



WITTERINGS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP



NEWSLETTER

December 2022



Dear All,

Nearly another year over and hopefully most of us will have got over the worst of the pandemic by now and had our flu and Covid booster jabs to keep us well through the winter.

This is quite a long newsletter but much smarter than before, thanks to our recently appointed News Editor. There is a list of the contents below, so you can see those which are of most interest to you.

Although there have been criticisms, I have received many complimentary comments on the service from the surgery. As we all know there are many pressures on the NHS system. These are not just confined to GP practices alone, and as Dr Tunnicliffe points out in his message, they are looking at ways to improve things and the appointment system in particular. As I engage with all the other PPGs across West Sussex, I can report that many of their surgeries are also struggling to cope at a satisfactory level and some are in a worse position than ours. So, we just need to have an understanding of the situation and appreciate that the medical staff are doing their best to look after us.



I hope you find this newsletter informative and some of the articles helpful in signposting you to any support or advice you may need, particularly in view of the rising cost of living and its associated effects.

It only remains for me to wish you all a warm and joyful Christmas and all good wishes for a healthy New Year.







Chairman, WMCPPG



IN THIS EDITION

 Message from Medical Centre Senior Partner - Dr. Kieran Tunnicliffe 



 Order Your Repeat Prescriptions Now For Xmas & New Year 

 Medical Centre Christmas and New Year Opening Hours 

 Help Make a Difference to a Local Family This Christmas 



 COVID Booster Vaccination & How to Get It 



 1000 Mile Bike Ride for Prostate Cancer by Dr Bhatt 

 Sussex Fire and Rescue Safe and Well Visits 

 Manhood Mobility - Drivers and Office Staff Wanted 

 Coffee and Chat! - Carers Cafe and Dementia Meetings 

 Supporting You - Social Prescribing 

 Medical Centre Activity - Number of calls, Treatments And 'No Shows' 



**A
SEASONAL
MESSAGE
FROM**



Dr Kieran Tunnicliffe
Senior Partner - MBBS BSc MRCGP
DRCOG PGCert

**Message from Witterings Medical Centre
Senior Partner - Dr. Kieran Tunnicliffe**

We appreciate that the appointment system is not working as well for some of our patients as it is for others. Please be assured that we recognise the shortfalls and are currently exploring a new system, which will include more pre-bookable appointments, whilst maintaining an on the day service for urgent matters.

A lot has changed in the NHS since we introduced the current triage system in early 2019. Since the Covid pandemic there has been a surge in demand for access to General Practice. Unfortunately, this increase in demand and subsequent workload has not been matched with a proportionate increase in resource in General Practice. In 2020 the government pledged an extra 6,000 GPs by 2024; this pledge was never going to be fulfilled (it takes 10 years to train a GP). There are now the equivalent of 1,896 full-time GPs fewer than there were in 2015.

There are days when individual GPs in the surgery are having contact with in excess of 40 patients. This is in addition to processing large numbers of results, clinic letters, and prescriptions. This is not a satisfactory state of affairs for patients or our clinicians.

The British Medical Association has produced detailed analysis of the current pressures in General Practice should any of our community wish to read more factual information than is often portrayed in the mainstream media, see this website (www.bma.org.uk/advice-and-support/nhs-delivery-and-workforce/pressures/pressures-in-general-practice-data-analysis).

As I am sure you are all aware, it is not just General Practice that is struggling under the current pressures. Hospitals are experiencing their own difficulties. This causes understandable frustration for patients. It is also another contributing factor to increased workload in General Practice. We spend a significant amount of time dealing with queries about hospital waiting lists (please see our website www.witteringsmedicalcentre.co.uk/hospital-contact-details) so that you can contact them directly to find out when a hospital appointment might be, prescribing medication that should have been issued in hospital, requesting investigations on behalf of hospital teams, explaining complex clinic letters and interpreting the results of hospital investigations for patients, and writing sick notes that should have been issued to patients whilst in hospital. It is not that GPs mind doing these things but that hospitals are contractually obliged to do them. By doing these tasks, we are being robbed of time that could have been spent managing our own workload and providing more appointments.

We share your frustration when we are not able to provide the care we want to deliver. I assure you we are working as hard as we possibly can to look after you.

Very sadly, it is becoming increasingly commonplace for members of staff at the medical centre to be subjected to verbal abuse and aggression from patients and relatives. This is completely unacceptable, will not be tolerated, and can result in removal from our practice list. More information about our zero-tolerance policy can be found on our website.

I would like to take this opportunity to thank the vast majority of our community for your constructive feedback which we do appreciate.

I hope you all have a lovely Christmas and enjoy a happy and very healthy new year.

