

Patient Newsletter

In conjunction with the Shore Champions PPG

Spring Greetings from Shore Medical!

As we embrace the arrival of spring, we extend a warm welcome to all our patients. This season brings a renewed focus on health and well-being.

At Shore Medical, we are dedicated to achieving excellence in healthcare. Our objectives for the year are as follows:

- Fulfilment of our contractual obligations
- Recruitment and retention of skilled healthcare professionals
- Reduction of inequalities in healthcare
- Enhancement of digital access for our patients

We appreciate your continued trust in our services and look forward to supporting your health throughout the year.

Shore Champions PPG

The acronym 'PPG' has been inserted into the group name so that patients can identify who Shore Champions are. PPG means Patient Participation Group.

"A PPG is a group of people who work with their practices to provide practical support, to help patients to take more responsibility for their own health, and to provide strategic input and advice. They are based on cooperation between the practice staff and patients. They help to improve communication and engagement." National Association of Patient Participation (NAPP)

Please follow link to read more and join the group if interested.

<https://shoremedical.co.uk/community/champions/>

Patient Coffee Morning



Hosted by the Shore Champions
Every Thursday 10.30 – 12.00

Lunch on the last Thursday of every month at 12:00

Join us at the Inn in the Park, 26 Pinewood Road, Westbourne, Poole BH13 6JS

Hypertension Service

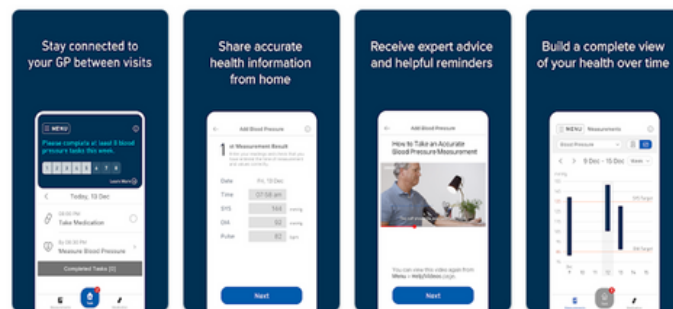
We have been working on improving the Hypertension Service across Shore to increase efficiency, reduce delay and impact on patients, and improve BP outcomes. This will increase prevalence of coded hypertension and the number of patients hitting the target BP.



We will accomplish this by:

- Utilising the Dorset BP@Home Service - Viso App
- Engaging specialist clinics for newly diagnosed patients, managed by Clinical Pharmacists and Advanced Nurse Practitioners
- Implementing task-based work and messaging for medication changes
- Annual Long-Term Conditions review as usual

The VISO App is a blood pressure monitoring application that allows users to track the blood pressure at home and share data with their health care provider



Scan to onboard



<https://ourdorset.org.uk/digital/bphome/>

There will be some patients that cannot use the app. We will still be receiving BP readings on paper, questionnaires or SystmConnect. We would like to prioritise the Dorset BP@Home service and only offer the in-house monitoring service for patients who we are sure cannot use or access the digital platform.

Itchy, red, swollen eyes? Runny or blocked nose? Sneezing? Itchy ears and throat? Fatigue?

You may be suffering from **allergic rhinitis**, also known as **hay fever**.

These symptoms are caused by the body's response to allergens present in the air. Common triggers include house dust mites, mould spores and at this time of the year, tree and grass pollens.

What can you do to minimise your symptoms?

- Keep doors and windows closed during the day
- Wear sunglasses and a hat when you are outside

- Avoid hanging your clothes or bedding outside to dry
- Avoid sitting or walking on grass
- Avoid having fresh flowers inside the home
- Antihistamine medication such as cetirizine, loratadine and fexofenadine are available to purchase without a prescription from your local Pharmacy and are very effective when taken regularly
- Nasal sprays such as fluticasone, mometasone and dymista are great for treating both eye and nasal symptoms.
- Eye drops can help with eye symptoms but may take a few weeks to work so don't give up.

