

Patient Participation Group NEWSLETTER

I'M
FREE

“Written by patients for patients”

Email: villagedoctorppg@gmail.com

Welcome to the Caythorpe & Ancaster Medical Practice, Patient Participation Group's newsletter.

Like us on Facebook: [Caythorpe and Ancaster PPG](#)

Issue 7 – 1 October 2016

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**PRACTICE AND
DISPENSARY CLOSURES**
Wednesday 7th Dec
12.30 – 16.30 – Staff Training
Monday 26th Dec & Tuesday
27th Dec – Christmas
Monday 2nd Jan 2017 – New
Year

Results of our Patient Feedback Group - May 2016 Online Services and Newsletter Survey

Many of you may have taken part in the initiative we ran in May, and we wish to **thank you** for your honest responses, opinions and feedback.

Part of the PPG is made up of a Patient Feedback Group of 7 members who

- meet face to face with patients to obtain feedback about the Practice and its services, and report the findings to Practice Management.
- share additional information with patients about specific subjects and services.

What we wanted to achieve....

1. To promote the new style website

Covering the:

- Online services
- Newsletter - (Homepage button)
- PPG area (Newsletter, Minutes etc)
- Useful Information & Self Help areas

2. Promote the newsletter

- Had Patients seen the newsletter?
- If so, where did they obtain it from?

What we wanted to find out....

- Who was aware of the website and newsletter?
- Who used the website and what for?
- Did they benefit from the online services?

(Ordering prescriptions, booking /cancelling appointments, information, etc.) and text alerts.

- What did they think of them?
- Did Patients feel it would be beneficial for the Practice to have a Social Media

site?

(For those who had not seen or used the online services, find out why and offer a quick demonstration and record the feedback to it).

And if there was any other feedback or comments Patients wished to share.

Results

We spoke to 275 Patients across the two sites, which we really appreciate, as we realise when you are feeling poorly the last thing you want to do sometimes is chat.

WEBSITE

Number aware – 167 (61%)

Ancaster	Caythorpe
60%	41%

Number of those who use it – 80 (48%) (but only 29% of total Patients)

Potential new users - 38

What it's mostly used for

- General information
- Ordering repeat prescriptions
- Booking appointments
- New patients

Why it's not used

- Didn't know the website existed
- Prefer the personal touch
- Not on the internet/ don't have a computer / limited IT skills

In Summary

From our research it is evident that the online services are being used by a reasonable amount of patients, but there seems to be a need to publicise and promote these more to achieve a greater usage.

Whilst there is a reluctance and inability for some Patients to use the internet, many people felt there were advantages and would use them once they had been made aware of them.



COMPUTER TECH SUPPORT? ALRIGHT... I'VE REMOVED ALL OF MY COOKIES... NOW WHAT?

TEXT MESSAGE REMINDERS

Number who use them - 49 (19%)

Potential new users - 33

SHOULD WE HAVE A PRACTICE SOCIAL MEDIA PAGE

Of the 123 people who were asked

Yes - 36

No - 77

Don't know - 10

USEFUL INFO	Address	Telephone	Dispensary	Fax	Late night opening	
<u>Ancaster</u>	12 Ermine Street Ancaster, Grantham NG32 3PP	01400 230226	01400 231204	01400 230729	Tuesday 18:30- 20:30	
<u>Caythorpe</u>	52 High Street Caythorpe, Grantham NG32 3DN	01400 272215	01400 272770	01400 273608		Dispensary closes 13:00-13:30 for lunch

New Style Website - What you think of it.....

Positives

Less Positive

Easier to use and find things

Prescriptions

- Comment box messages are not always fulfilled.
- It was clearer to access prescriptions using the old style.
- The changes made, make it confusing, you have to do it twice.
- No method of identifying success of whether or not the message was received.

Looks good with more information

General

- Don't like the buttons being all the way at the bottom of the home page, could they be moved to the top?
- Needs to be updated more regularly.
- Words are Americanised.

Clear, useful, comprehensive, and informative

Appointments

- Can see and book appointments for Ancaster but can't see Caythorpe.
- Can't make appointments for family members.

