

FORDINGBRIDGE SURGERY NEWS

The Fordingbridge Surgery Newsletter - Spring 2024

*Working in partnership with all our patients, providing high quality care
in a professional, safe and friendly manner*



SPRING GREETINGS FROM FORDINGBRIDGE SURGERY

As I write, the magnolia tree that greets us all every day by the surgery entrance is in full bloom and we see the signs of spring, although eagerly anticipate drier days with more sunshine!

We are currently booking Covid vaccinations for our eligible patients to attend the clinic at Fordingbridge Surgery on Saturday 27th April 2024, please see page 4 for further information. We are extremely grateful to our wonderful team of volunteers who, once again, will be helping us on the day by guiding patients and ensuring a smooth flow through the clinic.

As we expected and referred to in our last newsletter, we have seen an increased demand for appointments this winter as respiratory infections circulated. Since January 2024 our local pharmacy can now see, assess and prescribe antibiotics for common conditions such as ear infections, infected insect bites, tonsillitis and urinary tract infections (UTIs) for women. Please see page 4 for further information about Pharmacy First. Please also access NHS 111 and make sure you have the NHS App installed on your phone to use the NHS Symptom Checker. For children use the 'Healthier Together' website, please see page 6. We are pleased to see that many patients are using Anima, our online consultation service, for consultation requests and we are grateful for your positive feedback.

Our surgery team continue to develop links with community groups and involvement with various local and national charities. We would like to thank our patients and staff who kindly donated baby items around Valentine's day this year, which were delivered to the Lover Baby Bank recently. They have an updated wish list on their website and social media, please see their details on page 5.

Please see pages 7 and 8 for up to date information about the Friends of Fordingbridge Surgery (FOFS). Patients are welcome to join us at their AGM on Wednesday 17th April 2024 at 7pm at Fordingbridge Surgery in the main waiting room, there will be guest speakers and an opportunity for patient feedback and suggestions. We look forward to seeing you there!

from Practice Manager, Michelle Raymond

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AVON VALLEY PCN PHARMACY TEAM BY SALLY BUTTERWORTH, CLINICAL PHARMACIST

WHAT IS A PRIMARY CARE NETWORK (PCN) ?

Since the NHS was created in 1948, our population has grown and people are living longer, many with long term conditions such as diabetes and heart disease or suffering with mental health issues. Since starting as a GP in 2004 patients need access to their local health services more often than ever before.

To meet these needs, Primary Care Networks were created in April 2019, just before the Pandemic. Ours is called Avon Valley PCN, and covers Fordingbridge Surgery, Cornerways Medical Centre (Poulner), Ringwood Medical Centre and Twin Oaks Medical Centre (Bransgore). The PCN has approximately 42,000 patients.

The principal aim is to group local GP practices together to deliver more proactive, personalised, and integrated health and social care for people, close to their homes. We also work hard to ensure your needs, as our patients, get prioritised within the regional healthcare system (Hampshire and the Isle of Wight).

As best laid plans often are, the development of the PCN was put on hold by the Covid Pandemic in March 2020. When the first covid vaccine became available in December 2020, it was decided by NHS England, that PCNs were best placed to deliver this campaign most effectively to all our eligible patients.

Many thousands of covid vaccines later, the PCN still plays a large part in delivering the Flu and Covid seasonal vaccination campaigns. The unexpected bonus was that the PCN, having worked together effectively for the first time during the pandemic, now started the real journey to deliver better services for you, our patients.

WHO ARE THE AVPCN PHARMACY TEAM?

We are fortunate in having both Pharmacists and Technicians already established and embedded in the practices who work closely together to improve medicines optimisation for all patients across the PCN. The Pharmacy team, pictured above, largely work from Ringwood Medical Centre, where we have a big office on the second floor.

Our team consists of the team lead Sally Butterworth who was the first member of the PCN pharmacy team in 2021 and is a clinical pharmacist who previously specialised in Psychiatry. There are two other pharmacists – Magdalena Mucha, and Sarah Willis-Owen who is an Independent Prescriber which means that she can prescribe medications for existing conditions within strict clinical guidelines but cannot diagnose new conditions. Heather Alderson is our Pharmacy Technician who has worked within primary care for almost 10 years. She specialises in the technical aspects of supplying medicines and medical devices to patients but is also trained to support the pharmacists in much of the clinical work. Our team is supported by Deborah Tuck, our administrator who leads on the High-Risk Drugs project, books patients in for discussion with the rest of the team, controls much of our workload and is a real asset to the team!

