



Boultham Park Medical Practice

Newsletter



Spring Edition 2019

Editorial

Welcome to this Spring edition of the Boultham Park Medical Practice newsletter which has a new layout that I hope is easier to read. The content is full of useful information and, as usual, you are welcome to take a copy home with you although an electronic copy will also be available on the Boultham Park Medical Centre webpage.

If you have visited the Practice webpage recently, you may have noticed that there have been some layout changes. This has been carried out by Neil Hewson, Practice Manager, so that it is more 'user friendly' when viewed on your mobile phone and easier to navigate. Take a look and see what you think.

The PPG are planning a repeat demonstration on how to use the online services, so keep your eyes peeled on our noticeboards, webpage and Facebook page for further information of when these will be presented.

We are always looking for new volunteers to join the PPG.

For those of you who like a little brain stimulation, there are a couple of Soduku puzzles to try out. Look for 'Keeping the Mind Active'.

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Sun Safety



We have all been enjoying the sun recently however.....

Skin should be protected from strong sunlight by covering up with suitable clothing, seeking shade and applying sunscreen. Sunscreen is not an alternative to covering up with suitable clothing and seeking shade, but it does offer additional protection if applied correctly. When buying sunscreen, make sure it's suitable for your skin type and blocks both Ultraviolet A (UVA) and Ultraviolet B (UVB) radiation.

The sunscreen label should have:

- The letters "UVA" in a circle logo and at least 4-star UVA protection
- At least SPF15 sunscreen to protect against UVB

Make sure the product is not past its expiry date. Most sunscreens have a shelf life of two to three years.

Tips on applying sunscreen:

- To be most effective, sunscreen should be applied liberally. The amount of sunscreen needed for the body of an average adult to achieve the stated SPF is around 35ml or 6 to 8 teaspoons of lotion.
- If sunscreen is applied too thinly, it provides less protection.
- If you're worried you might not be applying enough SPF15, you could use a stronger SPF30 sunscreen

What are the SPF and star rating?

The sun protection factor, or SPF, is a measure of the amount of UVB protection. The higher the number, the greater the protection. In the UK, UVA protection is measured with a star rating. Sunscreen ratings range from 0 to 5 stars. The higher the number of stars, the greater the protection.

How long can I stay in the sun?

Don't spend any longer in the sun than you would without sunscreen. In the UK, the sun is at its strongest from March to October, especially from 11am to 3pm. Try to spend time in the shade between these times. You can still burn in cloudy conditions, even if it is not warm.

Find out your skin type and sensitivity to sunlight on the Cancer Research UK website.

Should I reapply sunscreen if I swim?

Water washes off sunscreen, and the cooling effect of the water can make you think you're not getting burned. Water also reflects UV rays, increasing your exposure. Sunscreen should be reapplied straight after you've been in water (even if it is "water resistant") and after towel drying, sweating or when it may have rubbed off.

What clothing should I wear?

Wear clothes that provide sun protection, such as:

- A wide-brimmed hat that shades the face, neck and ears
- A long-sleeved top
- Trousers or long skirts in close-weave fabrics that do not allow sunlight through
- Sunglasses with wrap around lenses or wide arms with the CE Mark and European Standard EN 1836:2005





What should I do if I get sunburn?

Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn. Sponge sore skin with cool water, then apply soothing after sun or calamine lotion. If you feel unwell or the skin swells badly or blisters, seek medical help. Stay out of the sun until all signs of redness have gone.

Are children more at risk of sunburn?

Yes. Take extra care to protect babies and children. Their skin is much more sensitive than adult skin, and repeated exposure to sunlight could lead to skin cancer developing in later life. Children aged under six months should be kept out of direct strong sunlight. In the UK, from March to October, children should:

- Cover up with suitable clothing
- Spend time in the shade (particularly from 11am to 3pm)
- Wear at least SPF15 sunscreen

Apply sunscreen to areas not protected by clothing, such as the face, ears, feet and backs of hands. Consider sunscreens that are formulated for children and babies' skin, as these are less likely to irritate their skin.

My child has eczema. What sunscreen should I use?

Some sunscreens may aggravate eczema. Check the label for any ingredients that you know your child is allergic to. Test any new sunscreen on a small area before applying it to the whole body. Put on your child's emollient and steroids first, then put the sunscreen on 30 minutes later. Remember to put more sunscreen on regularly throughout the day and especially after swimming.