With best wishes,

Dr Tunnicliffe

**IMPORTANT
INFORMATION**

**SEASONAL
REPEAT
PRESCRIPTION
REQUESTS
ACT NOW**



URGENT - Order Your Repeat Prescriptions Now for Xmas and the New Year

Please could all patients ensure that they place prescription requests well in advance of the busy Christmas Period. We will allow early requests due to the double Bank holidays and ask if patients request prescriptions early to write " request is early due to the Christmas Period ". Our Meds management team will be working closely with the pharmacists to ensure that prescriptions are processed in time. Unfortunately, Controlled medications are an exception and cannot be issued earlier than the due date.

Ways to order repeat prescriptions:

- Written request posted into the Practice prescription box in Reception
- Ticking the boxes on the white part B of paper prescriptions and posting into the Practice Prescription box in Reception
- Online via the NHS App.
- Requests via the Practice website <https://www.witteringsmedicalcentre.co.uk/prescriptions>



SURGERY
Christmas
Closing Times

**WITTERINGS MEDICAL CENTRE
CHRISTMAS & NEW YEAR CLOSING TIMES**

The Medical Centre will be closed from

**Friday 23 December at 6.30 pm to
Wednesday 28 December at 8.00 am**
with Triage phone calls starting at 8:30 am

and from

**Friday 30 December at 6.30 pm to
Tuesday 3 January 2023 at 8.00 am**
with Triage phone calls starting at 8:30 am

**During these periods, when the Medical Centre is closed,
please call 111 for medical advice,
or in case of **Emergency DIAL 999 or 112****



Food Bank Basket at Surgery for Donated Xmas Items

With the cost of living increasing, there are many local of families unsure of where their next plate of food will come from but with Christmas so close many have the additional worry of how they and their families will be able celebrate the holiday and enjoy a Christmas meal.

This year the Doctors, Nurses and Staff of the Medical Centre have decided that rather than decorate the building with lights, trivial decorations together with the associated costs of doing so, they will donate Christmas Fare to local families struggling with the rising cost of living and unsure where their Christmas Food may come from. You are invited to join them in this worthwhile endeavour by donating Christmas food and goodies. A collection trolley will be available in Reception for items you wish to donate and these items will be distributed, locally to those in need at Christmas.

Please give what you can, all donations welcome

NHS CoVid-19 booster vaccinations are available locally from:

Pharmacy Link

**6-7 New Parade, East Wittering, West Sussex, PO20 8EA
(Opposite the Medical Centre)**

**Appointments can be booked via the National Booking Line - 119
There may be occasional 'walk-in' appointments available at the**

Pharmacy

on some days but to avoid disappointment

please phone to check before attending - 01243 671947

**Please do not contact or visit the Medical Centre
who are unable to assist with Covid19 Boosters**



Personal Update - 1000 Mile Bike Ride for Prostate Cancer from Dr Manoj Bhatt

I am absolutely delighted that I completed my bike ride from Land's End to John O'Groats in one piece and lived to tell the tale. I cycled for 9 days covering nearly 1000 miles, taking over 69,000 feet of climbing, cycling between 8-12 hours a day. Without a doubt it was the toughest challenge that I have ever undertaken. I have to say my posterior is never going to be the same again!!

On the way, I passed through some of most beautiful and scenic countryside in the UK and appreciated what a beautiful country we live in. Over the nine days, I was lucky enough to see some of the most fantastic landscapes including the rugged coastline of Cornwall to the rolling hills and valleys of the North of England right up to the barren majesty of the Scottish Highlands. Ride highlights included St Michael's Mount, riding through Cheddar Gorge, crossing The Severn Bridge, Chepstow castle, Climbing Shap Fell, Stunning Lake District views, The Grampian Mountains, Cairngorms National Park and views of the Orkney's. Glenshee and the Lecht Ski Hill were the toughest climbs. but the sense of achievement afterwards was the high point of the ride.

I camped overnight, which I found rather challenging as I am not a seasoned camper. I developed saddle sores on day 5, which made it harder to cycle on the saddle. Afterwards I had to resort to a lot of off saddle cycling, which eventually took its toll on my knees. The weather was wonderful until I reached Scotland when the heavens opened and the rain pretty much didn't stop until I got to John O'Groats. On day 8, the temperature dropped very low and with cycling in the rain I had a near hypothermia experience. This definitely was the lowest point but was over seeded by several happy moments. Apart from a solitary puncture I was lucky to not have any other mechanical issues.

To complete this ride was a great achievement but to raise over £4000 for 'Prostate UK' made the pain and sweat even more worthwhile. Thank you for all your donations towards raising money for this great cause. If you would like to add your donation Prostate UK then visit: <https://www.justgiving.com/fundraising/ironmanni>

.....



Sussex Fire and Rescue FREE 'Safe and Well' Visits, are you eligible?

This information is provided as a result of the Medical Centre reporting that there have been some very unfortunate incidents which were caused due by a lack of awareness or knowledge of fire hazards and the use of flammable products. A Safe and Well Visit is a **FREE** service carried out by

West Sussex Fire & Rescue Service.

