

Patient Participation Group Newsletter.

Summer 2017 Edition.



Chairman's Welcome

Over seven years old now, the Patient Participation Group (PPG) continues in its role and activities to represent all registered with the Practice.. Mick Gregory our newsletter editor has given you a another good picture of our latest news, successes and planned work. If you have not seen a copy of our 2016 PPG Annual Report do let me know...that's worth a read too!

With the PPG reaching our maximum membership number of twenty we are embarking on another interesting 3-projects programme that Mick describes. There are some 7 million unpaid carers in the UK....a team will investigate *their* local needs. Your ideas will be very welcome. Not sure where to get help when unwell? We want to make that clearer and are about to work on that.plus, be ready for another patients' survey in early September at the three medical centres.

We're stuck! Not all good news. We are keen to have a walking group for Practice patients, but cannot get the required organisers and leaders. Expert training will be given.....and many benefits achieved. Any volunteers? Give be a call.

Wishing you a measure of good health.....and an enjoyable summer.....do feel free to come and see what we do at PPG meetings as an observer. Meetings on the second Thursday in the month at Rosebery Medical Centre, except August and January, 5 - 6.30pm.

John Todd

PPG Chairman - Tel. 01509 215150

Annual General Meeting. The Patient Participation Group (PPG) held their Annual General Meeting in March. This meeting is important to the group, but also to all of you as patients. It provides the opportunity to hear reports on what the group have been doing over the year as we try to represent you and express your views and opinions. As a guest speaker we welcomed Rachel Hyde-Monk, Senior Receptionist, She gave a very interesting talk on the behind the scenes role of the administration and reception team within the practice. This role can be very challenging especially at busy times of the day. She was able to explain in detail issues about the appointment booking system, repeat prescriptions, holiday planning and much more. We were grateful for the time she gave to us to enable us all to have a better understanding of the demanding role. As a patients group we are very appreciative of the relationship we have with the partners and the staff within the medical group and how together we can work collaboratively to improve the care and service that is provided.

At the AGM we also appointed for the forthcoming year the Chairman, Vice Chair, and Secretary. The following people were re-elected for a further year.

- Chairman Mr. John Todd
- Vice Chairman Mr. Mick Gregory
- Secretary Mrs. Carole Jefferson

Next year we hope to encourage more of you as patients to come along to the AGM which will be held on March 8th 2018 at 5.30pm this will provide you with the opportunity to hear what we have been doing, and also give you the chance to tell us of any concerns you may have.

Care Quality Commission (CQC) Report on the Practice. Many of you will have heard of the CQC, this is the independent body appointed by the Department of Health to inspect and rate health service providers. At the end of 2016 a team of inspectors came along to inspect the practice. As a patients group we were invited to meet the team and to make a presentation on our work to them. They were very complimentary to us and congratulated us on our work in representing the patient's views, together with the work we have undertaken on various projects. The CQC inspected the practice against a number of areas and we are pleased to report that they were rated **GOOD** in all areas. We are very lucky to be registered as patients with a practice where the partners and staff have been independently inspected to this high level in its provision and delivery of safe and effective healthcare to its patients. **WELL DONE TO THEM ALL.**

Urgent Care Provision in the Town. A new model for the provision of urgent care in the town will see the doctors in our practice, along with others in the town and surrounding areas working together to provide in part a new and improved service. The Doctors will be working with the team who run the Urgent Care Centre at the Community Hospital to provide an improved service, and also access to a GP when required when the surgery is closed. Some of this work is being developed and will commence shortly including access to a new telephone helpline and a new home visiting service. If in doubt and if you need a doctor when the surgery is closed **ring 111**. This service has been much improved and will direct you to the most appropriate area of care for you. If you feel that you need to go to the Urgent Care Centre when the surgery is closed please **ring 111** in the first instance and they will give you an appointment time. You can still walk in to the centre but **ringing 111** may reduce your wait.

Looking Forward.

- **Patient Satisfaction Survey. YOUR PPG NEEDS YOU!** During the week commencing 25th September members of the Patient Participation Group will be visiting all 3 of the surgeries at times over the 5 days to undertake a Patient Satisfaction Survey. This is an important survey; our last one was undertaken in 2015, as it provides an opportunity for all of you as patients to give your views and opinions on the quality of care and service that is provided to you. All of the information provided is compiled into a report and presented to the practice. This survey is fully supported by the doctors and the staff as they see it as being completely independent and organised by the patients themselves. Please do be involved if you can during this time by completing a simple questionnaire these will be in the surgeries and will also be available on line (you do not have to identify yourself at all).
- **A Project looking at what to do when you are ill.** A project group will be starting soon to look at what you should do when you are ill. This work came to light following discussions with some patients where there was genuine misunderstanding about what the practice can do and how and what patients should be contacting the GP for. It is important that you get the right care, at the right time and in the right place. This project will be looking at all of this. There may be some questions that relate to this in the patient satisfaction survey.
- **A Project looking at Caring for the Carers.** A project group will be forming later this year to look at this important issue. We hope to be able to produce some guidance for carers across

a number of areas together with supporting what is already available but may not be known about. Members of the group are very passionate about this; more news will follow in future Newsletters.

Practice News

Mindfulness – Dr Khalid

This month I have had the opportunity to attend the Mindfulness in Medicine conference at Warwick university. Each year this is a growing event with speakers from all over the world. This is building on the growing body of evidence for its effectiveness. It seeks to explore ways in which mindfulness can be taught and embedded in higher and professional medical education. This is something I patiently believe in. I am involved in Leicester university teaching of mindfulness to medical student programmes to increase resilience.

I was particularly touched by Professor Alvaro Guerra from the Albert Einstein university in Mexico. They have been training staff, doctors, teachers and psychologists in wellness incorporating mindfulness. Of particular interest was the social impact of the programme and the perspective of a culture of peace for the prevention of violence. This is supported by UNESCO. It was also a great arena for networking and meeting like minded colleagues. Plus the standard of lunch also made the visit worthwhile !

This was followed by a weekend for my increasing personal development in the teaching of mindfulness with my great teacher Suryacitta . You may have seen him on the Horizon documentary a few months ago called the Truth about stress. The focus was on the use of SILENCE. There is wisdom in that old adage Silence is Golden.

Dr Linda Khalid

Diabetes UK

Diabetes UK have featured a local girl from Loughborough and her journey with Type 1 Diabetes - Jessica and Alex met volunteering on a camp for children with Type 1. Jessica talks about diabetes - inspired wedding speeches, travelling the world and returning to the camp that brought them together.

You can read this amazing story [here](https://www.diabetes.org.uk) (<https://www.diabetes.org.uk>)

You can also read Jessicas "Diabetics on Tour" blog [here](https://diabeticsontour.wordpress.com/) (<https://diabeticsontour.wordpress.com/>)