What are the symptoms of heat exhaustion?

Heat exhaustion occurs when the body cannot lose heat fast enough. If it's not treated quickly, it can lead to heat stroke, which is a much more dangerous condition. Signs of heat exhaustion include faintness, dizziness, palpitations, nausea, headaches, low blood pressure, tiredness, confusion, loss of appetite and hallucinations.

What should I do if someone has signs of heat exhaustion?

Get them to rest in a cool place – ideally a room with air conditioning. Give them plenty of water. Avoid alcohol or caffeine, as this can increase dehydration. Cool their skin with cold water. Use a shower or cold bath to cool them down or, if this is not possible, wet flannels and face cloths in water and apply to their skin. Loosen any unnecessary clothing and make sure that the person gets plenty of ventilation. Monitor their condition closely.

Should I cover up my mole when I'm in the sun?

If you have lots of moles or freckles, your risk of getting skin cancer is higher than average, so take extra care. Avoid getting caught out by sunburn. Use shade, clothing and sunscreen with an SPF of at least 15 to protect yourself. Keep an eye out for changes to your skin. Changes to check for include:

- A new mole, growth or lump
- Any moles, freckles or patches of skin that change in size, shape or colour

Report these to your doctor as soon as possible. Skin cancer is much easier to treat if it is found early.





Childhood Vaccinations and Immunisations



We all know that getting our children protected with vaccinations and immunisations is important and most of us are very good at getting these done, especially when our children are very young. If you are unsure when those all-important injections and boosters that children need are, check out the NHS webpage link below or contact the surgery. If children are to have the maximum protection from their first vaccinations then they really do need the follow-on boosters. The boosters given cover: Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio and the MMR (Measles, Mumps and Rubella).

The vaccination routine is complex. We have two fantastic nurses who specialise in giving vaccinations and we would advise that if you have any questions, or need help or advice, you ask to speak to or see either of them.

<https://www.nhs.uk/conditions/vaccinations/>



National Screening Programmes



There are a number of national screening programmes run by the NHS which patients within certain age categories are invited. More information can be found online via NHS Choices at:

<https://www.nhs.uk/conditions/nhs-screening>

Cervical screening

There has been a lot of comments in the recent Press highlighting the decrease in numbers of women attending Cervical Screening. This is not a test specifically for cancer but a test to check the health of the cells of the cervix and it only takes 5 minutes!



You wouldn't miss a hair appointment - would you?

Most test results show that everything is normal, but for around 1 in 20 women, the test will show some abnormal changes in the cells of the cervix. Finding abnormal changes early means they can be monitored or treated so they do not get a chance to turn into cervical cancer.

All women aged between twenty five and sixty four are invited for cervical screening.



Women aged between 25 and 49 are invited for testing every 3 years.

Women aged between 50 and 64 are invited for testing every 5 years.

Invites for Cervical Screening are sent out by the national screening office and the test will be done at the Practice by one of our nurses and you'll get your results by letter, usually in about 2 weeks





Bowel Cancer



Bowel cancer is a common type of cancer in both men and women. About 1 in 20 people will get it during their lifetime. Screening can help detect bowel cancer at an early stage, when it's easier to treat. It can also be used to help check for and remove small growths in the bowel called polyps, which can turn into cancer over time.

To detect cases of bowel cancer sooner, the NHS offers two types of bowel cancer screening to adults registered with a GP in England:



A one-off test called bowel scope screening is offered to men and women at the age of 55. It involves a doctor or nurse using a thin flexible instrument to look inside the lower part of the bowel and remove any small growths, called polyps that could eventually turn into cancer.

At age 60 to 74, you are invited to carry out an FOB (faecal occult blood) test at home. You will be sent the home test kit every two years through the post, until you reach the age of 74. The FOB test checks for the presence of blood in a stool sample, which could be an early sign of bowel cancer.

If you have never returned your sample or, if you are seventy five or over, you can ask for a test kit by calling the free-phone helpline on: **0800 707 6060**.



Breast Screening

About 1 in 8 women in the UK are diagnosed with breast cancer during their lifetime. If it's detected early, treatment is more successful and there's a good chance of recovery.

