



NEWS FROM THE PATIENT PARTICIPATION GROUP



Issue 17 June 2019

The Care Quality Commission has published its report on Paxton Green Group Practice, once again giving it an overall rating of **Good**. It was found to be **Outstanding** in the way its services are organised to meet people's needs, paying significant attention to patient feedback. Special mention was made of the patient participation group which was described as "thriving" and an example given of how it works with the Practice on a variety of projects. It was also found to be **Outstanding** for its care of older people and people experiencing poor mental health. The full report is available on the Practice website at www.paxtongreen.uk and in hard copy at Reception.

The PPG is currently working with the Practice to review the slides on the TV screens in the waiting area. It wants to ensure that information is up to date, relevant and of interest to patients. Do have a look over the coming months and let us have your comments via the feedback box at Reception.

The PPG will also be conducting a survey in conjunction with the Practice about the **Walk & Wait Clinic** which was introduced four years ago. Before that, patients who wished to be seen on the day had to telephone the Practice at 8 in the morning which often meant hanging on in a queue to be answered and sometimes disappointment if all appointments for that day had gone. The Walk & Wait clinic has proved popular with patients who are guaranteed to be seen the same morning if they check in before 10 am. It also works efficiently for the doctors. The aim of the survey is to identify any possible areas for improvement; it will run from June 10th (to coincide with **PPG Awareness Week**) until the end of June. Please help us by completing a questionnaire which will be available on the Practice website and in hard copy at the Practice.

Summer Health

While we all hope for warm sunny days, summer can bring problems for some of us.

Hay Fever can mean a runny, itchy and/or blocked nose, sneezing or itchy eyes. The NHS gives the following tips on how to ease symptoms when the pollen count is high:

- Put Vaseline around your nostrils to trap pollen
- Wear wrap-around sunglasses
- Shower and change your clothes when you've been outside
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Do not cut or walk on grass
- Do not spend too much time outside
- Do not smoke or be around smoke
- Do not keep fresh flowers in the house
- If possible, do not let pets into the house as they can bring pollen in

Nasal sprays, antihistamines and eye drops, available from your local pharmacy, can also provide symptom relief, but if these are not effective consult a doctor to discuss other treatments. More detailed information can be found on the Practice website at www.paxtongreen.uk or at <https://www.nhs.uk/conditions/hay-fever/>

Very hot weather can be a problem, especially for older people and young children, and can result in dehydration or heat stroke. So make sure you drink plenty of water and try to avoid tea/coffee and alcohol.

The signs of dehydration and heat stroke are:

- Muscle cramps in your arms, legs or stomach
- Mild confusion, disorientation, weakness or sleep problems

- Headaches, nausea, dizziness, vomiting, heavy sweating or a fast pulse

If you experience any of the above, get advice from your pharmacy, doctor or 111.

For advice about keeping cool go to:

<https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/> or read our June 2016 newsletter available at: <https://www.paxtongreen.uk/practice-information/patient-participation-group/newsletters/> or in hard copy at Reception.

Spotlight on the Practice (12) – Lynn Maclean, Assistant Practitioner

Lynn joined Paxton Green in February 2001, initially working as a phlebotomist and then as a healthcare assistant. In 2007 she started a foundation degree in health and social care and graduated as an Assistant Practitioner in 2009. She also has a qualification in British Sign Language and a diploma in COPD (lung diseases which cause respiratory problems).

Lynn's role is large and varied. She does blood tests (for those who are unable to travel to Dulwich Hospital or King's), blood pressures, ECGs, dressings and compression bandaging, flu jabs and vitamin B12 vaccinations and she fits patients with 24hr blood pressure monitors. She works with Dr Artley in the minor ops' clinic and with Dr Miller in the urology clinic, undertaking bladder scans. She also works with the lead GP for people with learning disabilities, seeing around 100 people every year for their annual health checks. And finally, she does all of the clinical ordering, and books and oversees yearly calibrations for the Practice's clinical equipment as well as checking the temperature of the fridge containing vaccines on a daily basis.

News from the Practice

After 19 years at Paxton Green, the Practice Manager, Janice Marsh, will be retiring at the end of June. Janice was the subject of *Spotlight on the Practice* in our September 2018 newsletter and if you read this, you will understand why she will be hugely missed. We send her our very best

wishes for the future. At the same time we welcome Raj Shukla as the new Practice Manager.

(If you would like to leave a goodwill message for Janice, please speak to Reception).

Gurdev Blaggan has joined the Practice as its second physician associate and will be seeing patients in booked appointments.

In future, when you make an appointment through the receptionists, your medical records will automatically alert them to advise you if you are due a review.

Practice nurse Emma Faraday has taken on the role of digital nurse champion. Emma will be using her new skills to get patients involved in managing their own health with the use of digital apps. She is in the process of sharing her knowledge with the rest of the Practice Nursing team. If you are a patient with a long term condition and have a smart phone, take it along to your next consultation with a practice nurse. You will be shown how to download apps which will help you to manage your long term condition.

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

- June: Diabetes and Carers
- July: Sun Awareness and Safe travel
- August: Baby immunisations

Other News

Patients needing help or advice out of hours should call 111. The direct line to SELDOC is no longer in operation. 111 will transfer you to SELDOC where appropriate.

The next PPG meeting will be on Monday, July 15th at 5.50pm preceded by the AGM 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 at: <https://www.paxtongreen.uk/practice-information/patient-participation-group/newsletters/>