NEWSLETTER

Number aware - 94 (34%)

Where it is obtained from -
Of the people who were asked

Surgery - 45

Website - 11

Email - 1

Outlets - 10

Prescription Delivery - 5

Potential new readers - 33

Suggestions for Articles

- Winter & summer health issues
- Autism & Migraines
- What to do with unused medicines
- Information on local support groups
- Talking version for the visually impaired

DO YOU HAVE ANY MORE SUGGESTIONS – LET US KNOW

This exercise also gave Patients the opportunity to provide additional general feedback, positive or negative, and mention anything which was of concern to them.

There were fabulous comments on the service provided by Doctors, Nurses, Physio and staff, who are highly valued.
Less positive comments – see page 3

We presented the results to representatives of the Practice at our July PPG meeting, and this was then presented to all staff at the training afternoon in September for them to discuss and work together to come up with responses and solutions to the comments regarding the initiative and the additional feedback raised. (Continued on page 3)

Practice News.....

Reception

The team has expanded with the recruitment of Carla and Claire. Lorraine and Jane will be taking more of a back office role to improve efficiency, processing paperwork and supporting the clinical team.

Practice Nurse

The nursing staff came under increasing pressure, and in response to this the Practice appointed an additional newly qualified Practice Nurse, Alex. This enables the team to extend their range of services.

Lead Nurse

Lead Nurse Sue Barnes retired at the end of September and Debbie Terry has been recruited to replace her.

GP Registrars

Dr Amanda Humphreys started in July, and is currently on maternity leave following the birth of her baby boy Felix. Dr David Watts will be based at Caythorpe, and known as Dr David to save any confusion with Dr Tony Watts! He replaces Dr Aumeer who has left and gone on to start a GP Fellowship Program in Northampton.

PPG Success.....

You advised us it would be easier if you could pay for prescriptions using a card - We listened, presented it to the Practice and from July 2016 you can pay using a debit card.

Forming of a Federation

What is a federation?

“A Federation is a group of practices and primary care teams working together, sharing responsibility for developing and delivering high quality, patient focussed services for their local communities”
16 local practices including ours have come together to be able to provide additional services too complex/big that any one practice could provide alone. This will see Practices bringing specialists into the Practice e.g. Dermatologists, Ear Nose and Throat Clinics in the future etc.

What you think of it.....

Positive

- Very informative, good reading/interesting
- Easy to read and appeals to all people and age groups
- Love the Doctor and staff sections
- Highlights things we would not necessarily have known about
- Font size
- Very impressive

Less Positive

- Not interested
- No time to read it
- Bit 'samey' it has to appeal to all age groups