Need help with your symptoms, contact your local pharmacy or get in touch with us for further advice.

Don't let hay fever ruin your summer!

New Bowel Screening Pilot



Shore Medical is one of two Dorset practices chosen for a bowel cancer screening pilot by Wessex Cancer Alliance and the ICB. The pilot aims to find undiagnosed colorectal cancer in patients aged 60-74 who haven't responded to the national FIT test.

Identified patients will be invited to complete a questionnaire about new symptoms via SMS, email, or phone. Results will be reviewed, and patients will be invited for a FIT test. Heatherview and Fernside are the first practices involved due to high non-response rates to the National Bowel Screening program.

NHS App/Website



You can also use the NHS website (<https://www.nhs.uk/>) to log in to your NHS account to access services online on your computer, tablet or mobile phone. You do not need to download anything.

- Access 24/7 on the App or Website
- View your GP health record
- Manage GP Appointments
- Request repeat prescriptions
- Check if you need urgent medical help using 111 online
- View and manage hospital appointments and referrals
- Receive messages by turning on notifications

Digital Clinics

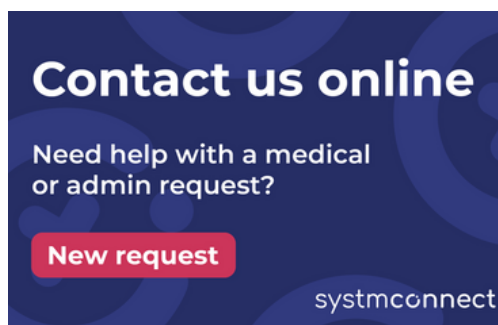
Led by our Digital team, patients are guided through using our digital platforms to address their specific needs, ensuring they feel comfortable using their own devices safely.



This will empower them to confidently manage their health digitally and take control of their well-being.

Request to book a session at the surgery or use
SystemConnect

SystemConnect



<https://shoremedical.co.uk/online/>
Monday to Friday: 07:30 – 17:30

Reasonable Adjustments

The Equality Act 2010 requires organizations to make reasonable adjustments for individuals with disabilities so they can have equal access to services. NHSE's Reasonable Adjustments Digital Flag helps health care professionals document and share these adjustments across the NHS, including details on impairments and conditions.



Patients with Learning Disabilities are being contacted about the necessary adjustments. These will appear on the patient's home screen, accessible to all staff. Patients can consent to a digital flag for other healthcare providers to see.

Adjustments are reviewed annually during the Learning Disabilities review. If an adjustment is known, we'll use that method of communication first.

Veterans and their Families



Armed Forces veteran
friendly accredited
GP practice

Shore Medical is an Accredited Practice

Being accredited means that a practice can better identify and treat Veterans, refer them, where appropriate, to dedicated NHS services

Shore Medical take seriously the need to recognise key dates in the Armed Forces Calendar, to show our appreciation for all the work they have done to protect us as a country.

In recognition for their service, we acknowledge certain dates and remember all those who gave their lives, lost family and friends and are still living with the impact of serving in her Majesty's Armed Forces.

VE Day 8th May 2025

This year marks the 80th anniversary of Victory in Europe Day. This is the day celebrating the formal acceptance by the Allies of World War II of Germany's unconditional surrender of its armed forces on Tuesday, 8 May 1945.

D-Day 6th June 2025

Why D Day Matters?

While the invasion of Normandy on June 6, 1944, usually termed D-Day, did not end the war in Europe, it paved the way for Allied victory in Europe, making it a monumental day in history.

Armed Forces Week Commencing 23rd June 2025

Armed Forces Week, culminating in Armed Forces Day on 29th June 2025, is an opportunity to support the entire Armed Forces community, including serving troops, Service families, veterans, and cadets.

If you are a veteran at our practice or a family member, please notify our reception staff to enable us to add this to your record.

Stay connected with us and follow our regular updates
on social media



<https://www.facebook.com/shoremedicalGP/>



https://www.instagram.com/shore_medical/