

# PATIENT PARTICIPATION GROUP

## NEWSLETTER – MAY 2013

Hello fellow patients,

It's time for another newsletter & we hope to make this issue more informative, as we are getting more used to what we feel is expected of the group.

### **NHS 111**

There has been much publicity about NHS 111 which has taken over from NHS Direct. The 111 service will transfer a call to a health professional rather than a patient having to be called back. This service is still in the early stages & awaiting feedback from GPs. Our surgery still uses the Badger service at present.

### **URGENT CARE**

Patients are given care in their own homes. The Virtual Ward system provides a service where community nurses visit patients in their own homes, avoiding too many stays in hospital. The Practice is working with the Clinical Commissioning Group to make this service available to patients who need it.

### **ALZHEIMERS DISEASE**

The Alzheimer's Society's project for one to one support, for 6 months, to work with patients in the early stages of the disease is something that the practice is looking at. We hope to have more information on this project, soon, so if this may interest you keep an eye on the PPG notice board, or next newsletter, for any further developments.

### **CARE QUALITY COMMISSION [CQC]**

Our Practice is now registered here & as patients we can rest assured that all aspects of the surgery are checked for quality & safety. The staff must be aware of providing a high standard in all areas:~

Safety ~ patient safety ~ that a verbal consent is obtained for any procedure [eg blood test] given.

Concern shown to anyone who may be considered to be vulnerable & services informed.

Cleanliness in the surgery itself, preventing the spread of infections.

Premises kept secure so that all records & medicines are safe.

All equipment is checked regularly for safety.

Staffing ~ It is vital that all staff receive full training in all aspects required of their position also that quality be of the utmost importance & if any complaints are made then they are dealt with in the best possible way.

Of course staff have to be involved in how the surgery is run & alert to all changes in procedures & up to date with new information.

The document setting out all these guidelines is, obviously, a very hefty one & keeping up with the information takes time, but, thankfully the staff are willing & we patients will benefit.

### **SELF CARE**

When a patient has an on going health condition it may be an advantage to manage some of their care themselves enabling them to visit the surgery less often. This, of course, does not mean they are being abandoned! If they are able to gain information about their care from the surgery or support groups this would give confidence & relieve anxiety enabling visits to become less frequent. This system not only helps to free more appointments but is more convenient for the patient, saving them sitting in the surgery whilst not feeling well. It must be emphasised that doctors will still be there for support whenever necessary.

Again, we hope more information about this will be displayed in the surgery but if you feel this affects you please ask at reception.

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**TALK TO US**

A couple of your PPG representatives will be around to talk to those waiting in the surgery in the next few weeks. We hope you will chat, informally, about how happy [or not!] you are with the practice & make any suggestions. Please be gentle with us!

**ICE ~ IN CASE OF EMERGENCY**

Put the word ice into your mobile phone & add a contact name[s] & number[s] of who should be informed in an emergency. This would save so much valuable time for the emergency & health staff who need to find these details quickly.

That's all folks!

From ~ your newsletter team.