Practice Response to Survey & Grantham A&E

ISSUES RAISED	PRACTICE RESPONSES
<p><u>INTERNET</u></p> <p><u>Prescriptions</u></p> <ul style="list-style-type: none"> - Comment box messages are not always fulfilled. - It was clearer to access prescriptions using the old style. The changes made, make it confusing, you have to do it twice. - No method of identifying success of whether or not the message was received. <p><u>General</u></p> <ul style="list-style-type: none"> - Don't like the buttons being all the way at the bottom of the home page, could they be moved to the top? - Needs to be updated more regularly. - Words are Americanised. <p><u>Appointments</u></p> <ul style="list-style-type: none"> - Can see and book appointments for Ancaster but can't see Caythorpe. - Can't make appointments for family members. 	<p>Unfortunately the Practice has no control over the style and format of the prescription ordering section of the website as this is dealt with nationally by our clinical system provider. We have fed these comments back to our provider to assist them with improving the user experience.</p> <p>The Patient Group were consulted in choosing the most user-friendly format for the website. The format of the website could be altered but this would mean patients would have to adjust to another change.</p> <p>The website is updated regularly and a member/s of the Patient Group regularly checks the website for factual accuracy and feeds this back to the practice which is very happy to update/address any errors identified.</p> <p>We are not aware of any Americanisation's of language but would be happy to respond if specific examples can be fed back to us.</p> <p>Due to confidentiality issues only the individual patient using their username/password is permitted to book appointments for themselves and not for other family members – this is so that we are not in breach of national guidance on information governance/confidentiality. Again this is managed by our clinical system provider.</p>
<p><u>ENCOURAGING ONLINE PARTICIPATION</u></p>	<p>The Practice is fully committed to encouraging patients to engage electronically. From April 2016 patients have been able to access their medical record held by the practice electronically alongside services such as online appointment booking and ordering of prescriptions which have been available for a number of years. Any patient wishing to engage with the Practice in this way is encouraged to speak with the reception team who will be happy to help with the process.</p>
<p><u>DIDN'T KNOW WEBSITE EXISTS</u></p>	<p>Our website holds current, up to date information for patients which can make it easier to negotiate the services we offer. We are therefore committed to working with the patient participation group to encourage patients to visit our website. We warmly welcome any feedback to make it more useful to patients.</p>
<p><u>NEWSLETTER ARTICLE SUGGESTIONS</u></p>	<p>The Practice greatly appreciates the support they receive from the patient participation group (PPG) in preparing and distributing this newsletter. The newsletter is produced by patients for patients and it is important that the content remains relevant and interesting for patients. The practice fully supports the PPG in asking patients for feedback on articles they would like to see appearing in future issues.</p>
<p><u>WAITING TIMES</u></p> <ul style="list-style-type: none"> - Improvement needed. - Booking system could do with the facility to send a text or email if the doctor is running late (had to wait for over one hour on one visit). - Can be sat a long time in the waiting room to see the Doctor (Surgery running over 30mins late on one PFG Session). 	<ul style="list-style-type: none"> - Make sure reception advise when staff running behind 30 minutes or later
<p><u>PREMISES- No clock at Caythorpe</u></p>	<p>In response to this request the Practice has now purchased and installed a clock in the waiting room at Caythorpe.</p>

Practice response to Survey continued

PARKING

- “Sometimes the car park is full but the surgery is empty.”
- If this is due to a business meeting being held in the surgery, could attendees be asked to park out on the main road and not take up spaces close to surgery needed by less able patients?
- Parking availability is poor and the walkway is blocked at times.
- When people park on the walkway it makes it difficult to walk along designated areas / people just abandon cars.

- Living in a rural area most staff need to drive to work and many of the clinical staff need to drive in the course of their work to visit patients.

- Even when the waiting room is empty/doctors not consulting there is a support team comprising of several receptionists, dispensers, secretarial staff, nurses, HCAs, attached district nursing staff etc working in the background

When planned meetings are held at the surgery we already asks attendees to park on road/not at the surgery and for patients who are able to do so parking on the road away from the surgery and walking in may be an option that could help less mobile patients.

DISPENSARY

- Delays in obtaining prescription requests, no explanation.
- Dispensary not returning calls.
- Specific medication quite often not in even after 5 days, they should let us know.
- Patient orders a week in advance, the items often aren't available, and the Patient needs to come back, so the order is placed further in advance, but this still doesn't seem to work.
- Dispensary promises to ring back but doesn't.

Delays in obtaining prescriptions are often due to national shortages of medication which is outside of the practice's control. We acknowledge that this has become an increasing problem over the last year. We have therefore allocated one member of the team to try and source such medications and try to keep patients updated as far as possible. – This is however a complex issue and the items which are not available constantly change in response to market forces/manufacturing problems. We would suggest that if medication proves difficult to obtain then patients should request an additional month's supply to hold in reserve so that they never run out of medication.

The dispensary aim to return all calls and are disappointed that some patients feel this not to be the case. We are investigating changes to our call handling system within the dispensary to ensure that calls are dealt with appropriately.

BOOKING APPOINTMENTS

- Long wait to see a specific Doctor of your choice.
- Poor availability.
- Need to be able to book more than two weeks in advance.
- More flexibility required, find the system unhelpful.
- Can't get through at 8:30am or 3pm, or asked if it really is an emergency and then told to ring back at 3pm.
- There should be a Dr who does a Surgery for patients who cannot get to the Practice (no transport).
- Why can't patients sit and wait up until 10:00am for emergencies?
- The old system worked where you were called in the order you went in.
- For routine appointments, are evening appointments possible?

