



Frithwood Surgery

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GP Partners

Dr Will Natrass
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Frithwood Surgery PPG Newsletter

AUTUMN 2023

Healthy result in survey

The GP Patient Survey for 2023 has recorded a 92% good overall experience for patients at the Frithwood Practice, compared with a national rate of 71%.

Other key findings included a 98% confidence in healthcare professionals seen or spoken to.

Some 258 surveys were sent to a sample of Frithwood's 7,000 patients, of which 121 were returned, giving a completion rate of 47%.

"It's nice to receive such a good result from the Patient Survey and a real boost for our hard working team to know we are rated in the top 10% of practices in the country," said practice manager Clive Fenney.

"I feel lucky to be the manager when we have such a good team of medical professionals, backed by strong administration and such an efficient dispensary.

"Special mention must go to the reception team, who are outstandingly led by Karen and carry out one of the toughest jobs in the practice with skill and empathy.

"Importantly, we will continue to strive towards giving the best care to our patients. We discuss 'continual improvement' often, looking at what we have done well, what we can do better and supporting each other in our roles."

- See the entire GP Patient Survey for the UK: <https://www.gp-patient.co.uk/practices-search>.
- See page three for infographics about Frithwood.

What can we do better?

Soon Frithwood Surgery's Patient Participation Group (PPG) will be putting out its annual survey asking for feedback on the practice.

We want to find out what the team is doing well and what it could do better, and come up with future goals for PPG fundraising initiatives, such as our popular 100 Club.

Look out for posters giving details of the survey. There will also be links to it on our Facebook page: <https://www.facebook.com/FrithwoodPPG/> and our Facebook group: <https://www.facebook.com/groups/frithwoodppg>.

- Ask at reception for a 'Friends and Family' form to pass on immediate feedback

Frithwood face



Name: Dr Bashir Tanko

Job: Final year GP registrar (a doctor training to become a GP). I finish my training in December 2023.

What I do: Mostly consultations with patients at the surgery, but have other roles such as vaccination, taking bloods, home visits and some administration work too. Dr Natrass is my practice mentor.

Why my work is important:

I believe in holistic care, where I don't treat a disease but treat the person. When a patient comes in, I can also explore and help other areas of their lives that would help them have a good quality of life. Being a GP allows me to do that.

Top health advice: The World Health Organisation says "Health is a state of complete physical, mental and social well-being and not absence of disease", so keep a balance on all aspects and not just one. Plus trying to consistently do what you enjoy to achieve that balance.

Most frequent thing you hear:

"Bash you are always smiling" and yes, smiling brightens other people's days.

Favourite way to exercise: Cycling and long walks.

When I'm not working: DIY, watching investigative series or cooking.

Most surprising fact about me: I speak reasonably fluent Russian.

Favourite sport: Football

Screening for prostate cancer

Prostate cancer is the most common cancer in men, and there is a simple blood test to detect prostate specific antigen (PSA) which is a marker for prostate cancer.

So, why not roll out a national programme to screen for PSA, thereby diagnosing and treating prostate cancer detected at an early stage?

Unfortunately it is not that simple. There is a high rate of both false negative and false positives with the PSA test. Many with a positive test may have a low grade cancer or no cancer at all and live out their natural lives without any problems or intervention. This is particularly true in those over 70 with a positive PSA.

Current guidelines for the further investigation of those with a raised PSA level is to proceed to prostatic biopsy, even though many of these cases may not have aggressive cancer and biopsy is not without its complications in particular infection and sepsis.

There is natural tendency to proceed to treatment if any sign of cancer is detected even if there is a case to simply observe the situation. Prostate surgery and radiotherapy are both associated with a high risk of long term urinary, erectile and bowel problems. Hormone treatment is associated with loss of libido, fatigue and heart problems.

Family history

Relying on PSA alone in the absence of symptoms of prostate problems and risk factors such as family history can therefore result in over diagnosis and over treatment with the possibility of harm. Those men in whom the level of suspicion is high with a raised PSA, symptoms and risk factors it is routine to carry out a magnetic resonance imaging scan (MRI) prior to biopsy. This is helpful with pinpointing the suspect areas in the prostate and identifying the nature of the tumour and can substantially reduce over diagnosis.

It could be argued that if there was a national programme to screen for prostate cancer with a PSA test and then subject all those with a raised result to an MRI scan, then there is an answer to the problem. Sadly, the logistics of implementing this as a national screening service would outstrip the provision of MRI scanning and take many years to implement.

