



### STAFF TRAINING & BANK HOLIDAY CLOSURE DATES

The Surgery will be closed for staff training from 13.00 on

**Thursday 16<sup>th</sup> June**  
**Wednesday 13<sup>th</sup> July**  
**Thursday 8<sup>th</sup> September**

This means that there will be no clinical staff available during these afternoons at any site. Alternating monthly, Aldeburgh or Alderton Surgery (Alderton in June) will be open for collecting paper prescriptions and booking future appointments during these afternoon closures. When Alderton Surgery is open, the dispensary is open. All calls will continue to be redirected to 111 for these afternoons.

### STAFF NEWS

We welcome to the team:

#### Care Navigators

Melanie Bunton

#### Trainee GPs

Dr Santa Gurung

Dr Ian Rudland

#### Marketing Administrator

Boogie Thompson

Please be aware that the information in this newsletter is correct at time of going to print.

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### Peninsula Practice Covid-19 spring vaccine service

#### Who is Eligible?

- adults aged 75 years and over
  - residents in a care home for older adults, and
  - individuals aged 12 years and over who are immunosuppressed
- and
- close to three months since last vaccine (at least 91 days)

From 1st July – 1st September – our covid vaccine service will continue to be open and will be done opportunistically, so anyone eligible can be added to a waiting list and contacted when we are next holding a clinic.

If you are concerned that we will not be able to reach you when you become eligible, you can call our Care Navigators after 11am who will be able to check your contact information is up to date.

For information on the primary course of two vaccines, 3<sup>rd</sup> doses and further boosters, please follow this link - [www.sneevaccine.org.uk](http://www.sneevaccine.org.uk) - or call the local helpline number on 0344 2573961 – open seven days a week.

### Social prescribing

You doctor isn't the only person who can help you feel better. You can improve your health and wellbeing through social prescription.

#### What is social prescribing?

We know that taking care of your health involves more than just medicine. Our social prescriber can provide specialist support for more than medical issues.

Your local social prescriber will arrange an appointment to spend time with you, exploring what activities and/or local support could improve your health and wellbeing.

|  |                         |
|--|-------------------------|
| <b>East Suffolk</b><br>including<br>Woodbridge,<br>Alderton,<br>Wickham Market | <b>07790<br/>922228</b> |
| <b>East Suffolk</b><br>including<br>Saxmundham,<br>Aldeburgh, Leiston          | <b>01502<br/>527200</b> |

- Social isolation and loneliness
- Welfare benefits and financial support
- Emotional wellbeing
- Healthy lifestyle choices
- Arts, culture and creative activities
- Life changing events such as birth, retirement and bereavement
- Long term health conditions
- Loss of confidence / purpose
- Poor health linked to housing or housing conditions

## Patient Participation Group (PPG)

The PPG is made up of volunteer patients who are involved in supporting the surgery to provide the services to all our patients.

It helps facilitate good relations between patients & the Practice by communicating patients' experience, interests and concerns and by providing feedback from the Practice on current procedures and proposed new developments.

If you would like to contact the PPG directly please email: [peninsulapracticeppg@gmail.com](mailto:peninsulapracticeppg@gmail.com)

## Resuscitation

Dr Crockett has made an informative 10 minute film about resuscitation with the ambulance service. The purpose of this is to help patients and families more fully understand what resuscitation is, and what is meant by 'Do not attempt cardiopulmonary resuscitation'. This film can be viewed here –

<https://www.compassionate-communities.co.uk/resources>



## Staff news

We would like to welcome our new staff!

We have had new trainee GPs join us. Welcome to Dr Santa Gurung and Dr Ian Rudland.

Melanie Bunton has joined the Care Navigator team and Boogie Thompson has joined as marketing administrator.

After 30 years at the practice, our Nurse Practitioner Wendy Marshall has retired. We wish her a happy and healthy retirement.