Ensuring there are appropriate appointments for patients is a complex process and sometimes the demand for appointments exceeds the capacity that we have available. The practice constantly monitors free appointments and whenever possible we increase capacity to meet demand. Sometimes this can lead to longer waiting times than we would like to see. If however a patient feels that it is clinically important that they see a doctor that day then they will be seen.

The Practice currently provides a sit and wait appointment system at both sites at noon for patients who feel they must see a doctor that day.

Bookable evening appointments with doctors, practice nurses and healthcare assistants are available on Tuesday each week at Ancaster surgery for patients registered to either surgery.

Grantham Accident & Emergency

The A&E began closing early in August, due to a lack of doctors in a trial expected to last three months.

In response to the protest, on 19 September a walk-in centre, which the trust advise is not a replacement for the A&E department, has opened between 18:30 and 23:30 for seven days a week, and is open for people needing urgent treatment to minor injuries.

The United Lincolnshire Hospital Trust, which is in charge of Lincolnshire's hospitals, have advised it is trying to recruit more doctors and will fully reopen Grantham's A&E as soon as possible.

Cold Weather Payment

Cold Weather Payment may be available to you if you receive certain benefits. Payments are made when your local temperature is either recorded as, or forecast to be, an average of 0C or below over seven consecutive days.

You'll get a payment of £25 for each seven-day period of very cold weather between November 1 2015 and March 31 2016.

Click [here](#) for information on the Government website

Practice response to Survey continued & Practice Wedding

Practice Wedding in Mauritius By Dr Tony Watts

Caythorpe and Ancaster practice has been involved with the training of General Practitioners for more than forty years.

In recent years there has been a shift in nationality towards more trainees who were educated outside of the British Isles, and I confess that I was a little apprehensive about this change, initially being worried that our International Medical Graduates (IMGs) would struggle to be accepted due to language and cultural misunderstandings in a medical discipline where communication is 95% of the game.

Our IMGs have exceeded all my expectations, being universally warmly received by patients and staff and delivering the highest quality of medical care to at least the same level as their UK trained graduates and in many cases, even higher. Between them these doctors have brought a wealth of experience and a richness of culture and we are delighted to have been part of their journeys towards independent practice and grateful for the many things both medical and non-medical they have taught us.

We have had trainees from India, Pakistan, Holland, Cameroon, Nepal, Iran, South Africa and most recently Dr Arun Aumeer from Mauritius who has finished his training and is now working in Northamptonshire.

Shortly before he left, Arun announced that he was to be married to Karishma, a lawyer, working in Birmingham and his girlfriend since they were 15 and at school in Mauritius. I was thrilled to be invited and particularly excited as Arun and his fiancée are Hindus and Hindus really know how to celebrate a wedding!

Toni my wife and I flew overnight to the Indian Ocean arriving on Saturday, the day before the marriage ceremony itself.

The bride and groom are not allowed to meet in the days before the wedding ceremony so have separate events at their own houses. On the Friday, Karishma and all her female relatives held a *mehndi* ceremony, during which they all had intricate henna patterns drawn on their hands and feet.

On the Saturday evening both families held receptions where bride and groom are each anointed with *haldi* (turmeric) paste by their close relatives and sit in quiet contemplation while nearby up to a thousand guests, virtually anyone who has had any connection with the bride and groom, are welcomed by the respective families, given a meal of seven different vegetarian curries on a banana leaf and entertained with singing and dancing, both traditional and Bollywood style. This was enormous fun. No alcohol is permitted.

On Sunday, the marriage ceremony was held in the town hall of Vacoas the town in the centre of Mauritius where Karishma's family live and begins with the arrival of a convoy of vehicles from the Groom's home in the coastal town of Perybere at the North of the island. This is known as the *Barat* and traditionally the groom arrives on a white horse or an elephant. Arun arrived in a silver Mercedes which made for much duller photographs!



