

# Patient Participation Group NEWSLETTER

*"Written by patients for patients"*

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

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

**Issue 5 – 1 April 2016**

## Change to evening surgeries

Late December and early January saw the Practice put under pressure to deliver appointments to patients. Due to an increase in appointment requests and the loss of Dr Monaghan patients saw a waiting time of 10 days or more to see their chosen GP.

Unable to find a replacement due to a shortage of trained GP's and less intakes into GP training (outlined in our previous editions) the Practice looked at ways of using the resources they do have more efficiently to increase the time doctors can spend with patients.

As a result, following consultation with the PPG, the evening surgery at Caythorpe on Monday evenings ceased from 21<sup>st</sup> March and a more comprehensive Tuesday evening surgery will commence at Ancaster. Although on reflection, this will result in Caythorpe patients having to travel for an evening appointment, the benefits to all patients as a whole are great with the addition of more services.

- **Caythorpe Doctors will still be available at some Tuesday evening surgeries.**
- **Dispensary items can be picked up from Ancaster with 48 hours notice.**
- **A Nurse will be available for travel vaccinations, contraception etc. which will aid working people.**
- **A HCA (Health Care Assistant) will be available for health checks etc.**
- **Chaperones will be available for patients.**
- **More appointments will be made available at Caythorpe on Monday mornings, one of their busiest times.**

The Practice will continue to do all they can to find a replacement, in a time that sees the NHS as a whole in great difficulty.

## FURTHER NEWS.....

Due to a change in the number of clinical sessions provided by one of the associate general practitioners, together with a desire by the practice to enhance access to a GP, Dr Sujatha Prabhu will be working on Thursdays at Ancaster from March to September. Dr Prabhu is an experienced GP. Having trained as a GP in south Lincolnshire she has recently worked at a number of other local practices and is familiar with the locality. We welcome her to the practice.

## VISIT

<http://www.villagedoctor.co.uk>

## THE SURGERYS NEW STYLE WEBSITE

- Access a range of informative and useful information
  - Sign up for text alerts or [click here](#)
  - Update your contact details
  - Update your clinical record
- AND EVEN SIGN UP FOR THE PPG NEWSLETTER!!

Sign up and use the online system to

- Order prescriptions
  - Make, change or cancel an appointment – see when the doctor you want is next in and book accordingly.
  - Access medical records
- Simple and easy to use at any time of day or night, seven days a week ... no queues, no delays, no problems!!

**Contact Reception for a username and password**

## PRACTICE AND DISPENSARY CLOSURES

**Bank Holidays**

**2nd May 2016**

**30th May 2016**

**Training - 12.30pm-4pm**

**Weds 18th May 2016**

## PPG News.....

In November 2014 we had our first discussions about forming a PPG (Patient Participation Group) and with a stable group we have now taken steps to formalise the group.

The meeting of 27<sup>th</sup> January 2016 saw the election of a

Chairperson – Elizabeth

Deputy Chairperson – John

Secretary – Kate

We continue to meet bi-monthly to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

## HELPFUL TIP.....

***On discharge from hospital, please remember to book an appointment in advance for the removal of sutures.***

## Carer Initiative.....

You may be asked upon attending Surgery if you are a Carer who supports someone who cannot manage on their own. This is to ensure that as a carer you get access to all the support you need.

Not everyone is aware they are entitled to assistance, or even think of themselves as a carer, and on completion of a short form that can be handed to reception or posted in the special Carers' Referrals box in Reception your details can be forwarded for assessment.

There is no charge for this service.

## This Issue...

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# The Role of the Practice Manager And A day in the life of a Practice Manager

## The Role of the Practice Manager

This is a role with much responsibility. Adrian is passionate about his job and will state the most important aspect of his role is keeping the Doctors in front of the patients, and ensuring things are done safely and to a high quality.

