

Autumn Newsletter 2018

PPG News



CONGRATULATIONS TO QUAY LANE SURGERY

The PPG presented the doctors and staff at Quay Lane Surgery with flowers and a card as a big thank you for doing so well recently in the Doctors' Surgery Ratings in England. Quay Lane Surgery were voted as the best practice in East Cornwall, 6th best practice in the whole of Cornwall, and appears in the top 3% of best practices in England. The PPG feels it is a great achievement in the current climate, so we are particularly grateful for all the hard work that the team constantly put in towards the care of their patients. This rating acknowledges that Quay Lane Surgery is amongst the best in the country!

Debbie Todd, Practice Manager, responded by thanking the PPG for their continued support, as it is vital that the surgery has the support of patients, involving them in the design, planning and delivery of the service.



FUND RAISING

During the year the book shelf has brought in funds of between £10-£20 every two to three weeks, with £23.14 being raised during one week in October, whilst at the cake and preserve sale on Saturday 20th October £94.55 was raised. I will ask Waitrose if they would give us another raffle prize for our Christmas draw. We remain on the green token waiting list. We also hope to have a table at the Tideford Christmas Fayre or the Downterry Christmas Fayre.

Many thanks to Gerith, Danielle, Maggie and Margaret for supplying some of the preserves and cakes, and Gerith and Maggie for supporting me on Saturday.

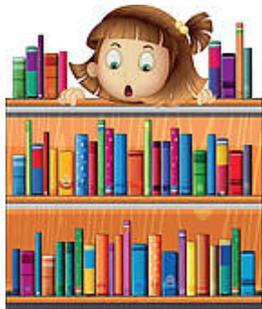
Venetia Lynch (PPG)

CHAIRPERSON'S REPORT

It has been a very busy time for the PPG!

Over the last few weeks, there has been a focus group meeting to discuss improving the newsletter – in its effectiveness and distribution. We are very aware that there are many people who are patients of the surgery who simply don't get to read our PPG Newsletter, and we are working hard to change that.

We have also held a cake sale at the recent Flu clinic in the surgery raising money for much needed resources. You may also have noticed that we have introduced a very lucrative way of raising money – the book shelf in the corner of the waiting room with a wealth of reading – every book is just 50p!



Also don't miss the **PPG Christmas raffle**, which will be coming soon – every little helps!

But we are not just about raising money – we are here to represent you and to support the surgery in any way we can.

My thanks go to every member of the PPG for their hard work, enthusiasm and ideas. It's great to see so many involved in a range of different

activities and initiatives.

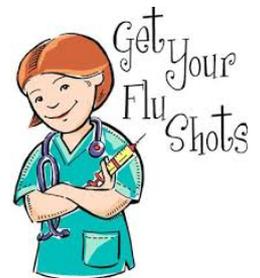
Please remember new members are always welcome.

Beth Worth (PPG Chairperson)

PRACTICE MANAGER NEWS

New Staff Member: We would like to welcome our new Practice Nurse, Sister Claire May to our team. She will be working at the main surgery on a Monday, Wednesday, Thursday and Friday and at the branch surgery on a Thursday afternoon and Friday morning.

Flu Vaccination Clinics – if you are aged 65 and over or fall into an 'at risk' group then please book your flu vaccination today. Due to the changes in vaccine to different age groups there have been delays in receiving deliveries this year. All eligible patients have a vaccination reserved for them so please support your surgery by booking your vaccination appointment.



Summary Care Record - Your SCR is a short summary of your GP medical records. It tells other health and care staff, who care for you, about the medicines you take and your allergies. This means they can give you better care if you need health care away from your usual doctor's surgery:

- in an emergency
- when you're on holiday
- when your surgery is closed
- at out-patient clinics
- when you visit a pharmacy

It is important that the surgery know what information you would like to share and with whom. Please complete an option form when asked so that the surgery can update their records.

New Services Introduced:

AF Detection Device – Hypertension and Atrial Fibrillation are the major risk factors of stroke. Early detection of atrial fibrillation can reduce the risk of stroke by 68%. We are now able to screen patients for atrial fibrillation during blood pressure measurement.

Improved Access – As seeing a GP becomes increasingly difficult, Kernow Commissioning Group (CCG) is looking at improving access to GPs and other primary care practitioners by offering weekend and evening appointments. Routine appointments are slowly being introduced at Liskeard, Bodmin, Falmouth and Truro and can be booked via the surgery.

Coming soon (early 2019):

Point of Care INR Testing - Patients who take the anti-coagulation drug Warfarin need a regular blood test called an INR to monitor the dose of Warfarin they need to be taking. We will soon be able to check your reading at the surgery. We will take a fingertip blood test at the surgery, the sample is then immediately tested using a small device called a CoaguChek System. The result takes less than 1 minute to process and the trained clinic staff then follow a protocol to give instructions about the dose of Warfarin the patient should continue on and when the next blood test is due. The next appointment may be booked at the same time.



E-Consult service – you will soon be able to consult with the surgery via the practice website avoiding telephone calls and delays in getting an appointment. How will the service work?

- Complete a simple form about your problem or request through the practice website
- Your GPs decide on the best treatment for you
- The practice calls you (or emails you) with advice, a prescription or an appointment within 2 working days

Debbie Todd (Practice Manager)

FURTHER INFORMATION FROM THE PPG

REMOVE LABELLING PRIOR TO DISPOSAL OF EMPTY MEDICINE BOTTLES/BOXES

Identity theft can have serious and lasting consequences for victims, so it is important for individuals to take proper steps to protect themselves wherever possible. By managing your personal information carefully and understanding its importance, you can reduce the likelihood of it impacting you.



- Remove all personal and surgery labelling from medicines, packets and bottles prior to disposal
- Shred or destroy your personal information
- Help the environment by recycling your bottles and cardboard packets

MOBILE PHONE NUMBERS FOR TEXT MESSAGE REMINDERS



Did you know that you can receive text message reminders for appointments simply by registering your mobile phone number with the surgery?

It has been shown that text message reminders can help surgeries reduce the number of missed appointments by being that useful little 'nudge' just a day or two before patients are due to attend.

Also, if you change any of your contact details please remember to let the surgery know so that they can update their records.

SHAPING OUR FUTURE



The current structure of the NHS and Social Services is not providing the level of service for the population of Cornwall and the Isles of Scilly today.

The increasing costs and financial pressures both within the NHS and local government, together with an increasingly ageing population and the numbers of those attending emergency departments means that the current way of operating cannot continue.

“Shaping our Future” is a means to re-organize the health and social care provision in Cornwall by integrating services to much improve the support that can be provided for patients as they move from hospital to home and to also attempt to provide effective alternatives to attending Emergency Departments at the main hospitals of Derriford and Treliske.

This plan will cover all aspects of health care – A&E provision, mental health, GP provision and will also include how factors such as housing, employment, transport and social care affect the health of the local community.

There will be an increasing emphasis on health promotion and for members of the local community to be more aware of their own health and how they can keep themselves healthy and active. We are aware that loneliness is a major issue for both the old and the young and there are plans for local support to be available for those that need help in this and other areas of mental health.

It is planned that more detailed information and consultation will be taking place later this year and into next year.

For any information “Shaping our Future” please have a look at the website –

<https://www.shapingourfuture.info>

Nigel May (member of Citizens Advisory Panel of Shaping our Future)