

# Taverham Partnership Newsletter

## NEW DOCTOR

We are pleased to introduce Dr Kasimir Lepper as our latest GP.



Kasimir was born and brought up in Münster, Germany. He moved to England in 2005, in order to pursue his goal to study Medicine abroad. He started his Medical degree at UEA in Norwich, a city he immediately fell in love with – describing it as “quick sand - a place you simply won’t leave”. Kasimir spent his junior doctor years at the James Paget Hospital and NNUH after which he decided to pursue a career in General Practice, however, maintaining a keen interest for Ear, Nose & Throat Medicine. Kasimir joined Taverham surgery after completing his GP training in 2017.

Kasimir enjoys boxing and being a volunteer club and ring doctor for a local amateur boxing club. Additionally, he has a great love for animals, currently having a dog and four chinchillas but the numbers of animals are steadily rising. When relaxing he prefers to sit down with a good ale and listen to one of his records from his vast vinyl collection.

## PATIENT PARTICIPATION GROUP (PPG)

Unfortunately attendance at recent PPG meetings has been low. As a Practice we value the feedback a PPG can provide and are therefore looking for patients to join the group. **If you would like to join the group please visit our website and complete a sign-up form. Alternatively please just ask our receptionists who will ask you for a few details.**

### What is a Patient Participation Group?

A PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by their practice to patients.

### What is the purpose of a Patient Participation Group?

- Patient participation is about patients and the Practice working together to: -
- Improve communication between GPs, practice staff and patients.
- Enable patients to look after their own health, with the support of their GP and practice staff.

- Discuss topics of mutual interest to the Practice and our patients.
- Encourage improvement within the Practice.
- Increase patient satisfaction with the service they receive.

### What is it NOT?

Patient participation is not a vehicle for individuals to voice personal interests, resolve personal issues or to get additional personal medical service. Rather, it aims to bring about positive change to the benefit of all patients and practice staff.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

## TELEPHONES

We are aware that recent high volumes of calls have caused difficulties for some patients trying to contact the surgery.

As we try to deal with most matters when the patient telephones we do find that some have difficulty getting through at the times of peak demand. We are limited by the number of telephone lines and the availability of staff to resource them.

To help address this issue we have invested in some additional software, for the telephone system, that will provide useful data to help us understand times of high usage and volumes of abandoned calls.

## CARE QUALITY COMMISSION

As you will be aware we underwent an inspection by the Care Quality Commission (CQC) in April 2017 and the report was published in July 2017. This unfortunately rated the Practice as “Requires Improvement”. Since then we have been working hard to address the issues they raised.

We are pleased to report that the CQC revisited the Practice on 16<sup>th</sup> November 2017 and now rate us as “Good” in all areas.