This is to

1. Safeguard the Practice to ensure the Surgery's reputation and make sure all service users and the organisation is safe.
2. Keep the Practice Legal – making sure everything meets regulations.
3. Run the Dispensary in the most efficient manner.
4. Keep the IT infrastructures in the Practice running – there are 45 PC's to contend with.
5. Ensure the upkeep of the buildings as well as the Health & Safety.
6. Deal with complaints in a timely manner.

The role also involves:

- Representing the Practice in the wider NHS. Adrian sits on the Executive board of the CCG (Lincolnshire SW) and County Wide Groups IT – How IT is used in health throughout Lincolnshire.

- Training - As a teaching practice with New Registrars Adrian gives tutorials on the business side of the practice as they may go on to be partners in the future.

The Practice is also passionate about giving younger people opportunities and participates in the Apprenticeship

Programme, which they are proud to have recruited from.

In essence the Practice Manager is a vital cog in the running of the Practice, and ensures all resources are used well to provide excellent service to its users, and to represent the views of all four partners of the Practice.

He kindly gives us a snapshot of one of his days.....

## **A day in the life of a Practice Manager** **- Adrian Down** **Monday 22<sup>nd</sup> February.**

**7am** – I get up. I'm definitely not a morning person! My wife leaves for her long daily commute and leaves me in charge of the bedlam that is family life!!

I check my emails, and healthcare news whilst munching through some (healthy-ish) breakfast, and remotely interrogate the work phone system to see if many calls went through to the out of hours service, as this will impact on the clinical workload during the day.

The next hour dissolves into a maelstrom of sorting lunchboxes, school bags, walking Alfie our 5 year old Labrador before leaving the house to drop the youngest off at school at 8.30am. One of the joys of my job is the ability to be flexible with my time so that I can do the school run. I have done this for all three of my sons (10, 14 and 18) and that time in the morning feels really valuable.

**8.45am**– I arrive at Caythorpe, have a quick walk round and say good morning to my colleagues and check everything is ok. Monday morning is one of our busiest times and I know it will be handled calmly and efficiently by the reception team.

Once in my office I log into our clinical system giving me access to internal secure communication and a raft of reports on how we

are performing against a number of targets. I like to check these every Monday to see if there are any trends to be aware of or any challenges.

A large part of my job is meeting with colleagues to either assist them with their job or to ask for their knowledge and expertise with areas I am working on. Monday morning is the Finance Department with Lynda and Sarah and is particularly helpful to ensure that we have a really clear picture of where the organisation is performing against budgets and targets. Then I meet with Tony responsible for health and safety and maintenance to ensure the practice is a safe environment for staff, patients and other visitors. The Practice invests heavily in the upkeep of both surgeries so it is really helpful to ensure we are getting best value for the money we spend. We also regularly walk around the building looking for small problems –this is helpful in dealing with them before they become big problems.

Emails – I probably have 100 a day, some directly for me, others are best dealt with by a colleague. I seem to spend a massive amount of my time nowadays staring at a screen, replying to or forwarding messages as I am the main point of contact for the surgery with the wider NHS world.

One of the amazing things about my job is that it never gets boring. It is a cliché but most certainly no two days are alike. Monday morning especially seems to disappear incredibly quickly.

Lunchtime – I drive over to Ancaster using the time in the car to grab a quick sandwich.

I meet with our Dispensary Manager Margaret to check workload and how we are managing stock. In recent years it has become much harder for us to get supplies of some medicines and we now employ Dean as Stock Controller to ensure we have the best opportunity to get the medication that patients will need in time whilst not over stocking the dispensary.

As IT lead I meet with a supplier installing a second 24 hour ECG machine. This fantastic piece of equipment allows us to send a patient home wearing an ambulatory ECG that will give the doctor a full trace of any events that have happened during the day rather than focus on a small window of time at the surgery. These devices have significantly reduced the number of patients needing to be referred to hospital for investigation. Then a member of NHS IT department arrives and with a new computer to replace one of the older PC's, so hence I become involved in that process to ensure the computer was set up to work exactly as the old one had (just faster!).