The groom's family is welcomed by the bride's and the couple exchange floral garlands around their necks and sit on thrones on a stage at the front of the hall.

Gifts are then exchanged between the families.

Much of the ceremony involves the ritual fire or *Agni* to which the couple offer prayers and oblations before walking around it four times, after which the bride and groom swap thrones so that the Bride is now sat on the side nearest the Groom's family symbolising her transition from her family to his.

The couple then take seven steps to reiterate their aspirations for their life together. This is followed by blessings from the priests.

After this Arun and Karishma were showered with flower petals by all the people present and the ceremony drew to a close.

On the Monday Karishma's family held a jubilant reception for her close friends and relatives with lots of feasting, drinking, singing and dancing. Tuesday saw a similar reception at Arun's house to which Toni and I were invited. The tone of this event was very different from the pre-wedding reception with family

and friends being seated at long tables, lots of food and alcoholic drinks, lots of dancing and lots of Karaoke. Visually all the various parts of the wedding were simply stunning especially the saris of the ladies which glistened with gold threads and shimmered with all the colours of the rainbow. We drove back to our hotel still humming some of the tunes.

We had a fabulous time and were made very welcome by Arun's family and everyone else we met on the island.

After five days of cultural overload I returned to work both refreshed and with an enhanced appreciation of the positive influence of the IMGs on my own life as well as on the life of the practice as a whole.

Fuel poverty facts

On average, there are around 25,000 excess winter deaths each year in England. There is strong evidence that some of these winter deaths are indeed 'extra' and are related to cold temperatures as well as infectious diseases such as flu. In 2015 there were 2.35 million households in England in fuel poverty. This is when a household is living below the poverty line and has higher than average energy bills.

Click [here](#) to read more about fuel poverty.

Organ Donation & The Sleaford & District Talking Newspaper

Organ Donation

Transplants are one of the most miraculous achievements of modern medicine. But they depend entirely on the generosity of donors and their families to make life-saving gifts to others.

There is a critical shortage of organs and the gap between the number of organs donated and the number of people in need of an organ is increasing all the time.

As at 31 Dec 2015 6635 people were waiting for a transplant. In the first quarter of 2016 3461 donor transplants took place. You can visit the [NHS Organ Donation](#) website for the latest statistics, including the average waiting times for a transplant. (Data from NHS UK)

Most people waiting for a donated organ need to have a kidney, heart, lung or liver transplant. One donor can help several people as they can donate a number of organs, including:

Kidneys, liver, heart, lungs, small bowel, and pancreas

Tissues that can be donated include:

The cornea (the transparent layer at the front of the eye), bone, skin, heart valves, tendons, and cartilage.

All donors can choose which organs and tissues they wish to donate.

How to donate

The NHS Organ Donor Register is a confidential national database that holds the details of around 21 million people who want to donate their organs when they die.

Adding your name to the register and telling your family and friends that you want to be a donor will make it easier for them to agree to donation in the event of your death.

You can join the register in a number of ways. For example, you can:

- complete an [online form](#)
- call the free NHS Donor Line on 0300 123 23 23 – lines are open 24 hours a day, 365 days a year
- text SAVE to 62323
- Read about [how organ donation works](#) for further details about joining the NHS Organ Donor Register and the donation process.

Deciding whether to become a donor after you have died is something very personal and it is important that everyone makes their own decision. Discuss your decision with those closest to you so they know your wishes should the time ever come.

Even if you already carry a donor card, you should join the [NHS Organ Donor Register](#) to make sure your wishes are recorded. By joining the register you are giving your agreement to your organs and tissue being used for transplantation to save or enhance the lives of others after your death.

A&E is for life threatening emergencies only – understand which health service is suitable for your health needs.

The Sleaford and District Talking Newspaper

This is a free service (including postage) for the visually impaired, who find it difficult to read newsprint, and a great way for them to have the independence to catch up on the local news.

They can enjoy listening to the news in the comfort of their home, in their favourite chair, stopping and starting, and playing it over as often as they wish.

