

The New Dispensary



Patient Participation Group

CHAIR'S WELCOME

On Tuesday 22nd March I found myself in Brussels. It started as a normal day for me, up early in the gym – to get some training in for my Brighton Marathon Challenge.

Little did I know how the day was about to unfold as less than two hours later the first bomb went off at the airport: killing and maiming dozens of innocent people. Then an hour later, less than 100 meters from our hotel, the second bomb exploded. We felt the impact as the metro was beneath the hotel. Within minutes the sirens of emergency vehicles were racing by. The hotel was turned into a triage unit, by an amazing team from the Belgian Red Cross.



CROIX-ROUGE
de BELGIQUE
Communauté francophone

The world had just turned upside down for the people of Brussels and I witnessed it all unfold in front of my eyes.

Back at home, as the days went by, the sound of the sirens, the

smells, the feeling of anxiety lessened, but I left a piece of me back there. I went on and ran the Brighton Marathon in April and divided my fundraising efforts to the Red Cross. Thanks to those of you that sponsored me.

Talking of running efforts I was proud to be invited to be part of the New Dispensary Dream Team – a team of runners – made up from staff and patients of the Practice, led by Dr Peter Gregory. We entered the British Heart Foundation Warwick Half Marathon to raise money for a good cause and to get fit.



If you would like to join us for our next challenge please let me know or contact Dr Gregory.

Chairman's welcome

The New Dispensary Patient Participation Group Newsletter

Issue 9
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ARE YOU INTERESTED IN BECOMING A PPG MEMBER?

We are reaching out to you as patients and users of the practice to join us in our work. We are a friendly group who work closely with Christine the Practice Manager and the doctors and staff of the practice to make the New Dispensary a practice to be proud of. If you are interested in joining us please call

Here comes summer - Stay Safe and Healthy in the Sun



I suspect we are all hoping for a nice hot summer; whether staying at home, travelling around the UK or going further afield.

Most people are familiar with the advice about looking after yourself in the sun but did you know what the sun is good for you and can give you some positive health benefits?

The sun not only puts us in a better mood - as do the long lighter days we have over the summer months - but it helps our bodies produce hormones which make us feel better (serotonin) and help us sleep better (melatonin). While the sun can cause serious skin damage, it also helps produce vitamin D for healthy teeth and bones.

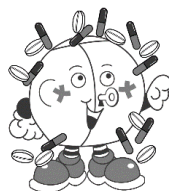
As Summer comes do enjoy the sun, but don't forget to stay safe - cover up, stay in the shade when you can, drink lots of water and use a high factor sun cream on any exposed skin.

Pharmacy Waste Product



The practice are participating in a Pharmacy Waste Project trying to stop medicine waste.

We have written to the local pharmacies to inform them of our participation. Notes will be going out to patients with their prescription collections highlighting how we can all help with wastage.



"Help us make more of your NHS.
ONLY ORDER
WHAT YOU NEED"

Before you order your repeat prescription please:

- Think carefully before ticking all the boxes
- Check the medicines you already have at home
- Don't order "just in case". If you need the medicine in the future you will still be able to request it
- Let your GP or pharmacist know if you've stopped taking any of your medicines.

Unused prescription medicines cost the NHS across Coventry and Warwickshire up to £6 million per year.

Even if you never open your medicine, once it has left the pharmacy they cannot be recycled or used by anyone else

Please help us to reduce the amount of medicines wasted. Only order what you need.

Non attenders

Missed appointments
keep everybody waiting



Keep it or cancel it. Don't forget it.

We still continue to monitor our DNA's, a gentle reminder to contact us if you are unable to keep your appointment.

Shingles vaccine

Shingles vaccine – the practice are in the process of looking at a recall system for patients who are due a shingles vaccine, this vaccine can be given all through the year, look out for a letter or notice if you are eligible.

