

If you would like to share your experience of having the vaccine whilst pregnant please let us know and we will publish this in the next newsletter wmc.ppg1@nhs.net

Some statistics

In February and March this year we received **16,707 phone calls** and made **10,219** face to face appointments and **6730** telephone appointments. Unfortunately, **436 patients did not attend** their booked appointments. Please inform us if you cannot attend an appointment so we can give it to another patient.

Making the best use of your appointment

WMC staff are working hard to address the backlog of appointments following the pandemic and the time spent on administering COVID-19 vaccinations and boosters. As we mentioned in the February Newsletter it is again possible to book an appointment online with your regular GP – and in most cases that appointment will last about ten minutes. You can make the most of the time available by writing down your health concerns on a piece of paper and **handing it to the GP to read**. They can read it much more quickly than you can describe it, probably in about a minute, and that will leave more time for the GP to address your concerns.

You may wish to use the format available on our website

https://www.westbournmedical.com/images/Pre-consultation_planning_form_21.11.17.pdf
or simply make a list of your concerns.

Collecting data about patients

Public health Data – Smoking, Height and Weight (BMI – body mass index)



Under the quality and outcomes framework we are required to collect up to date public health data annually on lifestyle choices that people make and follow in their lifetime that can impact on both their current and future health. Smoking and Obesity are both contributors to illness. Every year, our patient coordinators will be asking patients for their smoking status, Height and Weight to update and maintain accurate records. Please bear with our staff, they will only ask you, if the data we hold is showing as expired for the 12-month (counting) period.



BP Monitoring – Own your own Blood Pressure Monitor

We are encouraging patients to assist in taking control of their own health needs by self-monitoring of their blood pressure at home. Blood pressure machines can be purchased from local pharmacies, larger supermarkets and online - they should be NHS approved devices. The cheapest ones start from around £20. The British Heart Foundation Online Shop also has a wide range of BHS approved blood pressure monitors to suit most budgets.



Useful information and advice on how to choose a home blood pressure machine, click on the following link. <https://www.bhf.org.uk/information-support/heart-matters-magazine/medical/tests/blood-pressure-measuring-at-home>

Welcome to new staff

Adam- Admin

Sona- Admin

Katie D'C- Patient Co-ordinator

Katie D- Patient Co-ordinator

Cate- Patient Co-ordinator

Julia- Patient Co-ordinator

Linsey Parker- GP Registrar Y2

Carla Thomas- GP Foundation Y2

Staff leaving

Scarlet- Admin

Sharon- Phlebotomist

Zahra Daya- GP Registrar Y1

We are still recruiting- <https://www.westbournemedical.com/index.php/about-us/recruitment>

Huge congratulations to Dr Sapna Pandya for passing her recorded consultation assessment - final exam for MRCGP (Membership of the Royal College of General Practitioners)

Patient Participation Group

This Newsletter has been put together by Westbourne Medical Centre staff and the Patient Participation Group (PPG) Committee. The main aim of the PPG is to encourage effective communication between Westbourne Medical Centre and its patients. Any patient of WMC can request to join either the 'virtual' group (which communicates mainly through social media) or the PPG Committee which, in normal times meets every couple of months but which is currently conducting meetings via Zoom. There is more information on the WMC website here: <https://www.westbournemedical.com/index.php/your-wmc>

We also have a WMC PPG Facebook group, which we aim to use to get feedback from patients about WMC services and to disseminate information, such as these Newsletters. The link for the Facebook group is:

<https://www.facebook.com/groups/136999118569687>

We also have a Twitter account: @WMC_GP

You might also be interested in the WMC Facebook page, which regularly provides information about WMC services:

<https://www.facebook.com/WestbourneMedicalCentre>

We welcome any feedback on the services of Westbourne Medical Centre. Please also inform us of any additional information you would like to be included in the next Newsletter by emailing wmc.ppg1@nhs.net