We are pleased that they will be considering articles from our newsletter to include in their recordings.

Who are they?

The Sleaford and District Talking Newspaper is an organisation started over 30 years ago, with initial funding from The Rotary Club of Sleaford. Since then it has been funded by generous donations and legacies.

The first recording was made back in 1984 on cassette tape, but in 2010 it moved over to digital recording and memory sticks. Listener feedback has found these simple to use with a clearer sound quality.

What is needed?

A special digital listening box is loaned to the listener, and the easy way to use it will be personally explained to the listener.

How does it work?

- Every Wednesday one of five teams, make a recording of all the local news that matters. Stories are chosen from The Sleaford Standard and Sleaford Target, recorded onto memory sticks, and sent by post to their listeners.



There are five Reading Teams made up of unpaid volunteers who enjoy producing the weekly editions, including a pupil from Carres Grammar School and an Administrative/ Copying Team.

- Each week the recording is sent on memory stick in an easy to open yellow padded envelope.
- When the recording is finished with, the memory stick is put back into the same padded envelope, the address label reversed, and popped into the post box.

A new memory stick will automatically be sent with the next edition.

***Do you know someone who would like to receive this service?
Please ring the Chairman, Barbara Roberts on 01529 488 488.***

WE NEED NEW PPG MEMBERS

Are you interested in joining the group?

Email
[**villagedoctorppg@gmail.com**](mailto:villagedoctorppg@gmail.com)

Or ask for the Patient Participation Group application form at Reception

Or contact the Practice Manager Adrian on 01400 230226 or 01400 272215.

Flu Vaccinations & Self-Care Week – CCG News

**Understand how to be
healthy for all of your life.**

Flu Vaccinations

The first session of flu vaccinations started on 17th September and will be running over two to three months. A letter is sent inviting those who are at risk or reached the required age to book an appointment.

Flu can be unpleasant, and if you are otherwise healthy it will usually clear up on its own within a week.

However, Flu can be more severe in certain people who may be at higher risk of complications. For this reason the flu vaccine is recommended as the best protection available to you if you fall into the following groups

- Anyone aged 65 and over (if you will be aged 65 and over on March 31 2017 – that is, you were born on or before March 31 1952).
 - pregnant women
 - children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
 - children and adults with weakened immune systems
- It is offered free on the NHS annually to:**
- adults over the age of 18 at risk of flu (including everyone aged 65 and over)
 - pregnant women
 - children aged six months to two years at risk of flu (given as a nasal spray)

Is it effective? Studies show the flu jab does work and will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary between people, so it's not a 100% guarantee that you'll be flu-free, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

Over time, protection from the injected flu vaccine gradually decreases and flu strains often change. New flu vaccines are produced each year which is why people are advised to have the flu jab, need it every year.

Side Effects -You may have a slight temperature and aching muscles for a couple of days after having the jab and your arm may be a bit sore where you were injected. It does not give you the flu.

Invitations are sent out based on the correctness of the database at the start of the campaign. Please take advantage of this free vaccination as you will have been contacted for a reason.

West Lincolnshire CCG News

Self-Care Week launch to make the district healthier this winter



The local NHS and organisations such as Age Concern are supporting national Self Care Week (14-20 November) to help people take better care of themselves and their family members, especially during the winter months, when seasonal illnesses increase.

Self Care Week is an annual campaign to raise awareness about the benefits of self-care and what people can do to take care of their own health at home and to encourage more self-care across communities, families and generations.

Self-care is important to us all, as prevention of ill health is much better than having to find a cure. We all have things to do that are important to us especially over the Christmas period, so why not look now at what we can do to keep ourselves healthy.

Eating well, keeping active and making time to spend with friends and family are three of the most important things you can do to look after yourself. Preventing ill health by choosing the right lifestyle options can improve your physical health, mental wellbeing and self-esteem.