We also work closely with a team of pharmacists who are employed by ‘Virtual Pharmacy’ and who work alongside us carrying out certain pieces of work remotely.





AVON VALLEY PCN PHARMACY TEAM BY SALLY BUTTERWORTH, CLINICAL PHARMACIST, CONTINUED

WHAT DOES THE PHARMACY TEAM DO?

We are more than just tablet counters! The pharmacy team work together with all members of the surgery to ensure that medicines are used safely and appropriately, ensuring people get the right choice of medicines, at the right time, and are engaged in the process by their clinical team.

High Risk Drugs

We have a list of 65 medicines that require the person taking them to have careful monitoring of their bloods or their blood pressure/ weight. This may be to watch out for possible side effects, or to monitor the amount of that drug in someone's blood. Deborah runs this project and sends out letters and texts to remind patients to come in for these tests, thus enabling the doctors to prescribe the medicines safely.

DOAC checks

For all patients on a class of drugs called DOACs, which is a blood thinner, the pharmacy team perform a check after every blood test to ensure that the person is on the correct dose. This type of medicine needs to be dosed on age, weight and kidney function and so this is important to ensure we are prescribing it safely.

Meds reviews for clinic letters and discharges

The Virtual pharmacy team now review all letters that come from hospitals about a patient's medicines, whether this is an outpatient appointment or a discharge. They review the letters and add medicines to the repeat and ensure that medicines are stopped so that our records remain up to date. They may phone patients if they have been started on certain new medications to ensure they know enough about them.

The pharmacy team also carry out many more tasks including responding to medicines shortages and national safety alerts; carrying out audits to improve prescribing; implementing systems within practices to prevent over prescribing and improving safe prescribing; and working with the local ICB (Integrated Care Board) to ensure cost effective prescribing.

Queries

Every day we support the practices with Medicines information support where the Health Care Professionals can contact us if they have a query about someone's medicines. This may be a quick question about availability and supply, or something that can take hours to resolve and may need an in-depth Medication review with the patient.

Medication reviews

Our pharmacists also carry out Medication Reviews, usually over the telephone, which is an in depth look at someone's medicines to see how they are getting on. We do this when requested by the GPs, or we can do a search and select patients on certain medicines, or certain combinations of medicines. This is done for people in care homes too.

CVD prevention work

The pharmacists and the technician run clinics every week to make phone calls to anyone who's had a cholesterol blood test which is high, or their risk of having a heart attack or a stroke is high, but they do not have any pre-existing heart conditions. Here we offer lifestyle advice, discuss their risks and what they can do to reduce this, alongside offering a medication called a statin which may be helpful. We hope to do a group education session on this soon.



MEDICAL NEWS

COUCH TO 5K - A PATIENT'S STORY

During a doctor's consultation, I received an encouraging suggestion: why not participate in a Couch to 5K (C25K) course with a local running group? After more than a decade of inactivity and well into my fifties, I felt a mix of nervousness and excitement.

Contact was made, and a start date was set for the course. Initially, the idea of running for 60 seconds seemed like a monumental task, let alone the promise of 30 minutes by the end of nine weeks. On day one, I alternated between walking and running for short durations. To my surprise, I managed to move this somewhat dormant body at a pace faster than a walk—for a whole 60 seconds! Encouraged by the run leaders and sharing the experience with fellow C25K participants, we eventually completed the program with a park run, a satisfying 3.1 miles (5 kilometers).

Throughout this journey, I never felt judged by my peers. The only competition was with myself. Over the course of a year, I continued running, gradually building up to 6 miles (10 kilometers). Along the way, I shed an impressive 3.5 stones (22 kilograms) through careful adjustments to my calorie intake and continued exercise. But the benefits extended beyond weight loss—I gained lasting friendships within the running club and newfound confidence in my physical abilities.

