

The Patient Reference Group Newsletter

Cherrymead Chat

E-mail: cherrymeadprg@gmail.com

All about the PRG and how it works for you



Welcome to the first newsletter from the Cherrymead Surgery Patient Reference Group (PRG).

I am Chris Ransted, chairman of the PRG and I would like to introduce you to the current members of the group, to what we do and to how we can help all the patients registered with Cherrymead Surgery.

The Patient representatives are:

- | | |
|---------------|---------------|
| Annita Hayton | Anthony Price |
| Ian Martin | Les Taylor |
| Stan Grierson | Tracey Dalby |

Chris Mather
Sandra Salter

The Cherrymead Practice representative is:
Anne Hewitt

And the doctors represented are:

Dr Kirsteen Fraser Dr Dushan Hettiarachichi
Dr Kristina King

The primary role of our PRG is:

Make stronger the relationship between patients and the practice which is critical in providing modern, high quality general practice.

To achieve this PRGs **aim to provide the patient perspective** by:

- Conducting patient surveys or collecting feedback in the waiting room
- Advising the practice and patients of new systems and treatments
- Sharing good practice by networking with other PRGs
- Lobbying to improve a whole range of health services

PRGs **promote health matters** by:

- Organising presentations on important health needs
- Producing a directory of self-care support groups
- Raising awareness of key public health messages

PRGs **improve communication** by:

- Distributing regular newsletters
- Building two-way relationships between patients and the practice
- Promoting awareness of, and access to, local health services

PRGs **influence the development of services** by:

- Giving opinions about new or existing practice premises

- Representing patient views on the purchase of health services
- Co-ordinating with other PRGs to improve wider healthcare delivery

You might see PRGs called Patient Participation Groups (PPGs). We see all the practice patients as participants with a small group (our PRG) representing us all.

We were formed a couple of years ago. We aren't yet fulfilling all of these objectives; but we hope to do so. This newsletter is seen as an important first step to fulfilling several of them.

The Patient Survey

The PRG used the results and feedback as a focus on what are seen as important issues. After some "quick and easy" fixes such as ensuring that magazines in waiting areas were current we concentrated on the main issue. It was that there was poor communication between the practice and patients. We hope this newsletter is one way to improve that.

Also the new practice web site when complete, will include a PRG area which should also help.

Fortunately the NHS sees the importance of the patients in helping to improve services. They see the Patient Reference Groups as vital in enabling better communication between practice patients and the NHS. It is also vital that we don't focus solely on our practice but also try to engage with the NHS at a wider level.

National Association of Patient Participation

The practice and PRG are members of the National Association of Patient Participation (NAPP).

NAPP promotes and supports patient participation in primary care. They believe PRGs are an effective way for patients and GP surgeries to work together to improve services and to promote health and improve quality of care. They feel PRGs are already making a real difference.



www.napp.org.uk/

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The Current Focus of the PRG

Some Campaigns and Organisations we are currently supporting or working with on your behalf are listed below. The most important of which is the:

“Put Patients First - Back General practice”.



www.rcgp.org.uk/campaign-home.aspx

Many feel there is a growing crisis in general practice which may undermine patient care. There has been a rapid growth in the number of patients needing care.

However, the share of NHS resources has been falling year on year. Over 80% of GPs feel that they have insufficient funds to provide high quality care. Put Patients First aims to put an end to this crisis and safeguard patient care.

This campaign desperately needs your help to cause the government to act – so please add your name to the campaign petition via the link above.

Call to Action–The NHS belongs to the People



www.england.nhs.uk/2013/07/11/call-to-action/

Another focus area is the “Call to Action” which aims to:

- Renew the NHS vision to meet the future challenges.
- Give people an opportunity to tell us how the values that underpin the health service can be maintained in the face of future pressures.
- Gather ideas and potential solutions that inform and enable Clinical Commissioning Groups to develop 3-5 year commissioning plans.

The Clinical Commissioning Group (CCG)

Is the primary organisation we work with. It replaced the old Primary Care Trusts (PCT) in 2013.

Every GP practice in England is now part of a CCG and each one commissions care for an average of 226,000 people. They will commission the majority of health services including emergency care, elective hospital care, maternity services, and community and mental health services. In 2014 they will be responsible for about 60% of the total NHS budget.

We belong to the Chilterns CCG and it caters for 34 General Practices with 325,000 patients. It has a budget of £300m.

The commissioning responsibilities of each CCG include:

- Planning services based on the needs of the local population
- Securing services that meet the needs of the local population
- Monitoring the quality of care provided

The CCGs see the value of PRGs in establishing the needs of the local population. Obviously GPs also represent the patients’ needs. I have already attended several meetings of the Chilterns CCG and will continue to do so to ensure our practice is well represented.

