

anyone else sees it. We will not share your story until we have your consent to do so. If you prefer, we will not share your name when we write up your story, so you can choose to remain anonymous. We are of course interested in hearing both negative and positive stories as we can learn from both types of experiences. If you would be willing to tell us more, please email susan.lilley@nhs.net or call on 01935 385020



Flu Fun Day

Another successful Flu Fun Day was held on Saturday 6th October when over 1000 patients received their flu vaccinations for this year. The final totals are still being counted (as we are still collecting at flu clinics) but the hope is that we will again be able to make a sizeable donation of over £2000 to Children In Need. Thanks are due to members of the Forum who helped out, the members of Hardington and Pendomer WI who organised the refreshments, Waitrose (who provided the refreshments) and patients and local businesses who kindly donated raffle prizes. More flu injections were given on Sunday 7th October and over £200 was

raised by the Henhayes Centre that day towards their funds.

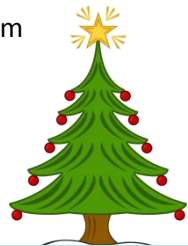
CQC inspection

The merged practices were inspected by the Care Quality Commission on 5th and 6th September. Their final report is available via the practice website (www.crewkernehc.co.uk) and the outcome was that the practice is rated as 'Requires Improvement'. A comprehensive action plan has been submitted and we expect a further inspection next spring.

Christmas Closure

The practice will be closed on Tuesday and Wednesday 25th and 26th December and again on Tuesday 1st January. The surgery will however be open until 6.30pm on Christmas Eve and New Year's Eve. Should you require urgent medical attention when the surgery is closed, please dial 111 or if life threatening dial 999.

Happy Christmas from
Crewkerne Health Centre Patient
Forum



CREWKERNE HEALTH CENTRE

PATIENT FORUM NEWSLETTER

December 2018

Merger

Unfortunately staff shortages have meant that some of the merger changes have not been able to progress as quickly as we had hoped. A shortage of both clinical and administrative staff has meant that the West One premises have not been open every day but by recruiting further staff we hope that more regular opening hours will be put in place shortly. Both practices are operating the same appointments system from 3rd December 2018 so this should make it easier to book appointments as calls will no longer have to be transferred from Middle Path to West One.

Telephone system

The new phone system went live in mid-September and has not been without problems. We do apologise to all patients who have been inconvenienced. Further work is

planned with the suppliers to try and resolve some of the issues which patients have raised – long waiting times in queues, being cut off for no reason etc.

Staff updates

Ben Osborne has moved from West One to join the Data Quality Team at Symphony Head Office whilst Erica Laker has also left the staff of West One. Marlene Saunders has retired as medical secretary at Middle Path (after an amazing 33 years' service) and we have also lost Kathy Cooke (temporarily!) who has now started her period of maternity leave. Karen Moore and Nikki Hoskins have however joined the reception team and many patients may already have met them. We will also welcome a second nurse practitioner to the team in the next few weeks (Sue Fearn) and an Emergency Care Practitioner (Catherine Pople) joins us on 2nd January.

Useful information from the healthcare community

Changes to out of hours service

Somerset Clinical Commissioning Group (CCG), the NHS organisation responsible for the planning and funding of local health services, has awarded a five year contract to Devon Doctors Ltd to deliver a new Integrated Urgent Care Service for the county from February 2019. Patients who become ill overnight or need urgent medical advice, support or treatment can expect to receive more responsive and joined-up urgent care services from early next year. Members of the public calling NHS 111 from next year can expect to receive a 'consult and complete' model of care and where appropriate, a suitably skilled healthcare professional providing a more effective assessment and consultation of their needs there and then." Somerset's new Integrated Urgent Care Service will be operational from the end of February 2019.

KEEP ANTIBIOTICS WORKING CAMPAIGN

Antibiotic resistance is a complex problem – overuse and misuse of antibiotics is creating antibiotic-resistant strains of bacteria against which none of our current antibiotics work. The race is on to develop new antibiotics to kill these

resistant strains but, if we don't win that race, we could face a future in which antibiotics no longer work. That could mean a return to the pre-antibiotic age, where people may not recover from common infections and deaths in childbirth, or from infected wounds, or pneumonia were commonplace. The inappropriate use of antibiotics drives antibiotic resistance and means antibiotics may become less likely to work in the future. The campaign supports the government's ambition to halve inappropriate prescribing of antibiotics in the UK by 2020. More information at : <https://campaignresources.phe.gov.uk/resources/campaigns/58-keepantibiotics-working/Overview>

DRIVING AND THE OLDER DRIVER

Mobility is vital to maintaining a full and independent life, but as we grow older, our general health and fitness begins to decline. This often causes concern that older drivers may be at a higher risk of being involved in road crashes. Therefore, we need to help people to maintain safe mobility as they get older. Policies that prematurely remove an older person's ability to drive can have serious negative consequences for their health and quality of life. However, if someone is becoming unsafe to drive, it is important that they change the way they drive, or

stop driving altogether if necessary. RoSPA's website www.olderdrivers.org.uk is full of information on the law about driving licences, driving assessments and advice for drivers and family members.

Support groups in South Somerset

People in South Somerset can now attend support groups set up by other GP practices. There are currently six groups running in Yeovil, Martock and Somerton, each led or supported by Health Coaches. The conditions and topics they cover include Diabetes, Weight Loss, Mental Health and Parkinson's. Support groups are a great way to share experiences and learn from others about conditions or issues you have in common. This can help you better manage a condition. Most also have guest speakers from related health professionals or charities. The South Somerset GP Federation recently took the decision to open up the support groups, so that any patient registered at a South Somerset Federation Practice can attend any of the support groups, wherever these are held. This benefits the patient and the wider health system. There are many other support groups that are independently run, these can be found on the South Somerset Directory at wellbeingsouthsomerset.org If you

need help in finding a suitable support group, please contact Matt Day, Health & Wellbeing Coordinator at Spark on 07714 648913 or email matt.day@sparksomerset.org.uk

Share Your Patient Experience

Somerset Clinical Commissioning Group regularly presents patient and carer stories to their Governing Body so that learning points can be identified, areas for improvement can be discussed and clinical commissioners can gain a deeper understanding of the barriers and issues faced by real patients and carers when they use health services. In the past, patients and carers have described the impact of their long terms conditions, the end of life experiences of their family members, how they have adopted healthy lifestyles, their experience of bereavement and of elective care services. Their stories have been very powerful learning tools for the CCG. If you or a member of your family has recently used a health service in the county, please consider sharing it with them. You can do this in a face-to-face meeting, on the phone or by email, whichever is most convenient for you. Once you have written up your story, they will ask you to check it for accuracy and you will have the right to amend / correct / add to it before it is published.