The Taverham Partnership  
**CQC overall rating Good**

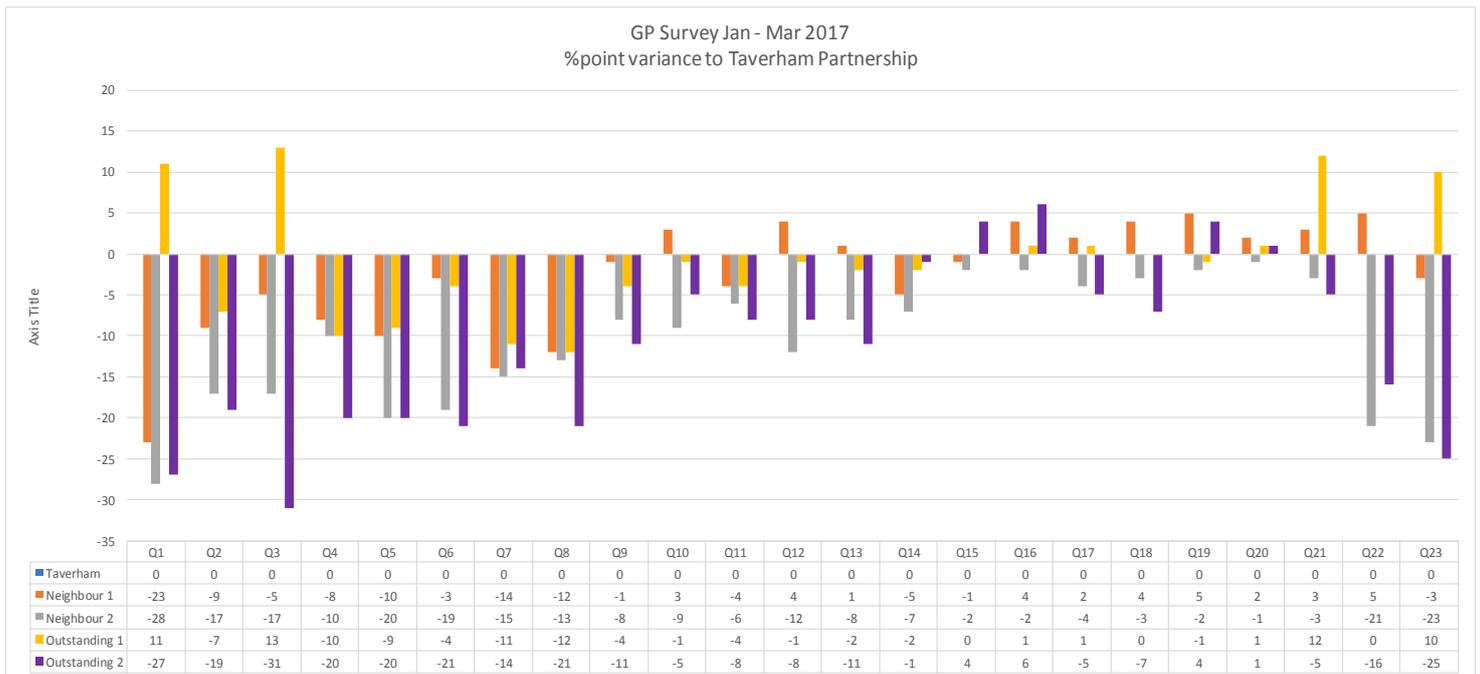
7 December 2017

## NATIONAL GP PATIENT SURVEY

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. The data for the survey was collected between January and March 2017 and published in July 2017. We compared favourably with other Practices, nationally and within Norwich CCG. On the next page is

a graph to show how we fared against a couple of neighbouring Practices and a couple of local Practices rated as “Outstanding” by the Care Quality Commission (CQC).

Access to the survey is available at <https://gp-patient.co.uk/>



Q1	71% find it easy to get through to this surgery by phone Local (CCG) average: 74%National average: 71%
Q2	95% find the receptionists at this surgery helpful Local (CCG) average: 88%National average: 87%
Q3	49% usually get to see or speak to their preferred GP Local (CCG) average: 57%National average: 56%
Q4	94% were able to get an appointment to see or speak to someone the last time they tried Local (CCG) average: 86%National average: 84%
Q5	90% say the last appointment they got was convenient Local (CCG) average: 83%National average: 81%
Q6	77% describe their experience of making an appointment as good Local (CCG) average: 74%National average: 73%
Q7	72% usually wait 15 minutes or less after their appointment time to be seen Local (CCG) average: 65%National average: 64%
Q8	66% feel they don't normally have to wait too long to be seen Local (CCG) average: 57%National average: 58%
Q9	91% say the last GP they saw or spoke to was good at giving them enough time Local (CCG) average: 86%National average: 86%
Q10	91% say the last GP they saw or spoke to was good at listening to them Local (CCG) average: 89%National average: 89%
Q11	91% say the last GP they saw or spoke to was good at explaining tests and treatments Local (CCG) average: 87%National average: 86%
Q12	85% say the last GP they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 81%National average: 82%

Q13	88% say the last GP they saw or spoke to was good at treating them with care and concern Local (CCG) average: 85%National average: 86%
Q14	99% had confidence and trust in the last GP they saw or spoke to Local (CCG) average: 96%National average: 95%
Q15	92% say the last nurse they saw or spoke to was good at giving them enough time Local (CCG) average: 93%National average: 92%
Q16	90% say the last nurse they saw or spoke to was good at listening to them Local (CCG) average: 93%National average: 91%
Q17	92% say the last nurse they saw or spoke to was good at explaining tests and treatments Local (CCG) average: 92%National average: 90%
Q18	87% say the last nurse they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 85%National average: 85%
Q19	91% say the last nurse they saw or spoke to was good at treating them with care and concern Local (CCG) average: 92%National average: 91%
Q20	98% had confidence and trust in the last nurse they saw or spoke to Local (CCG) average: 98%National average: 97%
Q21	70% are satisfied with the surgery's opening hours Local (CCG) average: 77%National average: 76%
Q22	88% describe their overall experience of this surgery as good Local (CCG) average: 85%National average: 85%
Q23	79% would recommend this surgery to someone new to the area Local (CCG) average: 76%National average: 77%

## 10 WINTER ILLNESSES

Some health problems, such as asthma, sore throat and cold sores, are triggered or worsened by cold weather. Here's how to deal with cold weather ailments. *More information is available at <https://www.nhs.uk/Livewell/winterhealth/Pages/Winterhealthrisks.aspx>*

### Colds

You can help prevent colds by washing your hands regularly. This destroys bugs that you may have picked up from touching surfaces used by other people, such as light switches and door handles.

