



Paxton Green
Group Practice

NEWS FROM THE PATIENT PARTICIPATION GROUP

Issue 3. December 2015.

The PPG has held two meetings since our September newsletter. We have continued to work on our three priorities for the year – unattended appointments, improving communication and health and well-being.

The number of **unattended appointments** last year was the equivalent to the time and cost of one full time doctor. A sub-committee has been formed to discuss how these may be reduced. Suggestions have been submitted to the Partners and the full PPG and a plan on how to proceed is being agreed. This will include writing to frequent non-attenders.

The PPG now has its own pages on the **Practice website**. Here you will find general information on the group, newsletters, agendas, tabled questions, future meeting dates, minutes of the AGM and the PPG annual report. Please do have a look and tell us what you think via the suggestion box at Reception.

<http://paxtongreen.uk/ppg>

As mentioned in the last newsletter, to promote national **Self-Care week**, 16th-22nd November, representatives of the PPG were at the Practice every morning during the Walk and Wait Clinic where they gave out a wide range of leaflets; these included information on how to cope at home with some common illnesses without reaching for a doctor, keeping warm and well in winter, falls, services for young people and much more. It was an opportunity to chat to patients and we are happy to report that nearly all comments received about the Practice were positive. We also attracted some new members to the PPG.

In addition, patients were able to visit a campaign display of material promoting early cancer diagnosis and were given an opportunity to test their knowledge with a quiz; entrants received a mystery prize together with the answers.

The campaign aimed to spread awareness and to stress the importance of telling your GP about any unusual changes in your body and responding to invitations for screening. The following helplines are free:

Cancer Research UK: 0808 800 4040

Macmillan: 0808 808 0000

The Home Heat Helpline (0800 33 66 99) advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice. It is free to call and is open 9am-5pm Mondays to Fridays

We still have some leaflets on keeping well and warm (please see PPG noticeboard in waiting area).

Message in a bottle scheme

This is a simple, yet effective, way to keep essential personal details where they can be found in an emergency – in the fridge! Emergency services will recognise a label stuck inside your front door and will automatically know where to look. Bottles come with the labels and an information leaflet. A supply is kept by the Assistant Practice Manager. If you would like one, please ask at Reception.

Screening for men 65+

A simple scan can tell you if you have an abdominal aortic aneurysm. This is an enlargement of the main blood vessel in the abdomen and if left untreated it can be fatal.

Screening for men 65+ /cont.

Men aged 65+ are most at risk. NHS screening invitations are sent to men turning 65 and those over 65 can request a scan by telephoning **020 7188 0211**. A lot of men don't know about this and so please spread the word! Some scanning sessions will be held at Paxton Green.

The Norovirus

(Advice from NHS Choices
<http://www.nhs.uk/pages/home.aspx>)

The Norovirus, also known as the winter vomiting bug, is the most common stomach bug in the UK. The main symptoms are diarrhoea and vomiting. The virus is highly contagious and can affect people of all ages. There's no specific cure and so you have to let the virus run its course.

The period from when you're infected to when you start to show symptoms usually lasts between 12 and 48 hours. You may be infectious to other people during this time. Washing your hands frequently and disinfecting surfaces an infected person has touched can help prevent the virus spreading.

Although having the norovirus can be unpleasant, it's not usually dangerous and most people make a full recovery within a couple of days. However, it is important to keep hydrated by drinking plenty of fluids (the young and elderly are particularly at risk of dehydration) and to consult your GP if you have been vomiting uncontrollably for more than 24 hours, have not been able to keep down fluids for 12 hours or more, your vomit is green or contains blood.

News from the Practice

Alison Peat is the new Assistant Practice Manager at Paxton Green. One of her many roles is to support the PPG and we were delighted to welcome her at our last meeting.



Paxton Green Christmas and New Year Surgery times

Thursday 24 th Dec	Normal opening hours 8am- 7pm
Friday 25 th Dec	CLOSED
Saturday 26 th Dec	CLOSED
Sunday 27 th Dec	CLOSED
Monday 28 th Dec	CLOSED
Tuesday 29 th Dec	Normal opening hours 8am -7pm
Wednesday 30 th Dec	Normal opening hours 8am - 8pm
Thursday 31 st Dec	Normal opening hours 8am - 7pm
Friday 1 st January	CLOSED

As usual, when the Practice is closed, patients can obtain telephone advice by dialling **111** or by calling SELDOC on **020 8693 9066**

Other news

The Dulwich Helpline has been renamed **Link Age Southwark**. The charity, based at Dulwich Hospital, keeps the over-60s in the borough connected to their local community by providing regular home visits from a dedicated group of volunteers and running 20 groups with activities ranging from crafts and computers to singing and yoga. If you wish to find out more or are thinking of volunteering, telephone **020 8299 2623** or email: info@linkagesouthwark.org

The NHS England Youth Forum have produced a leaflet about young people's right to consent, to complain and to comment and give feedback on the services they receive. To view the leaflet or to find out more about the forum look on line or follow them on Facebook or Twitter.

Diary Dates

December 4th and 11th, 9-10am. Flu jabs for those who are eligible
January 25th at 3.30pm. PPG meeting

So this just leaves us to wish you a very Merry Christmas and a happy and healthy New Year. **Remember that to join the PPG you simply need to enrol at Reception** - why not make this your New Year's resolution?