For more information, visit <https://www.nhs.uk/live-well/exercise/get-running-with-couch-to-5k/>

HELP US TO HELP YOU - THINK PHARMACY FIRST!



From soothing an earache to treating a UTI, your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription.

Subject to age eligibility. For more information, visit [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst)

See your pharmacist **Help us help you**

Community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care. Highly trained pharmacists at more than nine in ten pharmacies can now assess, treat and prescribe antibiotics for patients for common conditions including earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women, without the need for a GP appointment. Available on the high-street, community pharmacy teams have the right clinical training to give people the health advice they need, with no appointment necessary and private consultations available. Community pharmacists will signpost patients to other local services where necessary. By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care. Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.



Fordingbridge Surgery

Spring 2024 Covid Vaccination Clinic

Saturday 27th April

Available to patients aged 75 and over

Please use your booking link or call the surgery

Monday to Thursday, between 9am and 12 noon

and use Option 6



STAFF SPRING NEWS

ISLA - NURSING ASSOCIATE

As mentioned in our previous newsletter Isla has commenced her Nurse Associate training, and has successfully completed her first placement at Fordingbridge Surgery. She is now moving onto her next placement, and has also been training for the London Landmarks Half Marathon, raising funds for Mental Health UK www.mentalhealth-uk.org. The surgery team have joined her fundraising by donating for coffee time treats! To donate to Isla's just giving page, please use the QR code, or visit <https://www.justgiving.com/fundraising/Isla-Wilson?>

Well done Isla for completing your London Landmark Half Marathon!



HULA HOOP FUN

We have had a lot of fun during some lunch time sessions with hula hoops as an alternative to our healthy walks, which have now restarted with the lighter Spring evenings.



LOVER BABY BANK



For Valentines Day we started a collection for Lover Baby Bank, collecting toiletries, clothes, toys and other items to support local babies, children and their families.

The donated items were delivered by members of the surgery team to the recent Baby Bank Donation morning on 2nd March. Naomi is pictured here with Rachel and Becky, founding members of the baby bank.

For more information, please visit their website <https://loverbabybank.co.uk/> or follow them at <https://www.facebook.com/loverbabybank>

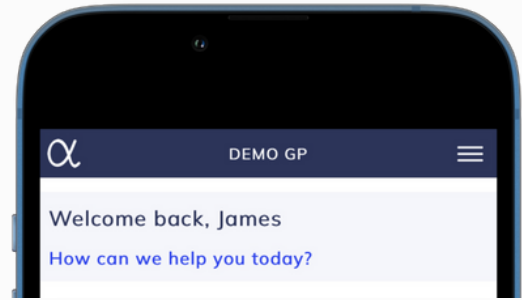


ONLINE SERVICE: NEW WEBSITE

We have recently updated our website and we hope you will visit fordingbridgegps.co.uk for up to date information on our services.

New patients can join the practice, existing patients can request medication and sick notes, cancel appointments and view the variety of self referrals that are available, which include eye problems, audiology, physiotherapy, insomnia support, weight loss and lots more - keep checking as the options are growing!

ONLINE CONSULTATION: ANIMA



As part of our NHS contract, we are required to offer an online consultation service during opening hours. Anima has some great benefits for patients:

- Beat the phone queue
- You can request a consultation or message the surgery from 6am
- All Animas are reviewed by a senior doctor by the end of the next working day
- Rapid and safe response to your query
- May be managed without the need for an appointment
- Signposted to the most appropriate service
- Make sure you see the right professional at the right time

Follow the link from our website home page www.fordingbridgegps.co.uk/

Patient feedback is very positive:

“Very straightforward submission and a prompt response.”

“Quick response and the Pharmacist I saw was very helpful”

“Fast feedback. Positive outcome.”

“So quick!”

ONLINE SERVICE: NHS APP

Patients can view and manage medication, view and cancel appointments, book blood tests and view your GP health record.

The NHS App also links to NHS111 allowing you to check your symptoms, and find other NHS services near you including dentists, pharmacies, urgent care services, hospitals, mental health services and much more. A recent addition within the NHS app service is the ability to register as a new patient with the practice, using the find services option.