Read this guide to how to [wash your hands properly](#).

It's also important to keep the house and any household items such as cups, glasses and towels clean, especially if someone in your house is ill.

**Top tip:** If you get a cold, use disposable tissues instead of fabric handkerchiefs to avoid constantly reinfesting your own hands.

Read five surprising [facts about the common cold](#).

### Sore throat

Sore throats are common in winter and are almost always caused by viral infections.

There's some evidence that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat.

**Top tip:** One quick and easy remedy for a sore throat is to gargle with warm salty water. Dissolve one teaspoon of salt in a glass of part-cooled boiled water.

It won't heal the infection, but it has anti-inflammatory properties and can have a soothing effect.

### Asthma

Cold air is a major trigger of [asthma symptoms](#) such as wheezing and shortness of breath. People with asthma should be especially careful in winter.

**Top tip:** Stay indoors on very cold, windy days. If you do go out, wear a scarf loosely over your nose and mouth.

Be extra vigilant about taking your regular medications, and keep reliever inhalers close by.

Get tips to [avoid cold-related asthma attacks](#).

### Norovirus

Also known as the winter vomiting bug, [norovirus](#) is an extremely infectious stomach bug. It can strike all year round, but is more common in winter and in places such as hotels, hospitals, nursing homes and schools.

The illness is unpleasant, but it's usually over within a few days.

**Top tip:** When people are ill with [vomiting and diarrhoea](#), it's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk.

By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

Read about [how to prevent food poisoning](#).

### Painful joints

Many people with [arthritis](#) say their joints become more painful and stiff in winter, though it's not clear why this is the case. There's no evidence that changes in the weather cause joint damage.

**Top tip:** Many people get a little depressed during the winter months, and this can make them perceive pain more acutely. Everything feels worse, including medical conditions.

Daily exercise can boost a person's mental and physical state. Swimming is ideal as it's easy on the joints.

Find out how to get started with [swimming for fitness](#).

### Cold sores

Most of us recognise that [cold sores](#) are a sign that we're run down or under stress. While there's no cure for cold sores, you can reduce the chances of getting one by looking after yourself through winter.

**Top tip:** Every day, do things that make you feel less stressed, such as having a hot bath, going for a walk in the park, or watching one of your favourite films.

Read about the [top 10 stress busters](#).

### Heart attacks

**Heart attacks** are more common in winter. This may be because cold weather increases blood pressure and puts more strain on the heart. Your heart also has to work harder to maintain body heat when it's cold.

**Top tip:** Stay warm in your home. Heat the main rooms you use to at least 18C and use a hot water bottle or electric blanket to keep warm in bed.

Wrap up warm when you go out and wear a hat, scarf and gloves.

More tips on [how to keep warm and well](#).

### Cold hands and feet

**Raynaud's phenomenon** is a common condition that makes your fingers and toes change colour and become very painful in cold weather.

Fingers can go white, then blue, then red, and throb and tingle. The small blood vessels of the hands and feet go into spasm, temporarily reducing blood flow to your hands and feet.

In severe cases, medication can help, but most people manage to live with their symptoms.

**Top tip:** Don't smoke or drink caffeine (both can worsen symptoms) and always wear warm gloves, socks and shoes when going out in cold weather.

Get advice on [how to stop smoking](#).

### Dry skin

Dry skin is a common condition and is often worse during the winter, when environmental humidity is low.

Moisturising is essential during winter. Contrary to popular belief, moisturising lotions and creams aren't absorbed by the skin. Instead, they act as a sealant to stop the skin's natural moisture evaporating away.

The best time to apply moisturiser is after a bath or shower while your skin is still moist, and again at bedtime.

**Top tip:** Have warm, rather than hot, showers. Water that is too hot makes skin feel more dry and itchy.

### Flu

**Flu** can be a major killer of vulnerable people. People aged 65 and over, pregnant women and people with long-term health conditions, including diabetes, kidney disease and chronic obstructive pulmonary disease (COPD), are particularly at risk.

The best way to prevent getting flu is to have the [flu jab](#) (or [flu nasal spray](#) for children aged 2 to 17). The flu vaccine gives good protection against flu and lasts for one year.

If you are over 65 or have a long term health condition, you are also eligible for the [pneumococcal vaccine](#), which provides protection against pneumonia.

**Top tip:** Find out if you're at risk of getting flu by asking your GP, or read our article on [who should have the flu jab](#). If you're in a high-risk group, see your GP to get the vaccination.