## Sexual Health

Here at the practice, the registered nurses are able to advise on sexual health. This includes contraception and cervical screening.

Dr Crockett also undertakes insertions, replacements and removals of devices such as coils and implants. She is additionally our women's health in menopause specialist.

## Citizens Advice

Citizens Advice provides free, confidential, impartial and independent advice to help people overcome their problems and find a way forward whatever difficulties they face: advising on issues such as debt, budgeting, benefit, housing or employment problems.

**Please visit for more information**

**<https://www.citizensadvice.org.uk/> or call 01728 832193 for the Leiston, Saxmundham and District branch or 0808 278 7868 for the Ipswich branch**

## Prescriptions

If you do not pay for prescriptions, could patients kindly bring proof of exemption for prescription payment.

 e consult

Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?

eConsult and get a response before the end of the next working day or sooner

## eConsult

*"Very satisfied with the service"*

*"Extremely likely to recommend the service to friends or family"*

## eConsult

Patients can self-refer for services such as mental health, sexual health and physiotherapy support on eConsult. You will receive a response by the end of the next working day.

[www.thepeninsulapractice.co.uk](http://www.thepeninsulapractice.co.uk)

01394 411641

## Compassionate Communities

Peninsula Practice continues to lead the compassionate companion scheme whereby volunteers living in our local villages and towns are trained to provide compassionate non-medical support to people living in their last year of life and their loved ones. They have time that our medical teams do not, to be able to inform people of the many choices that are available as one nears the end of life. They can also act as a bridge between patients and the medical teams and many of our patients and their families have greatly benefited from this befriending service already. A sort of good neighbour with a specialism in end of life conversations.

If you would like to know more about this scheme, or to consider becoming a companion, please contact the surgery or see the website

<https://www.compassionate-communities.co.uk/>



## Travel Health

The practice offers travel advice and Peninsula Practice is a registered Yellow Fever Vaccination Centre.

Travel health advice is based on the individuals specific travel needs, not destination alone.

Please book a travel consultation at least 8 weeks before your departure date.

This initial appointment will determine your travel health and vaccination requirements.

Any vaccinations needed will then be given at a subsequent appointment.

Please note that some travel vaccinations will need to be paid for in advance, and that if a Yellow Fever vaccine is required, this can only be administered at our Alderton site.

If you require a travel consultation under 8 weeks before departure, please contact MASTA on 0330 100 4106 who will be able to advise you.

## Carers

Allowing another person access to your medical record:

The Peninsula Practice would like to explain the process involved if you would like a family member/friend and/or carer to have access to your medical record.

Due to the UK GDPR and the Data Protection Act 2018, we must have permission from a patient to discuss a medical record with any person other than themselves:

- This can be given verbally by the patient during an appointment (verbal permission would have to be obtained during every appointment)
- A patient can sign an 'Access to Medical Records' form, which can be obtained from reception at each of our sites.
- A 'Power of Attorney – Health and Welfare' - this comes into power only when a patient has lost capacity to make a specific decision around their health and welfare needs. Capacity is situation-specific and can change.
- Patients who have carers will need to complete the 'Access to Medical Records' form to allow us to talk to their carers. Registering that a patient has a carer does not automatically give the carer access to their medical record.

The 'Access to Medical Records' form can be collected from reception at each one of our sites.

**N.B. Once we have received a completed form, we may contact a patient to carry out security checks.**

Please contact the surgery 01394 411641 should you have any questions.

[www.thepeninsulapractice.co.uk](http://www.thepeninsulapractice.co.uk)

01394 411641

## Healthwatch Suffolk survey

In 2021, Healthwatch Suffolk surveyed our patients to assess experiences and opinions of Peninsula Practice during the pandemic. This was repeated in 2022 to measure changes in patient experiences and perceptions.

### Treatment and care

In 2022, people were more satisfied about the attitudes of professionals they saw across all surgeries and the care they received.