With 56 people at the Practice, a large part of my job involves human resources. I am lucky to work with fantastic colleagues passionate about the work they do, so a lot of the HR role is empowering people to do their job to the best of their ability. This involves lots of ongoing training and professional development, and my role is to ensure this is in place and staff are compliant with appropriate registrations and evidence of training. Safety, quality and compassion underline absolutely everything we do at the Practice. I meet with Dr Gilmore on a Monday afternoon where we run through a number of areas to ensure we are meeting our expectations in keeping the practice a safe place to work and visit.

**Continued on page 3**

# A day in the life of a Practice Manager continued And Getting to know our GP's – Dr Simon Robinson

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*6-6.30pm - My day at the surgery finishes and I head home back into the flurry that most parents will recognise of feeding children and then delivering them to scouts / hockey / piano practice and then turning round again to pick them up shortly afterwards!!*

*Dr Watts encouraged me to join him on a bike ride several years ago and since then I have become a keen cyclist. I often try to find some time in the evening to go out and train for our next big adventure! I am still just on track for averaging 100 miles a week!*

*11pm – I drag Alfie out of his nice warm bed for a quick walk round the block, head back home to flick on the TV before scrolling through the channels to decide that there is nothing worth watching anyway.*

*Midnight- I usually go to bed, tired but happy with my lot realising just how lucky I am to have a job and a family that I love and that I get to work with truly caring professionals in a setting that really makes a difference in people's lives.*

*What seems like 5 minutes later the alarm goes off and it's the start of another busy day!!*

## Getting to know our GP's Dr Simon Robinson



Name - SIMON LEE ROBINSON

Age - 43

Place of birth - Colchester, Essex.

I am primarily based at the Caythorpe Surgery, but work at Ancaster when needed for holiday/study leave cover.

### **How long have you been in Practice?**

I went to Medical School in Nottingham and qualified in 1996. I joined the Practice in 1997 as a GP Registrar (Trainee) and became a Partner within the Practice in 2000.

### **What do you specialise in?**

I specialise in GP Training. Not long after becoming a GP myself, I obtained a postgraduate qualification in Medical Training and have now been a GP trainer for about 10 years. Trainees (GP Registrars) come to the Practice for half of the three years it takes to qualify as a GP. Given that the spectrum of conditions we get to see is huge, there is a lot to teach and cover! Registrars definitely keep us on our toes! Medicine is forever advancing and

there is always something new to learn!

Within the Practice, I am the lead in Prescribing and Dispensing issues, supporting our Dispensing Manager in matters related to our dispensaries and also ensuring guidelines and recommendations concerning medication prescribing are followed.

I am the GP chair of a Prescribing Committee made up of our local Practices, discussing and implementing new guidelines and monitoring medication prescribing in our locality.

### **What advice would you give a new GP?**

If you are thinking of going to medical school, it's a good idea to get some work experience to see if it's right for you. We have had A' level students coming to the Practice who are applying for Medicine. Medicine offers such a variety of specialties to go into. General Practice is highly rewarding.

For a newly qualified GP, It may seem quite daunting at first, taking on responsibility for patients is a big step.

### **What do you like most about the job?**

It is highly rewarding to be in a position to help people throughout their lives. To be able to help make a difference is very rewarding.

**What do you like least about the job?** Not having more hours in the day!

### **If you could be or do anything else what would it be?**

I wanted to become a doctor from a young age. I remember writing to medical schools when I was 14 asking for advice on which GCSE's I should take. Medicine is an art as well as a science and suits me very well. I can't imagine myself doing anything else and I am very fortunate to me working with such great colleagues and patients.

**What is your earliest memory?** I am playing in the sea at Broadstairs in Kent and must have been about 3 years old? In fact, I went there last year for a week's holiday!

**What are you most proud of?** My two sons, Ethan and Oscar, they are my pride and joy.

**What do you do to relax?** I seem to always be busy, but I guess that's my way of relaxing! I belong to a local walking group and last year I trekked to the peak of Toubkal, the highest mountain in North Africa, raising money for the children's charity, CLIC Sargent. This was covered in the last newsletter. I am now looking for my next challenge!