It involves a pre-arranged visit to your home to offer advice on how to make it safer and, where appropriate, fit smoke alarms or other specialist fire detection equipment free of charge.

They offer visits to individuals and groups within our communities most in need – e.g. those over 65, lone adults with children, those who have a disability etc. Visits normally last between 30-45 minutes. The fire service personnel who visit always carry identification. Part of the advice they can give is around smoking, e-cigarette safety and use of flammable products.

To arrange your visit please phone: 03458 729 719

MANHOOD MOBILITY VOLUNTEER SERVICE



More Volunteers Needed - Drivers and Office Staff

We still need more part-time volunteers to assist in the Office and more Drivers. All our drivers are volunteers who drive their own cars and are paid a generous mileage allowance in accordance with HMRC regulations, which means that no special insurance is needed and there's no tax to pay on the mileage payments.

There is no commitment to do any journey requested, we phone and ask if you could do a certain journey and if it's not convenient that's fine - some of our drivers carry out journeys most days and others may only do one occasionally.

If you can help, please contact:

Justin Birt (Manager) on 01 243 671881 / 672200

or email: manhoodmvs@gmail.com

Our office hours are 9.30 am to midday Monday to Friday.

'Manhood Mobility' is a group of local volunteers who give their time and the use of their vehicles in supporting those in our community who have travel needs which cannot be met by public transport. They offer a door to door service for essential journeys to hospital, The Medical Centre, Dentists, Opticians and other medical

CARERS SUPPORT & CLINICS



Meet up at the **Caring Café Carers Group** in East Wittering
Good Grief Café Drop in at Lucy's Chocolates,
Shore Road, East Wittering on
February 23rd 2023

THE WITTERINGS MEDICAL CENTRE CARER CLINIC

A drop in Surgery for Carers in the Witterings and Bracklesham area - one-to-one support from our Carer Wellbeing Workers and to find out how our services can help you manage your caring role.

Meet at the Witterings Medical Centre 2.00 pm - 3.30 pm

8 February 2023 9 May 2023

11 July 7 2023 November 7 2023

To find out more call 0300 028 8888

Email info@carerssupport.org.uk Web www.carerssupport.org.uk



Dementia & Carers Coffee Morning

There is no meeting in January

future meetings will be announced in the New Year

Dementia Support is a Community Service run by Sage House, City Fields Way, Tangmere PO20 2FPTel: 01243 888 691 Email: info@dementia-support.org.uk Web: www.dementia-support.org.uk

MEDICAL CENTRE ACTIVITY

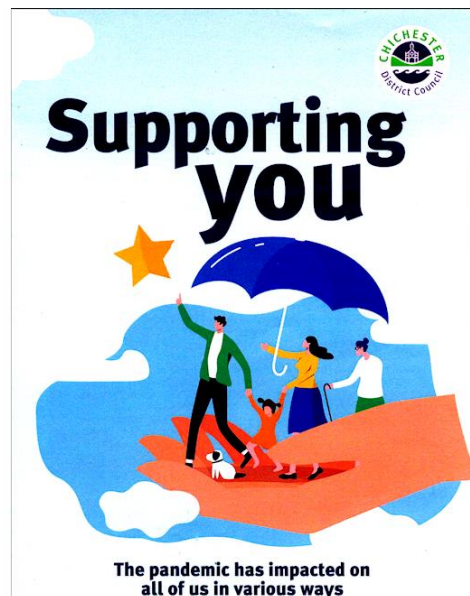
Witterings Medical Centre on average, they offer nearly 1500 appointments each week but the demand often exceeds supply. This figure does not include the additional eConsults that are received weekly, these are processed on a daily basis and access to these appointments has to be regulated to control the number submitted. The table below shows the number of calls received and appointments carried out during the three month period - September to November 22 - which has shown a steady increased over the past year. It is very disappointing to see the high numbers of those who did NOT attend or answer a call thereby possibly depriving those with urgent medical needs access to a Clinician

	Number of Appointments	Did Not Attend	Number of phone calls
September	5690	100	6662
October	7377	194	5930
November	5769	117	6037

These have increased dramatically **over the last three months to a total of 411!**
The high figure in October includes many who failed to show for their flu jabs.

This is particularly significant as it denies those who are wanting an appointment.

If you can't make your appointment – **Please ring 01243 671883 to CANCEL it.**



NEW - A local authority service (CDC) to support Chichester residents to maximise their income, using budgeting tools and signposting to a range of partnered agencies, aimed at reducing household costs, such as energy and debt advice. Plus, signposting to other agencies to assist with abuse, housing, mental health, food and more.

Copies of the **Supporting You** Leaflet are available in the Medical Centre Reception area

Copyright (C) 2022 Wittering Medical Centre Patient Participation Group & Witterings Medical Centre All rights reserved.