- ❖ **91%** said that they were 'satisfied' or 'very satisfied' with the attitude of clinical staff, compared to **79%** overall in 2021.
- ❖ **89%** said they were 'satisfied' or 'very satisfied' with the care they had received, compared to **75%** in 2021.
- ❖ **89%** were 'satisfied' or 'very satisfied' with the way information about their treatment was communicated, compared to **74%** in 2021.

*"All the staff (medical and nonmedical, including especially those responsible for immunisations and pharmacy staff) have been extremely efficient and dedicated every time I have had contact with them. They go out of their way to help their patients, above and beyond just doing what is necessary."*

### Overall experience

- ❖ The 2022 results indicate higher levels of satisfaction levels in all areas covered by the survey.
- ❖ A larger percentage of people were 'very satisfied' with the service they received and the professional attitude and efficiency of staff.
- ❖ Face-to-face appointments are still favoured, but there are higher levels of satisfaction with telephone appointments.
- ❖ There is still a need to improve awareness of the full range of services available at the practice as no improvement was noted in 2022 with respect to people's awareness or knowledge.

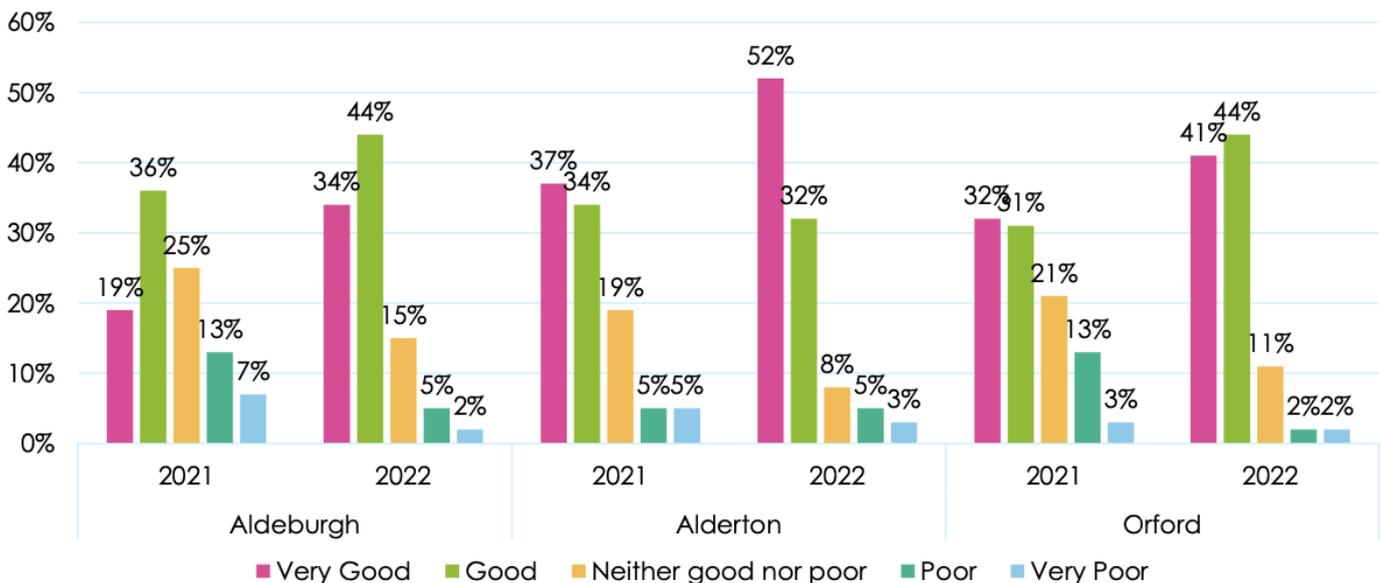


Figure 1- overall rating of experience of Peninsula Practice in 2022

For the full report please follow this link:

<https://www.thepeninsulapractice.co.uk/healthwatch-suffolk>