Progress

Nevertheless progress is being made. In Gloucestershire, a new rapid access prostate imaging and diagnosis service has been set up which allows GPs to refer patients with raised PSA and other indicators of possible cancer to a urologist for urgent assessment and MRI if deemed appropriate.

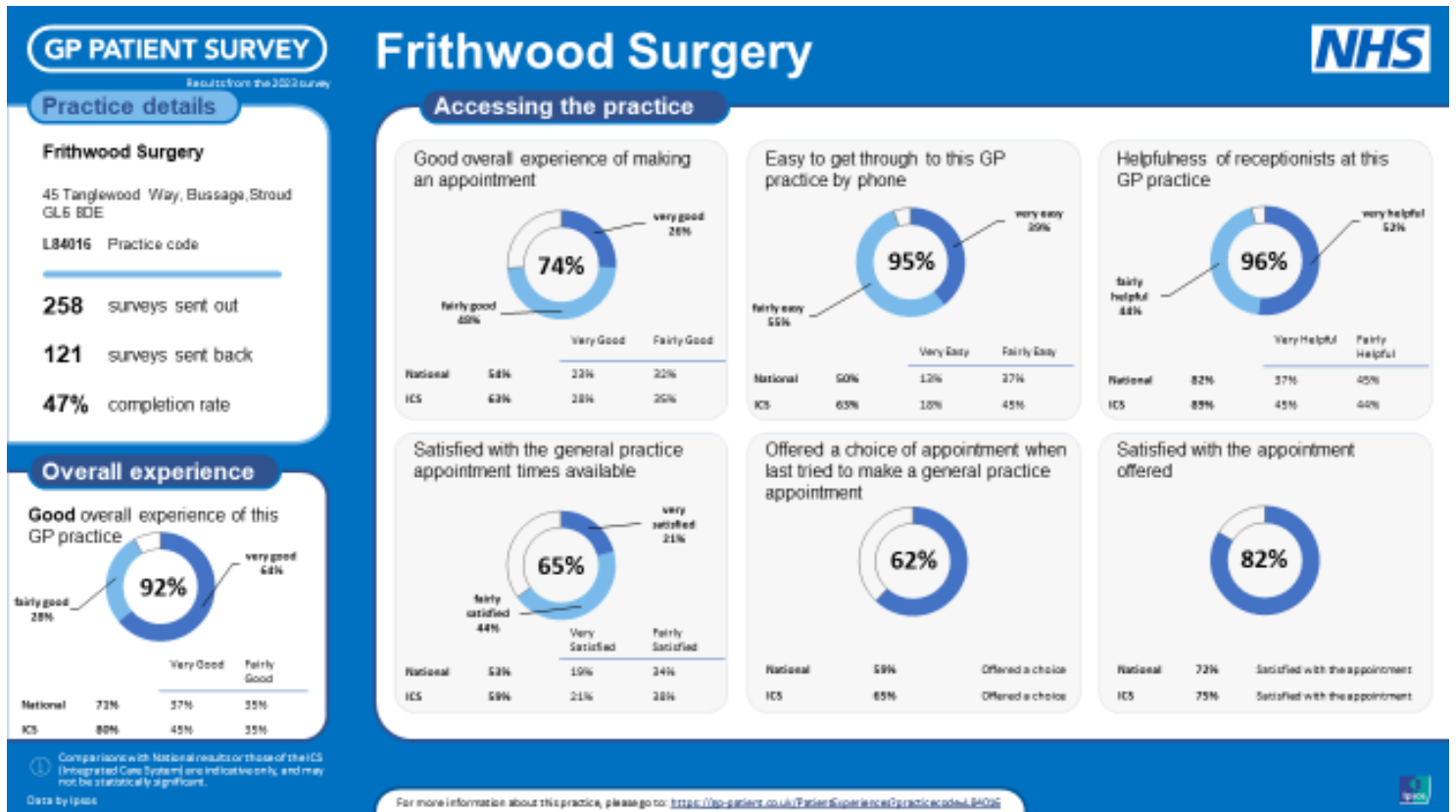
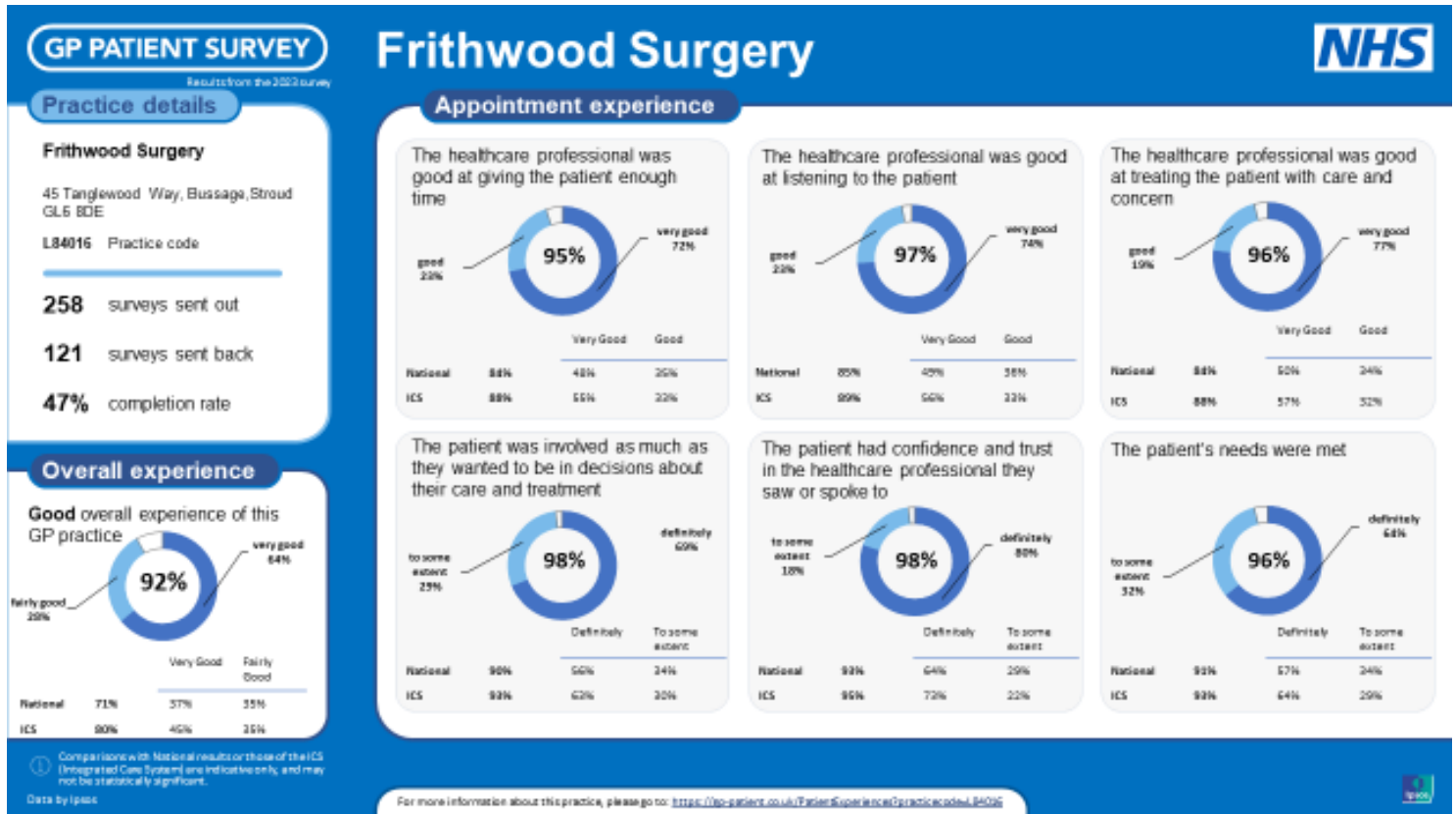
PSA is a double edged sword in the benefit-harm debate with regard to national screening for prostate cancer. The National Screening Committee will be reviewing the situation in 2025. Who knows, a change may come.