If you do fall sick, the self-care message also includes advice to make sure you are able to look after yourself at home safely. Here are a few facts about colds and flu:

- Most cold and flu symptoms can be treated safely at home without the need for a GP;
- If you want advice a pharmacist can help or access information from a reputable source, such as NHS Choices or Self Care Forum fact sheets;
- Coughs can last three to four weeks;
- In adults and older children, cold

symptoms last for about a week and a half, and in younger children for up to two weeks. Symptoms are usually worst in the first two to three days, before they gradually start to improve.

- Paracetamol, ibuprofen or aspirin can help reduce the symptoms of a cold. Avoid giving aspirin to children under the age of 16 and follow the manufacturer's instructions. Talk to your pharmacist about supplements that may help ease your symptoms.
- Most colds are not serious and get better by themselves. Contact your pharmacy for advice or call your GP practice or NHS 111 if you develop a high temperature (above 39°C or 102.2°F), which can be a sign of a more serious type of infection;
- Your sore throat is likely to get better within three to seven days (and a maximum of two weeks) without the need for treatment by a health professional. Most sore throats last for an average of eight days.
- If you have a long term condition and contract a cold or flu don't forget to take your regular medication and speak to the pharmacist about any issues with taking other over the counter medicines as well.

[NHS Choices \(NHS.uk\)](http://NHS Choices (NHS.uk)) and the [Self Care Forum \(selfcareforum.org\)](http://Self Care Forum (selfcareforum.org)) websites can provide helpful information on common winter ailments such as coughs, colds, sore throats and fever in children.

Before visiting A&E, remember it is for accident and emergency cases only, such as severe chest pain, difficulty breathing, significant head injuries and broken bones. (Copy supplied by CCG)

**Please tell someone you know about the work we do.....
And help us to help you.**

The Cinnamon Trust & Healthwatch

The Cinnamon Trust

A National Charity for the elderly, terminally ill and their pets



Peace of mind and practical help for people – love care and safety for pets.

Pets can positively benefit the well-being of elderly owners. For many elderly people living on their own, their pets are their reason for living. The special relationship between owner and pet adds incalculably to their quality of life, but there is intense anxiety in regards to what will happen to their devoted companion should the owner die, fall ill, or have to move to residential accommodation.

The Trust's primary objective is to respect and preserve the treasured relationship between owners and their pets, working with owners to overcome any difficulties that might arise.

The Cinnamon Trust;

- With a national network of over 15,000 community service volunteers provides practical help when any aspect of day to day care poses a problem - for example, walking the dog for a housebound owner.
- Provides a national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited.
- Long term care for pets whose owners have died or moved to residential accommodation which will not accept pets.

Arrangements are made between owners and the Trust well in advance, so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future. Emergency cards are available on request.

When a pet is in the Trust's care either short term or long term because the owner is in care, the owner is kept in touch with visits, if possible, or regular photos and letters.

Find out more information on their website

www.cinnamon.org.uk

Telephone: 01736 757 900

Production costs for printing this newsletter are kindly donated by "Totemic Holdings Ltd."

Healthwatch

"Healthwatch is now in the throes of its thematic work. We are currently asking Lincolnshire residents to contribute their views and experiences so that we can help inform services and where possible influence developments which would enhance services for all. We would urge you to get involved as they touch all of us in different ways.

Get Involved - NHS Immunisation and Screening Survey

8 of 10 people miss vital immunisations and screening which could prevent ill health!

Healthwatch would like to find out about your experiences.

Please complete the survey online at

<https://www.surveymonkey.co.uk/r/7LLYP38>

or telephone us on 01205 820 892 to get a paper copy sent to you.

There are 3 parts to the Survey – complete the parts that are relevant to you or your family!

Section 1 Child NHS Immunisations

Section 2 Adult NHS Screening

Section 3 Adult NHS Immunisations

The survey closes on 31 October 2016"

Copy supplied by Healthwatch

Caythorpe & Ancaster Medical Practice PPG (Patient Participation Group)

HAVE YOUR SAY – "PLEASE HELP US TO HELP YOU....."

Please let us know if you have any suggestions for future articles, any views regarding the Practice itself which you would like raised on your behalf (or anonymously) and pass this to reception.

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Thank you from the PPG.

Email - villagedoctorppg@gmail.com.