See your GP health record on the NHS App

- you can see all new entries
- includes consultation notes, medicines and immunisations
- need help? Get support in the app or visit nhs.uk/helpmeapp

NHS App | App Store | Google Play

ONLINE SERVICE: HEALTHIER TOGETHER

Download the Healthier Together app or visit the website <https://www.what0-18.nhs.uk/>

- For 0-18
- Young people
- Pregnant women
- Clear information on common illnesses
- Parents are clearly signposted to appropriate healthcare services when required



Healthier Together
Improving the health of children and young people in Dorset, Hampshire and the Isle of Wight



NEWS FROM THE FRIENDS OF FORDINGBRIDGE SURGERY



After the devastating news that our inspirational Chairperson, Rev'd Kate Wilson, had passed away the Trustees found themselves without a leader. After a productive Trustee meeting we began to focus on building on Kate's ideas for fundraising. Currently the Charity is supporting Bereavement Counselling and other items that will benefit patients in the future.

On 27th January 2024 we held our first event at Martin Village Hall. Some of you might be wondering why Martin and not Fordingbridge. As a group we wanted to reach out to one of the outlying villages in the Surgery area, plus Martin hold Charity Coffee Mornings each week, so there was a ready audience.

This was, also, the first event in which the new Trustees have worked together as a team. We are delighted to report that the event, with some donations, raised £360.00 to add to our Charity's funds. Our thanks go to all those who supported us by providing raffle prizes, cakes, but most importantly supported us on the day.



Our next fundraising event will be a Car Boot Sale, to be held in the Fordingbridge Surgery Car Park on Saturday 20th April 2024. This event is being led by our Trustee Margaret, who is already putting plans in place.

The event will start for sellers at 9:00 am and buyers at 10:00 am and will conclude at 12:30 pm. Each seller will be charged £5:00, which can be paid for in cash or by card on the day. To book a boot, please send your request to tofofs.ppg@nhs.net. In the Surgery reception area there will be a popup Café selling coffee, tea, soft drinks and cakes. There will be a tombola stall, books/plants and guess the weight of the cake competition.

There are several more events planned for the rest of 2024, when we hope you will come and support us.

SAVE THE DATES

- Saturday 20th July 2024 – Duck Race - we plan to have a stall.
- Friday 18th October 2024 – Quiz Night at St Mary's Church Hall.
- Friday 29th November 2024 – Christmas Light Switch On - we plan to have a stall.
- That takes us to 2025 when we are planning to have an evening event on 6th February 2025, so please watch this space for further information.....

Finally, Friends of Fordingbridge Surgery have their **Annual General Meeting on 17th April 2024** and will be held in the Fordingbridge Surgery Reception from 7:00 pm. The Annual General Meeting is open to everyone who is a patient at the Surgery and Trustees look forward to meeting you there.

Jane Marlow
Chairperson





CAR BOOT SALE

At Fordingbridge Surgery Car Park
on Saturday 20th April 2024

Sellers 9am

Buyers 10am-12.30pm

Cars £5 payable in advance

Booking essential - please contact

fofs.ppg@nhs.net

to book your place



Refreshments, Tombola, Books, Plants
& more inside Surgery Main Reception

Raising funds to purchase equipment to benefit the patients of
Fordingbridge Surgery

FOFS Patron Mr Ian Newman

Charity Number 1094882



FRIENDS of FORDINGBRIDGE SURGERY

Notice is hereby given of the

ANNUAL GENERAL MEETING

At

FORDINGBRIDGE SURGERY

**On Wednesday 17th April 2024
at 7.00pm**

THE FORDINGBRIDGE SURGERY – DR P DOWNES & PARTNERS

MAY BANK HOLIDAY 2024

THE SURGERY WILL BE **CLOSED** ON THE

MONDAY 06 MAY

When the surgery is closed, and you need urgent
medical advice please call

Out of Hours Service - 111

Or

In an emergency please dial - 999

When dropping off or collecting prescriptions please check the
collection dates carefully

Please give the dispensary at least 5 working days when
reordering medicines

Thank You

THE FORDINGBRIDGE SURGERY – DR P DOWNES & PARTNERS

MAY BANK HOLIDAY 2024

THE SURGERY WILL BE **CLOSED** ON THE

MONDAY 27 MAY

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Thank You

