

# Making GP services even better for people in Droitwich & Ombersley

**Welcome to our first quarterly patient and public bulletin.** This is designed to help local registered patients to understand the services available to them. In addition to core GP and nursing medical care, how we work together and keep you up to date with new developments as they happen in your local health community.

We are keen to hear your views on this “first edition” and seek your ideas about what you would like more information on, how local practices can connect with you, and importantly, keep you informed on what are changing times ahead for GP services.

This, and future bulletins, will be informed by your local Patient and Public Joint Practice Group (PPG), who meet regularly to discuss and inform on improving GP services across all practices in our area. The group works closely with the practice GP and nursing teams to improve care for you.

In this first bulletin we want to focus on our aspirations for Droitwich and Ombersley practice communities and to start sharing with you areas where practices are currently working together to deliver care locally.

Within Droitwich and Ombersley there are four General Practices covering a total registered population of 34,500.



- |                            |                            |
|----------------------------|----------------------------|
| 1 Corbett Medical Practice | 3 Salters Medical Practice |
| 2 Spa Medical Practice     | 4 Ombersley Medical Centre |

## What good GP services look like for us in D&O

**This is what we aspire to achieve – can you help us get there?**

- ✓ *Services are local to us*
- ✓ *Services are there when we need them*
- ✓ *Patients are responsible for their individual care and choices*
- ✓ *Patients are involved in improving services*
- ✓ *GP practices work together*

## Health facts about D&O

### Did you know?

- D&O have a growing ageing population, by 2018 over 40% of the population will be over 50
- 60% of people over 75 are likely to have *at least* one long term condition and 30% of the population are already living with one

### Common conditions that effect many people in D&O are:

- Breathing and lung conditions like Asthma and COPD
- Cardiovascular diseases, Stroke, Heart disease, Blood pressure
- Diabetes and kidney disease
- Dementia
- Depression

Supporting an ageing population, and those with long term conditions, is a top priority across all practices in D&O. Local services, particularly, in more rural parts of the area need to be available closer to home to reduce the need for a hospital visit or stay.

# What we have achieved so far working together?

## Local Diagnostic Ultrasound service

Waiting for an ultrasound appointment can be an anxious time – All GP practices in Droitwich and Ombersley now run local diagnostic ultrasound clinics locally. These clinics offer a wide range of scans without the need to travel to Worcestershire Acute Hospital. This means that patients are diagnosed more quickly with a direct link back to their GP on results. The clinics are held every week available to anyone living in Droitwich and the surrounding area, following a GP referral.

## Anticoagulation services

GP practices in Droitwich town have grouped together to employ two specially trained anti-coagulation nurses who manage any patients taking the anti-coagulant drug Warfarin. Daily appointments are held in Spa Medical Practice together with visits to housebound patients.

If you are prescribed this drug by your GP they will pass your care across to these specialist nurses. *(Excludes Ombersley- they provide monitoring and care for their patients in house).*

## GP urgent visiting service

The GP's in Droitwich and Ombersley are currently piloting a GP Urgent visiting service on Sunday afternoons and Monday evenings. The visiting GP has direct access to the patient's notes provided they are registered at one of the local practices. *Visits can only currently be arranged directly via the community nursing teams and local GP practices-* It is not possible for patients to phone up directly to request this type of visit.

## Minor Ailment and Injury services

Pharmacists can help manage a host of minor ailments, without you having to visit your GP or Nurse. This service is offered by a number of pharmacies in Droitwich allowing patients with symptoms of minor ailments such as coughs, colds, rashes etc. to access appropriate medication. If you do not normally pay prescription charges these products will be free of charge.

If you experience a minor injury and are registered with any practice in Droitwich then call in the practice to see a nurse within 48hours of your injury occurring

**This is a drop in service between normal opening hours - no appointment is needed.**

## Community Connections

A *new* mentoring and support service has been set by GPs for people in Droitwich and Ombersley. Once referred, trained counsellors enable and support patients access a wide range of services and activities in their local community such as practical support with housing or money issues, improving wellbeing through exercise and lifestyle change or emotional support following bereavement and or a personal crisis

**Talk to your GP if you think an appointment with the Community Connections Counsellor could be useful to you. Clinics are held on Tuesdays from 2pm – 4pm and Thursdays from 10am – 12 noon.**

## Care coordination and more joined up services for the frail

We have recruited specialist nursing staff in Droitwich and Ombersley to visit, support and provide nursing care. These nurses are trained to assess and review all aspects of the individual's and carers needs in their own home.

If you feel you or a relative could benefit from this type of care please bring this to the attention of your Doctor who will discuss referral with you.

## Consultant for the Elderly

To help provide more specialist support to elderly and frail people living within the Droitwich and Ombersley areas, we have unique access to Dr Chris Pycock who provides a specialist consultation and advice service to elderly and frail patients with complex health needs. Patients are referred via their registered GP. Dr Chris Pycock holds his clinic within the Droitwich Medical Centre building once a month.

## Cardiology clinic

Treating a suspected heart condition needs a speedy treatment. The GP's in Droitwich and Ombersley have arranged for a unique consultant led cardiology clinic to be run from the Salters Medical Practice each month. Patients from across the town and surrounding areas can be referred in to see this specialist consultant via their registered GP. The Consultant Cardiologist can diagnose and arrange for on-going treatment of such conditions without needing to attend Worcestershire Acute hospital.

## Going Forward:

In the February edition:

*“More joined up working across our Community Nursing teams “ - What this means for patients*

*Plus: find out what the NHS is planning for GP services in the future and how are we responding in D&O from one of our local GPs'*

Thanks for reading, for more info or to get more involved please contact us at:  
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