I also like to run and frequently attend the local 'Park Run'. Park Runs are organised all over the country, in fact worldwide! They occur on a Saturday morning and are a running distance of 5k. Have a look at their website, <http://www.parkrun.org.uk/> I also do some cycling have taken part in a few cycling events locally.

**What one word would you use to describe yourself?**  
*Determined*

**What one word do you think patients would use to describe you?** Not sure, I would like to say.... Kind?



# The Neighbourhood Team (NHT) Initiative And Tests for the worried well

## The Neighbourhood Team (NHT) Initiative

This is a new initiative set up by the Lincolnshire Health and Care (LHAC) and sees the NHS and Social Services working closely together to identify and help the more vulnerable patients, those that are

- In residential care
- House bound
- Suffering with dementia
- Frequently admitted

The NHT are tasked with identifying the most vulnerable patients, those most at risk of health and social care problems, and decide how best to manage their needs to enable them to live in their homes more effectively and with the proper care. The patient being at the centre of that decision making process wherever possible in order to help them to stay in the security of their home and reduce the need for hospital admissions.

### Who benefits?

Adults living with one or more long term health condition such as diabetes, chronic obstructive pulmonary disease (COPD), heart disease, dementia, stroke and arthritis will benefit from referral into the teams, also patients who can no longer cope with the general activities of daily living such as washing, dressing, shopping and cooking for example. By working with patients, their GP practices, families and carers, the Teams can provide integrated care where the patient needs it most.

Claire Gasson has been employed as the case coordinator/ representative for the Caythorpe and Ancaster Surgery. She brings much experience from her previous role as a McMillan nurse.

Regular meetings are held between the CCG (Clinical Commissioning Group) Sleaford and rural team, local health and social care professionals from different specialities (who may have been looking after the same patient individually) into a single patient-focused team. These may be representatives from

- each practice
- Social Services
- Community Nurses
- McMillan
- Physiotherapists / Occupational Therapists
- Mental Health Team workers

**National Dementia Helpline**

With consent from the patient, they will discuss the case and the areas where the patient would most benefit. A patient representative can go to the meeting with the patients consent.

Patients will be given more personalised care than ever before, helping them to live independently, live longer and enjoy better and more fulfilled lives.

With the expertise available, both physical and mental health issues can be addressed; and by linking in with the voluntary sector and other organisations such as the Wellbeing Service, St Barnabas Hospice and housing providers, solutions to social care and day-to-day living needs can be identified and addressed.

If you think you or someone you care for may benefit from the support of Neighbourhood Teams you should ask to speak to Claire Gasson, the Practice Care Coordinator who will make an assessment as to whether there is a need for referral.

## Tests for the worried well

The PPG was asked "What the practice is doing to manage the monitoring of the health of its older patients, and how it is seeking to encourage patients to monitor things for themselves?"

The Practice is restricted to what the NHS can offer. If one pays privately for checkups etc there are, rightly or wrongly, many agencies who will happily accept payment in exchange for lots of reassuring tests but there is no evidence that this is helpful or appropriate for most patients. There is an increasing ease with which we can look at our bodies and try to predict our medical prognosis for the future. But a lot of the private testing is still quite unregulated.

The extra screening, scanning and testing, undoubtedly saves lives. But there's a body of opinion that says it also leads to over diagnosis, that such health tests actually feed a neurosis about falling ill, filling GP surgeries and hospital clinics with the worried well.

If you have any specific concerns, before undergoing any private tests talk to your

GP.

The practice website and NHS website provide a lot of useful information to what tests and screening are available for older patients such as

The Seasonal Flu Vaccination  
Influenza – flu – is a highly infectious and potentially serious illness caused by influenza viruses. It is given free of charge to people aged 65 and over

Eating well and exercise will help maintain a healthy body.

