



NEWS FROM THE PATIENT PARTICIPATION GROUP

Issue 2. September 2015.

We have been delighted to receive positive feedback about the first issue of our newsletter.

Since its launch the PPG has continued to be active. Following National PPG Awareness Week in June, during which many of you will have seen us in the Practice foyer distributing leaflets and chatting to patients, in July we held our first PPG Annual General Meeting. The results of our 2015 patient survey have been analysed and will be used to help progress our priorities for the year.

Helen, Jane, Catherine and David, the four members who last year volunteered to form an Inaugural Committee, have been officially elected to the Steering Group (SG) which oversees the running of the PPG. It is hoped that in the future more members may be co-opted to the SG to share the workload or help with specific projects. All four are looking forward to continue working in partnership with fellow patients and the Practice to bring about service improvements at Paxton Green.

589 people completed the 2015 patient survey, double the number who did so last year. Results showed that the majority are happy with the services at Paxton Green, but nevertheless we and the Practice will be looking at all comments to see where appropriate and practical changes can be made.

Between 70% and 80% of patients feel that the Walk and Wait clinic has improved access to doctors and works well. In addition, the same percentage is prepared to wait to see a GP of their choice.

However, many have expressed difficulty in making a **pre-bookable appointment**. New appointments are released every day and those available on line are exactly the same as those offered on the telephone.

Making the Walk and Wait Clinic operate efficiently, with a large number of doctors on duty, inevitably means a reduction in the number of advance bookable appointments. When patients cannot get an appointment for a non-urgent problem with their regular GP, and prefer not to attend the Walk and Wait Clinic, there is the option of contacting the GP's dedicated telephone surgery. If the GP feels a face-to-face consultation is necessary s/he can sometimes offer an appointment not on the system. The same applies to follow-up appointments. (It is recommended that patients are seen by the same doctor for the same problem.)

Please remember to cancel any appointment which you no longer need.

(Nationally, missed GP appointments cost the taxpayer £162 million per year)

Flu jabs. For most people, flu is an unpleasant illness, but it's not serious. If you are otherwise healthy, you will usually recover from flu within a week. However, certain people are more likely to develop potentially serious complications of flu, such as bronchitis and pneumonia. These people are advised to have a flu jab each year and can receive the vaccine free of charge on the NHS. You are eligible if you

- **were born on or before 31.3.1951**
- **are pregnant**
- **have certain medical conditions (particularly long term heart and respiratory disease)**
- **are very overweight**
- **are a carer**
- **are a healthcare or social care worker**
- **are a child of six months with a long term health condition**
- **are a healthy child aged two, three or four**
- **are a child in school years one and two**

There will be a Walk and Wait clinic for flu jabs at Paxton Green (eligible patients only)

throughout October (Monday to Friday 8 to 10am, Saturday 8 to 10.45am), but those who have a booked appointment with a nurse or doctor regarding a different matter can have the vaccine then.

Self-Care Week 2015 – November 16th -22nd.

One of the priorities of the PPG is to promote Health and Well Being. During Self-Care week we will be at the Practice, where as well providing information on topics such as how to access care for minor ailments, healthy living, keeping well and warm in winter and Age UK's Safe and Independent living scheme, we will be highlighting an awareness campaign around the early diagnosis of cancer; the campaign has been instigated and organised by one of our PPG members with the support of the Practice.

News from the Practice

This year it became a contractual requirement for every patient to be allocated a named GP. The Practice felt that patients should have the opportunity to make their own choice of doctor and so initiated a campaign inviting them to express their preference. There were posters in the waiting area, slips at Reception and in GPs' rooms, and information on line. Anybody who has not done so by the end of September will be allocated a GP by the Practice. Patients can still see any doctor they want to, but the allocated GP is responsible for their overall care. People are free to switch to another named GP if they wish.

Following a report submitted to the Partners by the PPG detailing feedback it had received from patients while distributing leaflets during the Walk and Wait clinic, a special meeting was held for the entire staff. As a result the poster devised by the PPG giving information about the clinic was increased in size to make it clearly visible, more chairs were ordered for the waiting area and a simple survey created to help determine how to make locating the numbered consulting rooms easier.

Sarah Walker, the Assistant Practice Manager, will be leaving during October to take up a post as Practice Manager elsewhere. Sarah has been involved with the PPG for several years and has

been a great help to the Inaugural Committee/Steering Group. She has been a pleasure to work with and we will certainly miss her; we send her our congratulations and very best wishes for the future.

Other News

From the end of September, in order to improve access to GP services and complement those already available, four Lambeth practices will be identified as "hubs" offering bookable face-to-face and telephone consultations, 8am-8pm Monday to Friday, 10am-6pm Saturday and Sunday to all patients registered with a GP practice in the borough. Exact locations and details of when and how to use the "hubs" are yet to be announced.

Statistics published by the Royal College of General Practitioners earlier this year stated that 90% of all NHS patient contacts are managed in general practice. This equates to more than 370m patients per year, which works out at 150,000 more consultations per day than even five years ago. The UK also has a severe shortage of GPs. An analysis has shown that on an estimated 67m occasions in 2015, patients in England will have to wait a week or more to see a GP or practice nurse.

There are 40% fewer blood donors than ten years ago. Only 4% of us give blood and with many advances in surgery and medical procedures, demand is increasing. For information about giving blood go to www.blood.co.uk

Diary Dates

September 21st at 3pm. PPG meeting

October Flu jabs for eligible patients

November 9th at 3.30pm. PPG meeting

November 16th-22nd. Self-Care week

And finally, if we are to represent the views of all patients at Paxton Green, from every age group and culture, we need more people to join us. **You can enrol at Reception** or come along to our next meeting. To read more about us, see Issue 1 of our newsletter – available on line at www.paxtongreen.nhs.uk or from Reception.