



Patient Participation Group (PPG)

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

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

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Who are we?

Peninsula Practice is a welcoming and professional rural GP practice, with branch surgeries in Alderton, Aldeburgh and Orford. We are a team of around 40 skilled people, each dedicated to the health and wellbeing of the community we serve.

You may not meet all of us, as many of us work behind the scenes, working hand-in-hand with the healthcare professionals you meet in your appointments.

We have two dispensaries – one in Alderton, and one in Orford.

Through the expertise of our staff, we can offer advanced support and care in all aspects of care, including menopause health, end of life care, learning disabilities. We are here for you!

Peninsula Practice Covid-19 spring vaccine service

Who is Eligible?

- Adults aged 75 years and over
- residents in a care home
- individuals who are housebound, and,
- individuals aged 5 years and over who are immunosuppressed.

Social prescribing

Your 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 prescribed medicines. Your 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 local support and/or activities could improve your health and wellbeing.

- 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

You can contact your social prescriber on:	01394 332265 (Connect for Health)
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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 service already.

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/>



Day in the Life of Louise, Lead Practice Nurse at Peninsula Practice

As Practice Nurse Lead, I manage the nurse team across our 3 practice sites. We currently have 2 registered nurses, 1 healthcare assistant and 2 phlebotomists (for blood tests).

I am responsible for ensuring that they have the appropriate skills necessary for their roles, and am involved in their training and development.

Working closely with the Practice Manager and the Care Navigator team, I organise clinics to support the provision of patient care for our entire patient population over our catchment area, including our care homes and housebound patients.

As Vaccine Lead, I am heavily involved in the role out of the Covid vaccine delivery programme which is in addition to our usual caseload.

I also hold 3 patient clinics per week, seeing patients with chronic conditions, doing smear tests for cervical screening, wound care, complex dressings, immunisations, and other treatment room duties.

I am very fortunate to have the support of the rest of the nursing team, the Clinical Team and the Care Navigator / Admin Teams within the practice.

Mostly, I am incredibly proud of the high standard of patient care we provide.

Sharing your medical record

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

01394 411641

We offer an increasingly wide range of NHS services to our patients:

- Mental health and wellbeing support
- Memory checks (if worried about dementia)
- Menopause management
- Social prescriber – support for non-clinical health and wellbeing needs
- Compassionate Companion service – to support end of life choices and care
- Paramedic appointments
- Same day physiotherapy for acute musculoskeletal symptoms
- Ultrasound (by referral)
- Single skin lesion clinic
- Insomnia support - SleepStation (a bespoke programme)
- Full contraception services (e.g. coils) and sexual health.

Also available at our practice are non-NHS services (charged):

- Chiropody – foot care appointments & home visits
- Ear care – wax removal
- Birth doula – holistic support for pregnancy and beyond.

Choices	How to book	
Pharmacy referrals	By phone, or at reception	Care navigators can arrange appointments for patients at their pharmacy of choice.
eConsult	Via https:// thepeninsulapractice.webgp.com	An online system allowing you to get a response within 48hrs. You can request medical advice, test results, recurrent sick notes, and self-refer to other services.
Extended Access service	By phone, or at reception	Early morning appointments are available at the Peninsula Practice, and evening and weekend appointments are available at Wickham Market Medical Centre, Framfield House Surgery and Little St Johns Surgery. Appointments can be made until 8pm on weekdays and between 9am and 5pm on Saturdays at selected practices. You will be able to discuss your health concern with a GP, nurse or other health professional and also make routine appointments for vaccinations, health checks and screenings.
Advance booking	At https:// thepeninsulapractice.webgp.com , by phone, or at reception	May be booked months, weeks or days in advance. These appointment slots are spread throughout the day to meet your needs.
Booking three days in advance	At https:// thepeninsulapractice.webgp.com , by phone, or at reception	Additional appointments are released three days in advance for extra availability.
On the day	At https:// thepeninsulapractice.webgp.com , by phone, or at reception	Further appointments are released each day for consultations that require same-day response.