We need your support

Your PRG is only as good as the information and support we receive from you. So please respond to our surveys and communications to tell us of any issues, concerns or ideas that you would like our help on.

Our PRG is always looking for new members. If you would like to join us, contact the Practice Manager (Anne Hewitt) at anne.hewitt@nhs.net.

If you are unable to spare the time to join our PRG then there is another way you can help by joining the Online Patient Forum where you can air your views, concerns and ideas which the PRG will respond to. <http://www.cherrymeadsurgery.co.uk/wp/>

We are also keen to meet and understand the special needs and issues of groups or organisations who represent our patients. Again, please contact Anne.

Author: Chris Ransted

Cherrymead Patient Survey



The Practice carried out its second Patient Survey in January. The results compare Cherrymead Surgery with other practices that also took part in the survey.

They are also compared with the results of our first survey in December 2012.

Overall, the results indicate that the Practice is providing a very good service to its patients and an excellent service on some measures.

Comparisons with National averages

The questionnaire asked questions which focussed on the Practice, the Doctors, and the Staff. The first eight questions were about the Practice.

The Cherrymead scores were significantly better than the national averages for:

- ‘Telephone access’
- ‘Appointment satisfaction’
- ‘See Doctor within 48 hours’
- ‘See Doctor of choice’
- ‘Speak to Doctor on the phone’
- ‘Comfort of waiting room’

The Cherrymead scores for five of these six questions were in the top 25% of scores across all surveys.

The scores for the other two questions, 'Opening hours satisfaction' and 'Waiting time', were similar to the national averages. Nevertheless, they were the subject of a number of comments from patients.

The scores for the questions about the Doctors, the Staff etc. were similar to the national averages. The exception was the question on time allowed for the patient's appointment. Regrettably, that was below average.

Comparisons with the previous survey

Comparison with the results for the previous Cherrymead survey showed an improvement for the telephone access score, and a fall for the waiting time score.

The other questions all produced similar scores to the previous survey.

Opening Hours

Government funding for each Practice is intended to be sufficient to provide a daytime only weekday service.

Unless some additional funding is obtained, more enhancements to opening hours are difficult without negatively impacting the normal daily services.

(See: [Put Patients First campaign](#))

Time for Appointments/Waiting Time

Other comments related to the time made available for appointments, and the time waiting in the surgery for a booked appointment.



Appointment slippage is most often due to the Doctor or Nurse feeling obliged to spend more than the allotted time with patients. Often patients have needed more time to discuss issues than they indicated when the appointment was made.

If you wish to discuss more than one problem with the Doctor or Nurse, then please let them know. More time can then be booked. This means that they are less likely to run late. The Doctors and Nurses have been asked to inform reception staff when they are suffering delays.

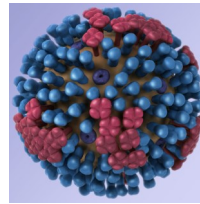
This means that patients will know if there may be a significant wait for their appointment.

The full survey report can be found here:

<http://www.cherrymeadsurgery.co.uk/IPQ-CherrymeadSurgery-39253.pdf>

Author: Les Taylor

Autumn Flu Clinics 2014



Our autumn flu clinics will be held on **Saturdays September 27, October 4th and October 11th between 8am and 1pm**. These are for patients with higher risk of serious illness, if they get influenza.

That group will receive invitations by Text or email, if they have provided us with the relevant details and consent. We will invite patients by post if we do not have your electronic contact details and consent.

The clinics will be walk-in ones as in previous years. Patients who are eligible will also be offered shingles and pneumonia vaccinations at the clinics.

Children in high risk groups will be asked to attend on October 4th and October 11th, as the second and third clinics are usually less busy.

Please note that we are only able to immunise patients who are in the Department of Health high risk categories.

Drs King, Fraser and Hettiarachchi

Profile Time - Dr Kirsteen Fraser

Special interests

Family Planning and Sexual Health, Maternity Care, Young Peoples' Health, Women's Health and Mental Health.

Qualifications

DCH Diploma in Child Health

DFSRH Diploma Faculty of Sexual and Reproductive Healthcare

DRCOG Diploma Royal College of Obstetricians and Gynaecologists

Bsc (Hons) Psychology with Medical Sciences

MBBS Bachelor of Medicine and Bachelor of Surgery

MRCGP

I am originally from just outside Glasgow. I studied medicine at University College, London, and qualified in 1996. I also took a year to do a degree in Psychology.