[NHS - Good Food Guide](#) - Provides information on a healthy diet and ways to make it work for you. Even a little bit of exercise will make you feel better about yourself, boost your confidence and cut your risk of developing a serious illness. Visit [NHS - Why be active?](#)

The practice offers [NHS Health checks](#) which are focused primarily on preventing vascular/heart disease, but also screen for diabetes and kidney disease. You will be invited for an NHS Health Check every five years if you are between 40 and 74 years old, as long as you don't have an existing vascular condition.

The practice also offers the full range of screening tests which are approved by the NHS. Some of these are organised directly by the practice while many others, e.g. aortic aneurysm and bowel cancer screening are organised indirectly through the wider NHS using the practice data base of registered patients. For more detailed information about the range of screening tests approved and supported by the NHS please click [here](#).

Contact your GP with any health worries.

*What do you think of our newsletter?*

*If you have suggestions for future content or would like to give us any feedback please contact*

*[villagedoctorPPG@gmail.com](mailto:villagedoctorPPG@gmail.com)*

## Alzheimer's Society Support Groups and contacts

A confidential service. Mon to Fri 9am to 5pm and Sat & Sun 10am to 4pm. Charged at local rate. Access "Talking point" its online community offering support and information.

Visit: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Tele: 0300 222 11 22

### **Alzheimer's Society – Lincolnshire**

Dementia Support for people with dementia in Lincolnshire.

- Provide information, guidance and support for people with dementia and their carers.

Dementia Support Workers are there to give

- Expert practical advice & emotional support to help you understand dementia, cope with day to day challenges it brings and prepare for the future

- Help to access support services, and build support networks within your community – aim to help you feel supported, and maintain independence, provide choice and control over your life. Would you like to know more about dementia support, or have questions about dementia? Contact your Local Alzheimer's Society.

Tele: 01522 692681

Email: [lincoln@alzheimers.org.uk](mailto:lincoln@alzheimers.org.uk)

### **Dementia Cafe in Grantham**

Grantham Alive Church, Castlegate, Grantham, NG31 6TA- 01522 692681

For people with dementia and their carers. Meet others in a similar situation in a relaxed social setting.

Every Third Tuesday of the month 10am – 12 Noon.

Email: [Lincoln@alzheimers.org.uk](mailto:Lincoln@alzheimers.org.uk)

### **Sing with us in Grantham**

Jubilee Church Life Centre, 1-5 London Rd, Grantham, NG31 6EY - 01522 692681

Held second Friday of every month. 10am - 12noon.

Singing for the Brain Group sessions held for people in the early to moderate stages and their carers. Stimulating activity led by a trained Singing for the Brain leader.

Email: [Lincoln@alzheimers.org.uk](mailto:Lincoln@alzheimers.org.uk)

### **Side by side**

Helps someone with dementia do things they love with the help of a volunteer.

Tele: 01522 692681

Visit: [alzheimers.org.uk/sidebyside](http://alzheimers.org.uk/sidebyside)

### **Lincolnshire Wellbeing Service**

Dedicated team at LCC Mon-Fri 9-5 on

01522 782140 [www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)

Promotes wellbeing and independence by enabling more people to live safely in their own homes for longer.

Delivered by Lincs Independent Living Partnership (LILP) on behalf of Lincolnshire County Council (LCC). (Excludes North Kesteven & East Lindsey – similar services available via district councils through the same telephone number)

**Aim** – To facilitate independent living at home with the help of personalised support and assistive technology. This provides more integrated, high quality support through a joined up approach. Local charitable organisations involved - AgeUK Lincoln, Boston Mayflower, Lincolnshire Home Independence Agency and LACE Housing. Working as one to ensure ease of access to preventative care and support services.

#### **Range of services**

**Personal support** – holistic assessment of your needs and support network with a support plan, single point of contact, and coordination of a variety of organisations to ensure you have the help you need to live independently at home.

**Access to simple aids for daily living** – installation of low cost equipment E.g. key safe, raised toilet seat, bath seat/board, shower seat, and chair raisers.

