



NEWS FROM THE PATIENT PARTICIPATION GROUP



Issue 19 December 2019

Improving communication between the Practice and patients remains a long term PPG priority.

Following discussions over some time about improving the quality of patient information on the two screens showing slides in the waiting room, the Practice proposed that editorial responsibility for the slides was transferred to the PPG. Consequently, the PPG Steering Group has been working with the Practice to refresh the slides and a new set was launched in early November. We hope that patients will find these useful and easy to read and would welcome any feedback via the box at Reception.

In June the PPG conducted a survey at the request of the Practice about the Walk and Wait Clinic.

Its purpose was to check how well the clinic was working and to seek views on whether any elements could be improved. 446 questionnaires were completed and findings were discussed at both Partners' and general Practice meetings.

Consideration was given to providing more publicity about the necessity to check in before 9.30 if requesting a specific doctor and about the different ways of seeking medical advice. When asked, about half of respondents thought that priority to be seen should be given to a specific group of patients such as the elderly or those with young children, but as there was quite a range of views on which group this should be it was felt that the current system should remain. However, Reception staff are sensitive to the needs of patients and if there is an obvious medical need or difficulty with waiting, they do communicate this to the doctors. A duty nurse is already available to doctors if there is an urgent need for a treatment slot.

The many positive comments written at the end of the questionnaire, including endorsements of

the Walk and Wait clinic, were much appreciated by the Practice staff.

More positive comments about the Practice were received from patients who visited the PPG table during **Self Care Week** in November. The large amount of information handed out by PPG volunteers was very well received. It included guidance on managing both physical and mental health, keeping up to date with screening and the best way to access medical advice. Please note that the Practice website at www.paxtongreen.nhs.uk has a wealth of information on all of this. Look under the *Wellbeing Centre* for a variety of topics and under *Consulting Room* where you can also ask a doctor, nurse or the practice pharmacist a question through the website.

Spotlight on the Practice (14) – Karen Haynes, Practice Administrator

Previously Karen has worked as a nursing assistant, radiographer assistant and with children who have barriers to their learning as well as running her own business as a weight plan consultant. She first worked at Paxton Green four years ago as a part-time receptionist and in November 2018 returned to the Practice as a part-time prescription clerk. Earlier this year she was offered the post of full-time Administrator, a job which she says she loves.

Karen liaises with GPs, other members of staff and external agencies on a daily basis. She deals with documentation and letters received from patients, GPs, hospitals, solicitors and councils to name but a few. These arrive via email, post or hand and together with any other requests are processed by Karen and where necessary forwarded to a GP for completion. Her responsibilities also include testing the fire alarm weekly, posting documents, banking cheques filing, scanning, emailing and dealing with queries.

News from the Practice

Mohammed Miah, the Practice Pharmacist, has left to take up a pharmacy teaching post. Before his departure he said "It has been a privilege to be part of establishing the foundation of pharmacist-led services at Paxton Green, in particular at a time when the role was a relatively new concept. I would like to thank all the patients and the entire team at Paxton Green for their support. I have gained a wealth of experience to take forward."

A new Practice pharmacist will be starting in January. In the meantime the medication advice line will still be available, run by a foundation pharmacist supported by the doctors.

There is a new noticeboard in the Practice nurses waiting area with extensive information about MMR vaccinations.

MMR is a safe and effective combined vaccine that protects against 3 separate illnesses – measles, mumps and rubella (German measles) – in a single injection. The full course of the MMR vaccination requires 2 doses. Measles, mumps and rubella are highly infectious conditions that can have serious, potentially fatal complications, including meningitis, swelling of the brain and deafness. They can also lead to complications in pregnancy that affect the unborn baby, and can lead to miscarriage.

So it's really important to be up to date with the MMR vaccination. It is given on the NHS to babies and pre-schoolers as part of their routine vaccination schedule. Adults and children who are not immune because they missed 1 or all MMR doses when they were younger can have the MMR vaccine on the NHS at any age. In this situation please consult the Practice nurses.

More information can also be found at:

<https://www.nhs.uk/conditions/vaccinations/mmr-vaccine/>

Practice Nurses' topics of the month. See their noticeboard display for

- December: Depression, Dementia and Mental health
- January: Shingles
- February: Cervical cancer, smears and HPV

The Practice will be closed for staff training from 12.30pm onwards on Tuesday, December 10th 2019 and Thursday, January 20th 2020.

Other news

If you're over 65, **South London Cares** can help you stay warm, active and connected during the winter. They can:

- Provide free warm items including clothes, blankets and flasks
- Keep your home warm by connecting you with organisations that can improve your home's energy efficiency
- Assist with finances by arranging small grants and specialist advice for those in difficult circumstances
- Introduce you to social activities in your local area

To find out more call 0207 118 0404 (option 1)

Christmas and New Year surgery times

Mon Dec 23 rd	8am-7pm
Tues Dec 24 th	8am-6.30pm
Wed Dec 25 th	CLOSED
Thurs Dec 26 th	CLOSED
Fri Dec 27 th	8am-7pm
Sat Dec 28 th	CLOSED
Mon Dec 30 th	8am-7pm
Tues Dec 31 st	8am-6.30pm
Wed Jan 1 st	CLOSED
Thurs 2 nd	8am-7pm
Fri Jan 3 rd	8am-7pm



The PPG wishes you all a Merry Christmas and a Happy and Healthy New Year.

The next PPG meeting will be on Monday, January 20th 2020 at 3.30pm

To join the PPG please enrol at Reception or via the PPG pages on the Practice website. Past issues of the PPG newsletter are available in hard copy at Reception or on the website at www.paxtongreen.nhs.uk