Breast screening aims to find breast cancers early. It uses an X-ray test called a mammogram that can spot cancers when they're too small to see or feel. Breast screening is currently offered to women aged 50 to 71 in England.



However, the NHS is in the process of extending the programme as a trial, offering screening to some women aged between 47 and 73.

You will first be invited for screening between the ages of 50 and 53, but in some areas you'll be invited from the age of 47 as part of the trial extension of the Programme.

You may also be eligible for breast screening before the age of 50 if you have a higher-than-average risk of developing breast cancer



If you're worried about [breast cancer symptoms](#), such as a lump or area of thickened tissue in a breast, or you notice that your breasts look or feel different from what's normal for you, don't wait to be offered screening – see your GP.



Keeping an Active Mind

We are all aware of that different forms of dementia are on the increase and one way of helping is by keeping an active mind. So, we have introduced some easy Soduku to help keep your mind active and realise how enjoyable they can be to complete.

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3		1				7	9	
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	1	2	8		3			
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8		3		1	7			

Moreland Local People's Project

Moorland Local People's Project is an exciting project funded by the People's Health Trust using money raised through the Health Lottery. It is being delivered by the Sustrans charity with support in kind from Lincolnshire County Council and City of Lincoln Council. The overall aim of the project is to improve health and wellbeing by creating a better place to live. The project aims to:

- Empower communities to take ownership and control of their neighbourhoods.
- Improve community cohesion and enable individuals to make social connections.
- Facilitate communities in reclaiming local space/s for better public use and increased human interaction.
- Increasing skills, motivation & aspirations in individuals by engaging them in project delivery creating the confidence to continue independently.

The project is taking place within the Moorland area of Lincoln with a remit to involve local people living within that area. Residents were asked to give their views about living in Moorland and to brainstorm activities, events and possible changes to local spaces which encourage people to be out and about.

A Community Forum was created consisting of residents who are deciding the direction of the project and actively involved in its delivery.

Activities and events in the first year include local walks; gardening; litter picks; woodland workdays; arts and crafts workshops; 'Get Moorland Moving' road closure event; woodland sessions for kids; quiz night; Dr Bike; Xmas fair & tree decorating.

Further details can be found on their facebook page **@MoorlandLocalPeople**

Alternatively, you can look at more information about Sustrans at:

<https://www.sustrans.org.uk/projects/peoples-health-trust-local-people-programme>





Hello from Katie — Practice Nurse



Hello, my name is Katie and I am the new Practice Nurse at Boutham Park Medical Practice. I would like to introduce myself and tell you a little about myself and my nursing background.

I qualified as a nurse in 2015 after undertaking a degree at the University of Lincoln and had been working in secondary care up until I started here in February. My nursing experience has been varied, although my background is predominantly in surgical, colorectal and high dependency nursing.

My role here at the surgery is that of a typical practice nurse. You may expect to see me for a number of procedures and treatments – these include wound care and dressings, injections and vaccinations, baby and child immunisations, ear syringing, blood tests, travel health advice, contraceptive pill checks, patient health checks and soon to be cervical screenings.

My appointments are bookable through reception, should you need one.

I am excited to be working here at the surgery and being a part of this hardworking team. I look forward to meeting you.

Travel Advice - With warm weather and the summer not too far away and in my capacity as the 'travel nurse', please read the sun safety tips in this newsletter and keep safe this summer. If you are travelling abroad this year, please do check with us to see if you need any travel vaccinations. There is a form to fill in at reception that I will then review. Please give us plenty of time as many vaccinations are either a course or need to be given in advance so that they give the protection needed in time for you to travel- Please aim to let us know of your travel plans about 8 weeks before you go.

I look forward to meeting you all

Thank you,

Katie (Practice Nurse)





Patient Participation Group



Patient Participation Group

At the Annual General Meeting, Isobel Webster was re-elected as Chair of the PPG and Colin Damarell continues as the Secretary. The surgery team would like to thank all the PPG members for their continued support.

Isobel, aided by Rosie, is also responsible for the **Facebook page** that the surgery has created for the benefit its patients. Its primary use is to communicate what the surgery does. It is recommended that patients visit the page regularly.

