



Newsletter

Autumn 2017

PPG News

Chairperson's report by Beth Worth

As I am writing this the summer is coming to an end, and as usual we have had our share of lovely sunny weather, heavy rain and blustery gales! Weather in Cornwall is always a challenge as we have every extreme. Looking after ourselves therefore becomes even more important as we battle the elements.

The PPG has been quite busy supporting the surgery, purchasing items for the practices and keeping an eye on the DNA's (do not attend) We all know that the NHS is very short of money and this is definitely one way that Money and time could be saved simply by calling the surgery if you cannot attend the appointment...so maybe other people could have that appointment instead.

We are also busy thinking about developing the Newsletter and would very much like children to be involved! For the next Newsletter we would like to have a children's section where there could be drawings/puzzles/games for the children – so if your children (primary age) would like to contribute, do please get in touch with me!

Finally if you have any suggestions for the newsletter – useful info that could be helpful to all our patients, please let me know.

Following the AGM these are the newly appointed PPG committee members:

Dr James Moore _ partner.

Debbie - Secretary

Maggie – Vice Chair

Margaret - Newsletter /note taker

Beth - Chair

Margaret S - Treasurer

Venetia – fundraising

Fund Raising by Venetia

We are asking for donations of books, cakes, preserves etc and help at the Priory Craft Fair in November. This is one of our major fundraising events and helps raise the profile of the PPG. Please contact Venetia: 01503 230435

First aid Course coming very soon to St Germans...for more details keep looking on the PPG Noticeboard!

DON'T FORGET TO LOOK AT THE PPG NOTICEBOARD – SITUATED IN THE ENTRANCE LOBBY



Missed Appointments – DNAs (did not attend)

If you've been into Quay Lane Surgery in the last few weeks, you may have noticed the white-board behind the receptionist's desk. This shows the number of minutes of appointment time lost during the month when patients have failed to turn up or cancel their appointment.

By sharing its DNA data with you the practice is aiming to show just how much time is being lost through missed appointments. In August a total of 13hrs and 20 minutes Nurse time was wasted. The figure for appointments missed with our GPs amounted to almost four and a half hours.

Non-attendance is a major issue for the NHS increasing waiting times and costs, and wasted appointments can lead to frustration for both staff and patients.

So how can you help reduce the number of DNAs?

Everyone can help! One of the most important ways you can help is by making sure you cancel your appointment if it is no longer needed. Your appointment can then be given to someone else.

Debbie Todd, our Practice Manager says "The fact that some patients make appointments and then don't attend is a constant concern. A person who does not attend is blocking appointments for other patients, which is having a detrimental effect on waiting times. While there can be many reasons for patients failing to attend appointments including feeling better, transportation problems or being unable to get through to the surgery to cancel, the most common reason is that they simply forget. The receptionists often have difficult conversations with disgruntled patients who can't get an appointment of their choice. We want to encourage patients to cancel their unwanted appointments in a timely manner so that we can offer that appointment to another patient"

Practice News by Debbie Todd, Practice Manager

Flu Vaccine - the flu season is now upon us. This year we are offering eligible patients the quadrivalent vaccine which is designed to protect against four different flu viruses; two influenza A viruses and two influenza B viruses.



Why was the quadrivalent flu vaccine developed? For years, flu vaccines were designed to protect against three different flu viruses (trivalent). This included an influenza A H1N1 virus, an influenza A H3N2 virus and one B virus. Experts had to choose one B virus, even though there are two very

different lineages of B viruses that both circulate during most seasons. This meant the vaccine did not protect against the group of B viruses not included in the vaccine. Adding another B virus to the vaccine aims to give broader protection against circulating flu viruses.

If you are aged 65 or over or fall into an 'at risk' group then please book an appointment for your flu vaccination today. Please check with reception if you are unsure of your eligibility.

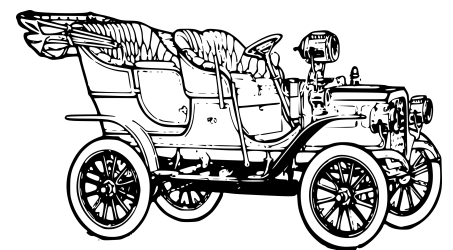


Flu – Children aged 2 or 3 are eligible for the children's flu vaccination in the surgery. Children who are 4 years old are also eligible for flu vaccination at the surgery provided they were 3 on 31 August 2017. Children in reception class and school years one, two, three and four will be offered their vaccination in school.

Pneumococcal Vaccine - A pneumococcal infection can affect anyone. However, some people are at higher risk of serious illness and can be given the pneumococcal vaccination on the NHS. These include babies, adults aged 65 or over, children and adults with certain long-term health conditions, such as a serious heart or kidney condition. Babies receive the pneumococcal vaccine as three separate injections, at 8 weeks, 16 weeks and one year old. People over 65 only need a single pneumococcal vaccination, which will protect for life. It is not given annually like the flu jab. People with a long-term health condition may need just a single one-off pneumococcal vaccination or five-yearly vaccination, depending on their underlying health problem. If you have not had your vaccination then please book an appointment today.

Transport – do you have to attend an appointment and have no means of getting there? Transport options are available which are run by volunteers (costs vary – charged per mile):

- Caradon Transport Service – 01579 348262
- Volunteer Cornwall – 01872 265300
- Transport Access Patients (TAP) – 01872 223388



Saltash Foodbank - Quay Lane Surgery is a referral agent for the foodbank which has been established to provide short term, emergency food to individuals. If you are in genuine crisis then speak to your GP and we can issue you or your family a red voucher which can be exchanged for a 3 day food parcel.

Traffic Pollution in Tideford by Dr James Moore

It has been noticed in the press that Tideford is amongst the most traffic polluted areas in the country. This is of particular concern to those who have respiratory or cardiac problems. Looking at the charts published by Cornwall County Council (the latest of which is 6 years old) shows that the housing on the south side of the A38 has levels of nitrous dioxide above that considered ideal. You do not have to move very far from the road to get to safe levels. The houses in Heskyn View for instance are safe.



It is hard to know what to do about this problem. It is to be hoped that as emissions from cars and trucks are improved the situation will improve. In the meantime keeping windows on the road side of the house closed should help. If you have any concerns about your health especially if you have lung or heart problems and you live near the A38 come and talk to us and we will try and make sure you are doing all you can to avoid harm.

ORGAN DONATION AND REGISTRATION



Some time ago one of our patients left a note for the PPG which asked if there was any way in which our surgery could encourage more patients to put their names on the **Organ donor register**. Quite recently the subject of organ donation has been in the news – you may have seen the recent reports in the media about a 13-year-old girl, Jemima, who died from a brain aneurysm who helped a record eight different people, including five children, through organ donation.

With NHS Blood and Transplant reporting that there are currently 6,414 people on the transplant waiting list, and this includes 176 children, the PPG wanted to include a short piece in our newsletter to raise awareness about organ donation and registration.

Organ Donation is where a person donates their organs and tissues for transplant to someone else. People can help save thousands of lives in the UK every year by signing up to become an organ donor. Anyone can register to donate their organs and tissue when they die, regardless of their age. Unfortunately, only a small percentage of the population are actually registered, because they fail to go through the actual step of registration, even if they want to donate their organs at the time of death. But becoming an organ donor only takes a few minutes to register online, and can bring a lifetime of health and happiness to those who are waiting for a transplant. You can get more information about organ donation online at <https://www.organdonor.gov/index.html> - or call into Quay Lane Surgery and pick up an information leaflet.