

## Castlecroft Medical Practice

# Castlecroft Patient News

## Vision & Values

### Special points of interest:

- VISION & VALUES
- Unity
- SEPSIS
- ANP
- Website & Online Access
- Patient Group

We have been busy working on updating our practice values and vision.

### OUR VISION

Over the Next 5 Years We Want To:-

- *Continue to provide the best quality care*
- *Embrace new technologies and innovations*
- *Be efficient and effective in everything that we do*
- *Listen and be responsive*
- *Have a strong position in the local health community*

### PRACTICE VALUES

- Putting patients first and at the heart of what we do – listening to and understanding the needs of our patients without discrimination.
- Action orientated – a responsive “can do, will do” ethos.
- Teamwork – maximising human resources and skills, supporting training and CPD, creating a healthy, happy and stable workforce.
- Integrating patient care with other healthcare professions in a partnership approach. Working at scale with our local colleagues and engaging and building relations with patient and community groups.
- An Environment which is safe, clean and welcoming.
- No decision about me without me – inclusive, treating patients as we would like to be treated ourselves—with dignity & respect.
- Teaching and educating on healthy living – focusing on preventative healthcare.
- Providing services that are effective, accessible, inno-

## Unity Medical Chambers

We continue to work with 14 other practices in Wolverhampton to provide a wider range of services to the patients in our community.

The staff at the Unity Hub have full access to your records in the same way as they would if they were seeing you at Castlecroft.

At the moment this is giving access to additional appoint-

ments at Pennfields Medical Centre WV3 0JH with GPs, ANPs, practice nurses and pharmacists on weekday evenings between 6.30pm and 8.00pm and on Saturdays & Sundays.

If you require an appointment during these times please call the surgery as usual.

For same day bookings at Pennfields when your sur-

gery **IS CLOSED** please call 01902 446688.

More weekend services will be added in the future.



# SEPSIS —What you need to know .....

Sepsis is caused by the way the body responds to germs, such as bacteria, getting into your body. The infection may have started anywhere in a sufferer's body, and may be only in one part of the body or it may be widespread. Sepsis can occur following chest or urine infections, problems in the abdomen like burst ulcers, or simple skin injuries like cuts and bites. Sepsis is a life threatening condition that arises when the body's response to an infection injures its own tissues and organs. Sepsis leads to shock, multiple organ failure and death especially if not recognised early and treated promptly. Sepsis can be caused by a huge variety of different bugs, most cases being caused by common bacteria which we all come into contact with every day without them making us ill. Sometimes, though, the body responds abnormally to these infections, and causes sepsis.

## Signs of Sepsis

If you or a loved one had a suspected infection, or certain risk factors like being very young or old, diabetic, pregnant or on long-term steroids, then you would need to know what to look for.

## Sepsis in Adults

If an infection seems to be getting worse and you have a fever, and develop any of the following symptoms, **don't delay and contact your GP:**

- ? Slurred speech or confusion
- ? Extreme shivering or muscle pain
- ? Passing no urine (in 18 hours or a day)
- ? Severe breathlessness
- ? 'I know something's badly wrong with me'
- ? Skin that's mottled, bluish or very pale

**SEPSIS IN ADULTS IS A SERIOUS CONDITION**

that can initially look like flu, gastroenteritis or a chest infection. Sepsis affects more than 250,000 people every year in the UK.

Seek medical help urgently if you develop any or one of the following:

- S**lurred speech or confusion
- E**xtrême shivering or muscle pain
- P**assing no urine (in a day)
- S**evere breathlessness
- I**t feels like you're going to die
- S**kin mottled or discoloured

**JUST ASK**  
"COULD IT BE SEPSIS?"  
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.

The UK Sepsis Trust registered charity number (England & Wales) 1158843

## Sepsis in Children

Sepsis affects over 25,000 children every year in the UK. Sepsis could occur as the result of any infection. There is no one sign for sepsis. If your child is unwell with either a fever or very low temperature (or has had a fever in the last 24 hours), look for the following:

- ? Any Child who: Is breathing very fast
- ? Has a 'fit' or convulsion
- ? Looks mottled, bluish, or pale
- ? Has a rash that does not fade when you press it
- ? Is very lethargic or difficult to wake
- ? Feels abnormally cold to touch

**ANY CHILD WHO:**

- 1 Is breathing very fast
- 2 Has a 'fit' or convulsion
- 3 Looks mottled, bluish, or pale
- 4 Has a rash that does not fade when you press it
- 5 Is very lethargic or difficult to wake
- 6 Feels abnormally cold to touch

**MIGHT HAVE SEPSIS**  
Call 999 and ask: could it be sepsis?

The UK Sepsis Trust registered charity number (England & Wales) 1158843

**ANY CHILD UNDER 5 WHO:**

- 1 Is not feeding
- 2 Is vomiting repeatedly
- 3 Hasn't had a wee or wet nappy for 12 hours

**MIGHT HAVE SEPSIS**  
If you're worried they're deteriorating call 111 or see your GP

**JUST ASK**  
"COULD IT BE SEPSIS?"  
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.

**MIGHT HAVE SEPSIS - Call 999 and ask: could it be sepsis?**

**Any Child Under 5 who:**

Is not feeding

Is vomiting repeatedly

Hasn't had a wee or wet nappy for 12 hours

**MIGHT HAVE SEPSIS - If you are worried they are deteriorating see your GP or call 111 if out of hours**

Further Information: There are useful leaflets found on the UK Sepsis Trust Website: <http://sepsistrust.org/> or NHS Choices: [www.nhs.uk](http://www.nhs.uk)

## Advanced Nurse Practitioners (ANP)



**Advanced Nurse Practitioners** are educated at Masters Level in clinical practice and have been assessed as competent in practice using their expert clinical knowledge and skills. They have the freedom and authority to act, making autonomous decisions in the assessment, diagnosis and treatment of patients.”

This is the official definition of the new role we have introduced at Castlecroft Medical Practice.

In everyday language an ANP is a highly qualified and experienced nurse who will see, assess, diagnose, prescribe, refer and treat patients in a very similar way to a doctor. You will often see them in busy A&E Depart-

ments.

At Castlecroft they will currently see patients of all ages with new acute conditions and treat accordingly.

This role will be expanding in the new year with same day appointments being available on most days.

## Practice Website & Online Access

Many patients are not aware of the practice website which can be found at [www.castlecroftmedicalpractice.co.uk](http://www.castlecroftmedicalpractice.co.uk)

On the site we publish lots of practice information, along with very informative links to health related information.

This includes opening hours,

what to do when we are closed, self help for minor ailments along with detailed help with mental health and long term conditions.

In addition to the website, patients can now also register for onluine access to book appointments, order

repeat medication and to access aspects of their medical records.

Please ask at reception for more information and a form. Formal ID is required to ensure we keep your records



## Patient Participation Group

Are you interested in finding out more about our practice? Would you like to influence the development of local health services?

The surgery has an active Patient Participation Group (PPG), so why not come along to discuss your ideas.

Meetings take place at the surgery in

Castlecroft Avenue

**Meeting Dates can be obtained from reception**

If you would like to come along to the meeting, or if you have any queries about the Patient Participation Group then **please contact reception.**

The group often arranges informative education talks which have included resuscitation, acupuncture, physiotherapy and dementia