Dr Tim Crouch

Household chores reduce dementia risk

A new study by Alzheimer's Research UK has demonstrated that those who did regular chores were 21 per cent less likely to get dementia.

GP Patient Survey – the results



- Don't wait for the patient survey to tell us how Frithwood Surgery is performing. Patient feedback forms are available from reception. Alternatively, fill out the 'Friends and Family' test online at: <https://www.frithwoodsurgery.nhs.uk/nhs-friends-and-family-test/>.

Mental Health Help and Support for Young People

More and more young people have been experiencing issues with their mental health in recent years.

There are a number of mental health services available to help, many of which are available without a referral from a GP.

Teens in Crisis: Tic+ provides online and direct face-to-face counselling services for children and young people aged nine to 21 years with mild to moderate mental health needs. They can be seen at school or a convenient venue near their home. The male and female counsellors cover all of Gloucestershire.

Tel: 01594 372777 Text: 07520 634063

Email: admin@ticplus.org.uk

Web: www.ticplus.org.uk

The Gloucestershire Self Harm Helpline Service

offers text, telephone and online support for people affected by self-harm across the whole of Gloucestershire. It offers a safe, supportive, non-judgmental and informative space for people who self-harm, their friends, families and carers. The Helpline workers will not tell callers what to do, but will talk through the options available. They can provide support and information and support through a crisis, promote coping strategies and self-management to help people work towards their recovery and they can put people in touch with other organisations.

Helpline: 0808 801 0606 Text: 07537410022

Webchat: www.gloucestershireselfharm.org

On Your Mind Gloucestershire is a mental health support finder for young people in Gloucestershire. It is completely anonymous and takes users through a series of questions to determine the most appropriate support service.

Web: <http://www.onyourmindglos.nhs.uk>

Text: 07984404388.

Young Gloucestershire offers counselling programmes and practical support for a range of issues. YG supports young people who are facing some very difficult times, whether it be a disruptive home life, caring for a family member or coping with a mental health issue. YG offer them practical ways to find confidence and develop the skills they need to get on track and to move into a job, education, or training. Visit: <https://www.youngglos.org.uk/>

- **Link Chat** is a virtual service for young people aged 16-25. Link Chat supports young people by matching them with a youth worker who can provide regular one-to-one telephone/online calls.
- **Link Chat+** gives the option of face-to-face appointments for 16-25 year olds.
- **Bounce+** Provides self-harm support for 14-25 year olds by matching you with both a mental health youth worker and a counsellor. It offers support to young people dealing with issues of self-harm and matches experienced mental health youth workers. If you feel your self-harm has reached a point where you might like to explore counselling, we are also able to offer that in combination with our chat services
- **Flex** offers both counselling and youth work support for 16-25 year olds with virtual and evening appointments available.
- **Linked Up** supports young people aged between 16 and 25 in the Gloucestershire area with their mental health/practical needs, providing one-to-one practical youth work support alongside weekly counselling sessions for up to 6 months. Poster available here.
- **Linked Up+** supports young people aged between 16 and 25 who have been in care or leaving care in the Gloucestershire area with their mental health/practical needs, providing one-to-one practical youth work support alongside weekly counselling sessions for up to 6 months.
Email: getinvolved@youngglos.org.uk
Call: 01452 501 008.

GPs and nurses at Frithwood Surgery are always available to talk to young people about how they are feeling.

Activity on referral

Active Gloucestershire has been working with community organisations across the county to support children and young people's wellbeing through physical activity.

"Activity on Referral" is now in its third year with the aim of supporting the mental health of young people through community-based activities. The programme provides young people with access to a diverse range of activities that foster social connection, fun and many opportunities to develop resilience.

"Activity on Referral" recognises the significance of physical activity as one of the five pillars of wellbeing. Young people are at the heart of what we do and what matters to them shapes the activity they get to try out. Referrals come from many different professionals working with children and young people; schools, Young Minds Matter, social prescribing link workers and other voluntary community sector organisations.

So far 320 children and young people have been referred into the program and 74% have completed their referral.

Participation in "Activity on Referral" is entirely voluntary and the programme funds the first 12 weeks of activity with thanks to Gloucestershire's Integrated Care Board. After this period, participants may choose to continue with the activity provider and become a paying member.

For more information about "Activity on Referral," go to wecanmove.net/Activity-on-Referral.

Worried about measles?

It's not too late for young people to receive the Measles, Mumps and Rubella (MMR) vaccine. A measles epidemic has led to a number of queries from teenagers and those in their twenties concerned as to whether they're protected. If you're concerned that you didn't receive the MMR vaccine as a toddler, contact Frithwood Surgery to check.

Join us!

From air conditioning for Frithwood Surgery's nurses' room to a specialist vaccine fridge that's enabled patients to enjoy the convenience of coming to their local practice for their covid and flu jabs, the additional facilities funded from money raised by the Patients' Participation Group (PPG) makes a big difference to the quality of care that GPs and other staff are able to deliver.

In recent years the PPG has also made it possible for patients to benefit from a dermatoscope and paediatric pulse oximeter, and monitor their own blood pressure, and it has made funds available for equipment and furniture for the new clinical room and improvements to reception and the dispensary. But it's not all about fundraising: the PPG is a liaison between patients and the surgery, working to ensure that information about glitches, and things that are working well, are passed on to the practice team. It works hard to raise awareness of ways in which we can all improve our health, with a variety of campaigns to address ongoing concerns.

The PPG works to make improvements that benefit all the patients using Frithwood Surgery and we're always looking for people to join us. Contact Tim Crouch for an informal chat:

timcrouch49@gmail.com