Colin is responsible for producing the minutes of the PPG meetings which are posted on the PPG noticeboard and on the surgery webpage. He is also responsible for creating the help steps for using the Online Services which are also displayed on the webpage. These are soon to be updated, so keep checking the website for these changes. Colin also produces the quarterly newsletter.

As always, the PPG is looking to expand and recruit new members. If you feel you would like to make a contribution please let us know at reception and we can then pass you details to the chair.



Friends and Family Test

The practice continues to run the **NHS Friends and Family Test** which consists of two simple questions. The first asks on the basis of your most recent experience of our service, "*How likely are you to recommend our service to friends and family if they needed similar care or treatment?*" The second question asks, "*What is the main reason for selecting your answer?*"

Please do take the time to fill in the short questionnaire when you visit the surgery or, alternatively, complete it online from our website.



PPG Facebook

DO YOU USE FACEBOOK?



If you do — did you realise that Boutham Park Medical Practice has its very own official Facebook page?

Go on line and check it out and pass it on too your friends.

You will find that this is a useful Facebook page to keep you informed on what is happening at your practice. Although fairly new, it will grow with your help. So give it a look!





Car Park



The practice last year spent a lot of money having the paving replaced outside the front of the building. We are still getting people pulling up on the kerbs on the side road. This not only blocks the pavement making access difficult, especially for those with mobility problems and it also damages the kerbs. Please do not park on the kerbs and ensure that you use the car parking bays appropriately.

We also suffer at times from people using the car park when they visit the park and or do their local shopping. Please be aware that the car park, apart from the 8 normal and 2 disabled bays against the library building, is owned by the practice and is for use by patients using the practice. Please do not use it when doing your shopping or going to the park or bowling club – this just makes access to the surgery more difficult for those who really do need to use a car to get here.

Finally, as the bungalows that are being built behind the surgery near completion, the access road will become busier. It is important that users of the surgery do not block this road. It is a double yellow lined road and is now needed for access by those using the site behind the surgery.

Bikes



We try to keep the premises smart and clean so please do not bring bicycles into the surgery. Can we also please ask that bikes are not left on the pavements / leaning against the front windows, This blocks the pavements from the disabled parking bays and causes access problems for all. A cycle rack is provided at the front of the building and we thank you for your support in using them.

Practice New Telephone System



After listening to the comments made both in person to the staff and those made via responses to surveys, such as the national patient survey, the practice has bought a new telephone system. This will be installed in mid-May and as it has call queueing, so should help with the morning rush for appointments. It will also have full call recording system which will be used for training and governance purposes.

The installation of the new telephone system will hopefully be relatively trouble free, but there will be some small disruption expected at the switch over and as staff get used to using it. We ask for your understanding during this time.





Electronic Prescription Service



As many patients know, we can send repeat prescriptions directly to the patients' pharmacy of choice and this now includes prescriptions for the vast majority of controlled drugs. Dealing with prescriptions in this manner saves the doctors a significant amount of time and is more efficient for patients who will no longer need to come unnecessarily to the surgery to collect prescriptions. For those who are not yet using this service we

strongly recommend that you do so and let either us, or your preferred pharmacy know that you would like your prescriptions sent directly to them. As we try to free up as much doctor time as possible from unnecessary admin work, so that they can focus on seeing patients, this is one small area where patients can help us and save themselves from unnecessary journeys. Please sign up for this service.

Access to Medical Records



When requested by patients, we now provide full online access to their medical records. Once this is activated, patients can see the full narrative the doctor/nurse enters in the record, details of appointments, referral information and importantly things like blood test results. These can be accessed online both on a PC and or tablet/mobile phone app. Accessing your records/results in this manner will save many patients from needing to contacting the surgery for information they can already access. This will help the reception team, especially at peak call times, and hopefully reduce the call waiting time people have when trying to make

appointments. Of course, there are things in some people's records that are difficult or upsetting for patients to read. If the GPs think this may be the case and may possible cause harm to the patient then this might not be made visible, although this will very much be the exception.

Online Security



Medical records contain sensitive personal data and it is important that you keep your passwords etc secure. If you think someone has managed to get access to your online records, please let us know immediately and we can stop all access for you or reset your account login details.

Finally, while everyone involved in your care has a duty to record information as accurately as possible, mistakes can occur. If you think you have found something in your records that you think is a mistake, please let us know so that we can try and establish what has happened and if necessary make the necessary corrections.



