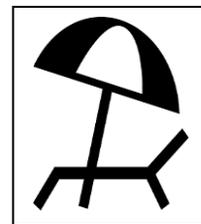




NEWS FROM THE PATIENT PARTICIPATION GROUP



Issue 9 June 2017

Summer should now be upon us which means that it will soon be time for the PPG's third Annual General Meeting (see below). The Chair's report will cover participation in the Lambeth Clinical Commissioning Group (LCCG) 2016 Incentive Scheme; feedback from the 2016 patient survey; and other PPG achievements and activities from the past year.

The aim of the incentive scheme was for Lambeth practices and their PPGs to work jointly to complete two projects of their choice. For Paxton Green this was making more appointments available by reducing unattended appointments and improving patient access to information. Its submission was extremely well received by the LCCG and a subsequent award of £2,000 is being put towards the creation of a new website (see *News from the Practice*).

The projects chosen for the scheme drew on feedback from the 2016 patient survey organised by the PPG. 589 questionnaires were completed and a process was put in place to address the various issues that emerged. These included:

Wi-Fi for patients. This has since been installed
Information in the Waiting Area. The PPG has undertaken a review of the notice boards and TV screens and made recommendations to the Practice. As a result a working group has been set up to make the information more relevant and readable.

Receptionists. Apart from regular in-house training, arrangements have also been made for receptionists to attend a two-day course run by the LCCG on working effectively with the public. (see also *Spotlight on the Practice*).

On line access. Work is underway to simplify registration for the various online services. A leaflet will shortly be available from Reception giving basic information on how to book appointments, order prescriptions, see your

medical records and receive text message appointment reminders and test results. There will be a new straightforward registration form on the website.

Telephone. The Practice has the maximum number of lines possible. Online access and the new practice website should mean a reduction in the huge number of calls received and resulting queues to be answered.

Appointments. The Practice already offers some late evening and Saturday morning bookable appointments. Any appointments patients cancel in advance are made available for booking.

Carers

The Practice Nurses have chosen "Carers" as their topic of the month to coincide with **Carers Week - 12th-18th June** - an annual campaign to raise awareness of carers, highlight the challenges they face and the contribution they make to families and communities throughout the UK. Many people do not identify themselves as carers, but a carer is **anyone** who cares unpaid for a friend or family member who due to illness, disability, mental health or addiction cannot cope without their support.

The PPG plans to host a drop-in event for carers at the Practice around Carers' Week with *Carers4 Carers*. Details will be on the PPG noticeboard, the tv screen in the waiting area and the website.

There is a noticeboard devoted to information for carers in the W&W registration corridor. It includes details about the **Carers Hub Lambeth**: www.carershub.org.uk, **Southwark Carers**: www.southwarkcarers.org.uk and **Croydon Carers Hub**: www.croydoncarershub.org

Being a carer can impact on your own health and well-being and so do let your GP or Reception know if you are a carer so that this can be noted on your records.

Spotlight on Paxton Green Group Practice (4) – Reception staff

Receptionists are usually our first point of contact with the Practice. They are responsible for ensuring the provision of effective telephone and front reception services. Apart from checking in patients on arrival, they book appointments, note cancellations and deal with a wide variety of enquiries. To do this they must be aware of the ranges of services provided by the Practice and understand how to use the Practice computer system. They are responsible for opening the daily post and hospital post and ensuring prompt distribution as well as accurately recording messages and passing them to the relevant person. They deal with requests for home visits and where applicable direct patients to a doctor for telephone advice. They are also trained to recognise emergency situations and take appropriate action. In conclusion, their role at Paxton Green, a practice with a population of 18,975 patients, is a very busy and important one.

News from the Practice

Paxton Green will shortly be launching its **exciting new website**. Packed with useful information it will offer more resources and interaction between patients and the Practice. With 24/7 access you will be able to get immediate support for some queries and answers to many questions at the time that suits you. This will save you making an unnecessary appointment and so you will only have to attend the Practice when you actually need to see a health professional.

Practice Nurses topics of the month. For self care information, please see their notice boards:

- > July: Sun Awareness and Safe Travel
- > August: Baby Immunisations

Repeat Dispensing is now available at the Practice. This new process allows patients to obtain repeat supplies of medication or appliances without hand signed authorised repeat prescriptions each time.

This means that if a patient is stable, and there are no planned medication changes before their next review in 4 months or longer, a batch of

scripts can be issued to cover this period without the need for regular prescription requests. These patients are required to nominate a pharmacy for electronic prescribing.

Benefits for the patient:

- improved access to regular medicines
- simplified one-stop process for obtaining next supply of medicines
- regular contact with pharmacist to discuss medicines-related issues
- pharmaceutical support for self-care and the management of long-term conditions.

Benefits for the GP and practice:

- reduction in workload issuing and re-authorising repeat prescriptions
- reduced medicines waste
- earlier detection of medicines-related problems

Ask the Practice Pharmacist or clinical team if you are suitable for repeat dispensing.

And In the community....

South London Cares is a network of young professionals and older neighbours who, in their words, “hang out and help one another”. It aims to reduce isolation and loneliness and bring people together to reduce the gaps across social, generational, digital, cultural and attitudinal divides. To learn more go to:

www.southlondoncares.org.uk

The Prince’s Trust helps 16-30 year olds who are unemployed or struggling at school.

Its free programmes give young people the practical and financial support they need to stabilise their lives and help them develop key skills while boosting their confidence and motivation. To find out more go to: www.princes-trust.org.uk. There is a Prince’s Trust centre in Kennington. You can contact them on 0800 842 842 or text ‘call me’ to 07983 385418.

The next PPG meeting will follow the AGM, on Monday July 17th 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.