GP Registrars - Trainees

New Registrar FY2 Dr Carl Groves started with us 8th April 2016 and will be with us for 4 months. We welcome Dr Groves to the Practice.

Personal Health Records

Are you aware you can now request access to more of your personal medical information?



Since 1st April detailed coded Personal Health Records are now available for patients who request them via Patient Choices. This is for adults only and not yet for children. Although they do not detail each appointments they include: medical history; test results; medicines and vaccination records. Please look at our website for details or ask at reception if you wish to register for on line services or have access to your records. You will need to provide proof of identification for this to be activated



We continue to get great feedback from our FFT cards, it is important to remember you can complete these cards each time you attend the practice

National PPG Awareness Week 6-11 June 2016

PPG Awareness Week aims to promote the role and benefits of PPGs to patients, the public and health professionals. Dr Phil Hammond, GP turned hospital

doctor, journalist and broadcaster supporting Patient Participation Awareness Week had this to say about patient engagement.....

"Patients and carers are the smoke alarms for the frontline of the NHS. They are often first to spot poor care and also have great ideas about how to make care better. They need to be involved in decisions not just about their care, but in designing better care for others. Patient Participation Groups are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in driving up quality"
Watch out for news and information.

What PPGs do and what Patient Participation is...

Patients who are **Active** in taking **Responsibility** for their health and work as a **Team** with their practice to ensure that patients are well **Informed about** health matters which affect the **Community**, **Individual** patients and the

Practice, to raise **Awareness** of wider issues in the NHS, including the use of **Technology**. PPGs are **Involved** and can have influence in improving the quality of care.

Objectives are to improve the patient experience in primary care in the **NHS**

If you want to join The New Dispensary Group then:



Contact Monica Fletcher Chair

Contact details: 07855941240

m.fletcher@educationforhealth.org

Update on Facebook Activity



The Practice Facebook page now has 275 Friends. Everyone congratulated Peter Gregory on his continued efforts with the practice Facebook Page, the group are keen to support this as much as possible as the health messages on the page are excellent. It was suggested that the Facebook page should be linked to a Twitter account in order to increase the awareness of the Page and to widen the readership.

Saturday morning surgeries

Saturday morning surgeries have increased by another 15 minutes so would be running from 8.00-11.45am. These are for prebooked appointments and not emergency appointments. Also it was not possible for patients to collect prescriptions on a Saturday.

News from our Vice Chair Penny Cullen – What’s happening at a policy level?

Victory for Campaigners: Out of Hospital Services Tendering

Thanks to campaigners and three local MPS who worked hard to raise awareness of the issues of the South Warwickshire NHS Foundation Trust (SWFT) Clinical Commissioning Group’s intention to contract out the suite of out of hospital services in SWFT, the £227 million contract not be privatised or subject to competitive tendering into the private sector. The health and allied care services will continue to be run by South Warwickshire Foundation Trust Apart from the open as well as hidden costs of tendering, the decision would also have meant a waste of resources and a long period of uncertainty for staff and patients.

In order to assist services and improve efficiency, the Clinical Commissioning Group will now team up with Rugby and North Warwickshire Groups and work with the Foundation Trust to

share ideas. An additional £8 million will also be provided to support services not currently receiving funding.

Some news from GP Online: 5 May 2016

Local Medical Committee’s conference 2016: GPs to debate response to Forward View

GP leaders at the 2016 LMCs conference this month could debate calls to ballot the profession over mass resignation, despite the publication of NHS England's GP Forward View bailout package

The committee said the DH and national NHS bodies had 'provided ineffective leadership and support, giving trusts conflicting messages about how to balance safe staffing with the need to make efficiency savings' and '...There are serious flaws in the government’s approach to staffing the NHS and without urgent action the public will pay for it on multiple fronts. 'Frontline staff such as doctors and nurses are the lifeblood of the service, yet the supply of these staff in England is not keeping pace with demand. This poor workforce planning means patients face the possibility of longer waiting times and a greater cost to the public purse.'