I did my GP training in Buckinghamshire. Then, I went to work in New Zealand, gaining experience as a GP, whilst I was there.

I have been at Cherrymead for 12 years. During that time, I have developed a particular interest in family planning and sexual health, as well as mental health care. I enjoy the way that, as a GP, I can get to know whole families, and look after several generations.

I am also a Scout Leader in Marlow, and will be attending the World Scout Jamboree in Japan next year. My role is to be the Medic for the UK Contingent of approximately 4000 Young People and adults.

I will be advising participants about their medical conditions, and helping them deal with any illness they may experience when we are away.

It will be physically challenging too. We will be camping in 35 degree heat with 85% humidity. This will be an amazing experience for the Young People attending. They will sample the different culture of Japan with 40000 other Scouts from all over the world.

Dr Kirsteen Fraser

Where to turn to for medical advice & treatment



when it's less urgent than 999

There are times when patients need to seek medical advice or treatment but find it difficult to get a doctor's appointment, and don't need to make use of the '999' Emergency services.

I tend to give up at that point and just carry on regardless. However, there are other options available to us. These include some that I never knew about or never really understood. Brief details of these are given below.

The NHS 111 service is there to give you medical help and advice when you need it and you are not in a life-threatening situation. It's great for when you need help in an out of hour's situation for your GP.

NHS 111 can arrange for out of hours GPs to call on you. It can also arrange for ambulances or paramedics, if you are in need of emergency assistance.

NHS 111 is **not** a replacement for emergency services. If you have a genuine emergency, you should call 999 or go to A&E. The nearest A&E departments are:

Minor Injury and Illnesses Units (MIIU)

This service is managed by Buckinghamshire Urgent Care (BUC).

The MIIU is for minor injuries and illnesses which you cannot treat yourself or you think are unsuitable for a GP appointment.

Following assessment, you may be advised to treat yourself, go to your pharmacist or see your GP if more appropriate.

The MIIU is based on the Wycombe Hospital site and is open 24 hours a day, seven days a week.

If you are unsure if you should go to MIIU with your injury, **please call 111** when it's less urgent than 999.



when it's less urgent than 999



www.chilternccg.nhs.uk/miIU

In these situations – Call 999 or go to your local A&E



For obvious broken bones



NOT FOR MIIU



Swallowed a harmful substance, having trouble breathing, or vomiting



NOT FOR MIIU



Your Minor Injuries and Illness Unit at Wycombe Hospital

Queen Alexandra Road
High Wycombe
HP11 2TT

Open 7 days a week

Nearest A&E departments are:

Wexham Park Hospital
Wexham Street
Slough
SL2 4HL



Stoke Mandeville Hospital
Mandeville Road
Aylesbury
HP21 8AL



In all these situations – go to your Minor Injuries and Illness Unit (MIIU) or call 111



For a twisted ankle with no obvious broken bones



GO TO MIIU



For children's cuts and bumps



GO TO MIIU



For deep splinters which can't be removed at home



GO TO MIIU



For bites and stings that look red and infected



GO TO MIIU

The Minor Injury & Illnesses Unit is based at Wycombe Hospital
Queen Alexandra Rd
High Wycombe
HP11 2TT



Useful Contacts—Pharmacies

Tesco Pharmacy, London Road, Loudwater, HP10 9RT Tel: 01628 659847
Boots, 3 Aries House, Flackwell Heath, HP10 9NB Tel: 01628521750
Wooburn Green Pharmacy, 50-51 The Green, Wooburn Green, HP10 0EU Tel: 01628 521397
Rowlands Pharmacy, Totteridge Drive, Kings Wood, HP13 6JH Tel: 01494 538393
Lloyds Pharmacy, 1 The Parade, Bourne End, SL8 5SA Tel: 01628 520144
Boots, 7 - 9 Station Road, Beaconsfield, HP9 1NL Tel: 01494 673320
AQSA Ryemead Pharmacy, 91 London Road, HP11 1BU Tel: 01494 451888

Link to the above leaflet:

[http://www.buckshealthcare.nhs.uk/Downloads/Patient-leaflets-MIIU/Minor Injuries and Illnesses Unit.pdf](http://www.buckshealthcare.nhs.uk/Downloads/Patient-leaflets-MIIU/Minor%20Injuries%20and%20Illnesses%20Unit.pdf)

Link to a short video explaining when to use MIU / MIU's:

<http://youtu.be/qAqTeaBqOnA>

More information can be found at the NHS Choices website:

<http://www.nhs.uk/Pages/HomePage.aspx>

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