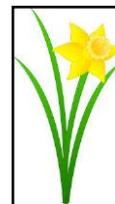




NEWS FROM THE PATIENT PARTICIPATION GROUP



Issue 16 March 2019

Since our last newsletter, the NHS has published its **Long Term Plan** to improve care for patients over the next ten years by ensuring that everyone gets the best start in life, the delivery of world-class care for major health problems and support for people to age well. This includes an increase in funding for primary care (general practice, community pharmacy, dental and optometry) and for community care. A summary of the plan, listing some of the ways the NHS wants to improve care for patients, was circulated at our January PPG meeting. It can be found at <https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf>

(See also **Other News** on page 2 of this newsletter for information about a relevant event on March 20th)

On January 31st the Practice was inspected by the **Care Quality Commission** which ensures that health and care services provide people with safe, effective, compassionate, high-quality care. An inspector interviewed the Chair and Secretary of the PPG, heard how the PPG works with the Practice to improve services and received feedback from PPG members on progress made in the last three years. The Practice is awaiting the CQC's report which will be featured on the website and in the next PPG newsletter.

Bowel Cancer is the Practice Nurses topic of the month for April. Bowel cancer is one of the most common types of cancer diagnosed in the UK. Most people diagnosed with it are over the age of 60. The three main symptoms are blood in your stools; a change in bowel habits (which usually means going more often with looser stools); and lower abdominal (tummy) pain, bloating or discomfort after

eating which may be associated with lack of appetite and unintentional weight loss. Most people with these symptoms do not have bowel cancer, but if one or more persist for more than 4 weeks, see your GP. Also discuss screening with your doctor if a close relative developed bowel cancer under the age of 50. Smoking, a high alcohol intake, obesity, lack of exercise and a diet high in red and processed meat and low in fibre can increase the risks. For more information go to: <https://www.nhs.uk/conditions/bowel-cancer/>

Spotlight on the Practice (11) – Lorraine, Reception Supervisor

Most of you will know Lorraine as she has been front of house at Paxton Green for 27 years. Basically she keeps Reception working smoothly - training staff, creating rotas and co-ordinating breaks. Wherever possible she tries to ensure that Reception is operating at full capacity and is often known to miss her own break so that patient services are not affected. She oversees Reception queries and sometimes fills in for the Prescription Clerk.

News from the Practice

On the first and third Monday of every month, **Paxton Green Time Bank** is holding drop-in sessions at the Practice between 1 and 3pm in the Baby Clinic Room. Find out about time banking, the exciting way for local people to meet each other, share skills and increase wellbeing at the same time. For further information contact Kemi on 020 8670 0990 or email broker@pgtimebank.org

Practice nurses' topics of the month. See their noticeboard displays for

- March: Salt, Stroke and Blood Pressure
- April: Bowel Cancer
- May: Smoking, Asthma and Air Pollution

Do you know that all patients have free access to the Practice website and online services using the tablet in the corridor by the Walk & Wait clinic check-in? The tablet also provides access to the NHS UK and the Citizens Advice Bureau websites.

Paxton Green Easter Surgery Hours

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|--|----------------------|
| Maundy Thursday 18 th April | Normal opening hours |
| Good Friday 19 th April | CLOSED |
| Saturday 20 th April | CLOSED |
| Easter Sunday 21 st April | CLOSED |
| Easter Monday 22 nd April | CLOSED |
| Easter week, Tues- Fri 23 rd – 26 th April | Normal opening hours |

When the Practice is closed patients can obtain telephone advice by dialling 111

Other news

You may have read in the press recently that 100% of Lambeth GP practices are in polluted areas. Tips on how you can reduce the risks of air pollution were outlined in our PPG March 2017 newsletter which can be accessed at: <https://www.paxtongreen.uk/wp-content/uploads/2017/05/March-2017.pdf>

In response to public consultation, the **Evidence based interventions policy** was launched at the end of last year. Its aim is to ensure that interventions routinely available on the NHS are appropriate - preventing avoidable harm to patients and freeing up clinical time. For more information go to: www.england.nhs.uk/evidence-based-interventions

Lambeth Public Health has launched a web page entitled 'Your health'. This digital resource helps people find health and wellbeing services in the local community.

Updated information and advice covers the promotion of physical activity, healthier eating, sexual health and much more. See: <https://www.lambeth.gov.uk/adult-social-care-and-health/your-health>

A Mental capacity act event open to both professionals and the public will take place at The Fetal Medicine Research Unit, King's College Hospital, Windsor Walk, Denmark Hill, SE5 8BB on March 6th from 1.30-4.30pm. It will focus on rights, advocacy and advance planning. To book a place, register at www.eventbrite.com (search When I can't decide), email LSABAdmin@lambeth.gov.uk or call 020 7926 6902.

Healthwatch Lambeth & Healthwatch Southwark will be hosting a workshop on **Wednesday, 20 March 2019, 5.30pm - 8.30pm** at the **ORTUS Conferencing and Events Venue, 82-96 Grove Lane, SE5 8SN** which will look at the **NHS Long Term Plan** and at services being delivered across both boroughs. This will be an opportunity to have your say on how health and care services can support the future health of our communities. For any queries or to register, please contact Rosa Parker at: rosa@communitysouthwark.org or 020 7358 7018 or book on line at bit.ly/HealthySL

The next PPG meetings will be on Monday, March 18th at 3.30pm and Monday, May 20th at 5.30pm

To join the PPG please enrol at Reception or via the PPG pages on the Practice website. Past issues of the PPG newsletter are also available on the website at: <https://www.paxtongreen.uk/practice-information/patient-participation-group/newsletters/>