

PATIENT PARTICIPATION GROUP NEWSLETTER

This is the PPGs 3rd Newsletter. We will try to bring you information about our work with the Practice on a regular basis. We will look at ways of helping the Practice by identifying key areas where we can support and advise from the Patients' perspective. We are always looking for new members—please see article below regarding recruitment.

HAY FEVER SEASON It's THIS time of the year again

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Check if you have hay fever

Symptoms of hay fever include sneezing; coughing; a runny or blocked nose; itchy, red or watery eyes; itchy throat, mouth, nose and ears, loss of smell; pain around your temples and forehead; headache; earache; feeling tired.

If you have asthma, you might also:

Have a tight feeling in your chest; be short of breath; wheeze and cough.

Hay fever will last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks.

DO:

Put Vaseline around your nostrils to trap pollen; wear wraparound sunglasses to stop pollen getting into your eyes; shower and change your clothes after you've been outside to wash pollen off; stay indoors whenever possible; keep windows and doors shut as much as possible; vacuum regularly and dust with a damp cloth.

DON'T:

Do not cut grass or walk on grass; do not spend too much time outside; do not keep fresh flowers in the house; do not smoke or be around smoke; do not dry clothes outside—they can catch pollen.

A Pharmacist can help with hay fever.

Members

Chair—Susan Costin
John Butt
David Seabourn
Joan Potton
Joe Quargraine
Cynthia Hayford
Dennis Harvey
Terry Cox
Brenda Cox
Irene Potter



We
Need
Your
Help
Please

DID YOU KNOW

1, You can register at your GP surgery for on-line repeat prescriptions and booking appointments (a service which gives you 24 hr access) - ask at reception..

2. An Electronic Prescription Service is available at most Pharmacies. This allows you to choose or "nominate" a pharmacy to get your medicines or appliances from. Your GP then sends your prescription electronically to the place you have nominated, which means:

- You will not have to visit your Surgery to pick up your paper prescription, saving you time.
- You can choose where to get your medicines from, ie a pharmacy near to your home, your work or where you shop.

MORE FROM OUR SURVEY: (also see Next Learning Event—article opposite)

We have asked what you think how missed appointments effect the practice. Here is what you said:

67% of you believe it effects waiting time in general. 67% think it effects the practise Team's time. 78% stated that they think it effects other patients, while 70% think there is a cost implication. Only 44% believe there is a medical risk to patients with problems.

It is very important to inform you all that any missed appointment can and will have a potential knock on effect on all areas mentioned above and the final question regarding a medical risk to a patient (which has a surprisingly low 44%) will effect anyone who is not able to make a prompt appointment or has a delay in diagnosis as a result of not having an appointment and, indeed, there is a medical risk potentially to any patients that is delayed due to a missed appointment

Next Learning Event

We have looked at all the surveys you have filled out (Thank you for that!) and pinpointed Rheumatology as the most requested subject for our next Learning Event. We are at the moment in the process of organising a speaker. More information will be available soon.



Dear Patient, please take a moment out of your busy day,
To read this small verse & help us chase our blues away.
You see it's the D.N.S. figures that are still of concern.
That's Did Not Show or, No-one Came When It Was Their Turn!

This year our DNS figures are much better. A very pleasing sum,
Over 50% more patients told us, in time, they didn't need to come.
Which freed up time for those that needed, urgently, to be seen,
Doctors & Nurses, happy things were working in the big scheme.

Our thanks go to those patients that have changed their ways.
And use their text reminders to cancel un-needed appointment days.

Those that phoned to cancel a slot, or dropped in to let us know.
To all those patients who helped us to keep our practice at all systems go.

The number crunchers at NHS Centre want us to improve even more!
So we hope that we can get through to the few that choose to ignore.
Everything they need is already in place. A quick look on our website,
To check everything is in place & that all your details are all right.

Or if there's things that you don't understand about attending or not.
A quick phone call to our friendly staff, who will help you quite a lot,
Will easily enable you to let us know you no longer need to come.
And we'll be able to use your vacant slot & improve our practice some.

Author: Mr Terry Cox, PPG Member and Patient

The New Marlowes Health and Wellbeing Centre

39-41 Marlowes

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Adult Services: Audiology; Adult community mental health; Bowel and Bladder clinic; Diabetes Service; Early memory diagnosis and support services; Eyecare; Leg ulcer clinic; Lymphoedema service; Nutrition and Dietetics; Podiatry; Retinal screening service; Specialist learning disability services; Specialist mental health team for older people; Speech and Language

Children's Services: Child and Adolescent mental health; Children's therapy; Community Paediatrics; Positive behaviour; autism, learning disability and mental health service (PALMS); specialist community dental service;

THE THREE KEYS AREA AGREED BY THE PPG FOR 2018-19

1. Patients who do not attend their appointments - look at different ways of avoiding a large number of "no shows".
2. A PPG Newsletter - to enable the PPG to inform other patients of their work and to help recruit new members — see below.
3. Electronic Prescriptions—to support the practice in asking patients to understand these are not available immediately and that the GPs need time to process them

WHAT IS THE PPG ?

It has been a contractual requirement for all English practices to form a patient participation group (PPG) and to make reasonable efforts for this to be representative of the practice population.

Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, we meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

The beauty of PPGs is that there is no set way in which they work - the aims and work of each group entirely depends on local needs - but they have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

In practice, PPGs can play a number of roles, including:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local needs
- Carrying out research into the views of those who use the practice (and their carers)
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice

The group will be available to meet at the Learning Event and during certain times of the year, ie Patient Awareness Week in June, and when we are asking patients to answer surveys (to be announced) and when it is flu season.