Online Services

We are mandated by the NHS, to increase the number of appointments bookable online by the 1st of July 2019. This will by default, reduce the number of appointments not bookable online and potentially therefore have an impact on those who either haven't arranged online access or who cannot manage to use the online services. The Secretary of the Patient Participation Group last year kindly made a very useful step by step user guide for how to access and use the online services, this remains on our website.



We are in the process of changing the rotas to meet this new on line booking requirement, and will be as specific as possible when identifying what the appointments can be used for. Please take care when booking your appointments online as they will only be available for the purposes they are created. We cannot afford for patients to book into clinics for the wrong services/appointment types as this may cause a further appointment to be needed.

We do recommend that where possible patients sign up for the online service. Please do ask at reception.

Attendance versus Did Not Attend (96% v 4%)



In the period 01 January to 31 March 2019 we had 471 patients miss their appointments of which 124 were GP appointments totalling nearly 23 hrs and the remainder were nurse team appointments (including the Advance/Nurse Practitioners, Chronic Diseases and Practice nurses and the healthcare assistants), totalling just over 81 hours.

Of course this is compared with the 12252 appointments that were booked. So we'd like to say a big thank you to the 96% of patients who attended their appointments and we appeal to those who missed them to just let us know in good time if you cannot make your appointments in the future. That way, we can try and offer the appointments to someone else and get our usage closer to 100% whilst also reducing appointment waiting times too



Keeping an Active Mind

4	3					7	8	
8		7					2	3
9							5	
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			5				1	
		8		1		6		5
6	5	1	8	9	7	3	4	2
	9				4	1		8





Use of Appointments

We are aware that many patients have their favourite doctor or nurse and would prefer to see them – this is a natural desire. However, we do ask that patients think carefully about the nature of the problem they have and who it is that they really *need* to see rather than who they *want* to see. If everybody thought only a doctor could solve their problems, then the difficulties some patients experience in accessing appointments would be made worse than they are now. We have a wide range of health care professionals working at the surgery now and it is important that they are used correctly:

Health Care Assistants

Take blood samples
Carry out ECGs
Ear syringing and health checks
Basic wound care

Practice Nurses

Cervical Screening
Wound dressings
Vaccination and immunisations
Asthma checks and health checks
B12, Prostag/Zoladex injections etc

Chronic Diseases Nurse

Specialises in Asthma
COP and diabetes check

Clinical Pharmacists

Minor illness/ailments and medication queries and reviews

Nurse Practitioner/Advanced Nurse Practitioners

Additional clinical skills including prescribing, examinations, diagnosis of illness and referrals

If we all use these health professionals responsibly and appropriately, this would free up more GP time to deal with the more complex health issues rather than have them booked up with minor conditions that others can easily treat.

Our reception staff have recently completed 'Signposting' training as they move towards becoming **Primary Care Advisors**. They have been now been instructed by the GPs to ask for basic information as to why an appointment is needed. The reception team are knowledgeable and can help ensure you get to see the right clinician on the first occasion rather than booking to see someone inappropriately or who doesn't have the right skills to deal with a particular problem. The reception team are bound by the same rules and regulations regarding confidentiality as the doctors and nurses; they are not being nosy when asking for information but ensuring the surgery is as efficient as possible. Please help us to manage the appointment system effectively so that we can help you when you really need us.

PS – Please don't forget that other local services are available without needing a doctor surgery appointment. For example: Over the counter medication for routine coughs & colds etc. The local pharmacists can help with the vast majority of minor ailments without the need for a GP appointment.

Self-referral exists for some services such as; stop smoking service, sexual health services and for some clinical services such as podiatry.





HEALTHY CONVERSATION 2019

Join us at one of
our public engagement
events to discuss the future
of your local health services.
#HealthyConversation

All events are 2-7pm drop in sessions

Date	Town	Venue and postcode
Monday 20 May	Sleaford	New Life Centre, NG34 7JP
Tuesday 21 May	Gainsborough	United Reformed Church, DN21 2JR
Wednesday 22 May	Lincoln	Lincoln City Football Club, LN5 8LD
Wednesday 12 June	Stamford	The Theatre Lounge, PE9 1PJ
Thursday 13 June	Spalding	United Reformed Church, PE11 1QD

www.lincolnshire.nhs.uk