**Minor adaptations** E.g. supply and fitting of grab rails, hand rails, banister rails, or alteration to steps.

**Telecare services**- Installation of equipment and link to 24 hour monitoring centre. Be safe in knowledge someone can be summoned quickly in an emergency, from a family member, friend or emergency services if necessary (Age UK Lincoln & Boston Mayflower -dependent on district lived in).

**Wellbeing Response Service**- Deliverable alongside Telecare. 24 hours a day, 7 days a week. Activation of alarm contacts nominated person or one of their trained responders who will attend to you in your home.

**Home safe** – transport and resettling service when returning home from a hospital stay. Met by a response team member to help you settle back in.

Inform lifeline services of your return, check heating and switch on if necessary, check dates on food in the fridge, fetch any additional shopping, offer any refreshments needed.

You will need to meet eligibility criteria, but if you don't, you are still entitled to a free assessment.

### **Dementia Companion Service**

(est. 2011) Email

[agecareadvice@gmail.com](mailto:agecareadvice@gmail.com)

Tele: 01522 756666 / 07772 992732

One long term, permanent, experienced, companion/care coordinator. Available to you, your carer and family 7 days a week, 12 hours a day.

Help and support for...

Navigating the care system - Finding the best care at home or a care home - Claiming benefits and other funding sources available - Helping you develop a better understanding of the illness - Support with memory clinic appointments - Representation when you are in hospital (will advocate for you) - Pull in other professionals you may require e.g. occupational therapist, solicitor - Completion of all about me document - Emergency contact for lifeline and carers emergency plan - Find best energy deals - Reconnect you to the community. All companions are dementia champions For full information visit [agecareadvice.co.uk](http://agecareadvice.co.uk)

Other Information

### **Dementia Adventure**

[www.dementiaadventure.co.uk](http://www.dementiaadventure.co.uk)

Tele: 01245 237548

Dementia friendly holidays and short breaks. Include partners, family, friends or carer to enjoy together.

### **Dementia Friends**

Email:

[DementiaFriends@alzheimers.org.uk](mailto:DementiaFriends@alzheimers.org.uk)  
Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition. Visit [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

Facebook: dementia friends

Twitter: @dementiafriends  
@alzsocemidlands

## South West Lincolnshire CCG News..... Allergy Awareness Week 20 - 26 April 2016.

The main focus for this year's Allergy Awareness campaign is on seasonal allergic rhinitis or 'hayfever'. This is the most common allergy with one in four of the UK population suffering with it.

An allergy develops when the body's immune system reacts to an allergen as though it is a threat, like an infection. It produces antibodies to fight off the allergen, in a reaction called the immune response.

Dr. Vindi Bhandal, Chair of NHS South West Lincolnshire CCG, said: "At this time of year, many people start to be affected by allergies due to larger quantities of airborne grass pollen, suffering from symptoms such as sneezing, runny, blocked or stuffy nose, itchy eyes and post-nasal drip. However, some people are allergic to other types of pollen, such as tree or weed pollen, and may be affected at different times of the year.

"I would urge people feeling unwell with the symptoms of hayfever or any type of allergic condition to visit their pharmacist or GP in the first instance. Depending on the nature and severity of the condition, some patients may need a GP referral to an allergy consultant at a specialist clinic."

## Bowel Cancer awareness month..... April

As more people live longer in Lincolnshire, local NHS leaders are urging older patients not to put their health at risk by opting out of bowel cancer screening during Bowel Cancer Awareness Month.

Bowel cancer occurs when the cells in the bowel multiply and attack the surrounding tissue - which can then spread to the other parts of the body. It is also called colon cancer.

Dr Vindi Bhandal, Chair of NHS South Lincolnshire CCG, said: "If treated early there is a very good chance of recovery. The only problem is that only 9% of patients are diagnosed at the early stage. That's why accepting the invitation to take part in screening is so vital."

The symptoms of bowel cancer can be:

- bleeding from your bottom and/or blood in your poo
- a change in bowel habit for three weeks or more especially to looser or runny poo
- unexplained weight loss
- extreme tiredness for no obvious reason
- a pain or lump in your tummy.

Patients might experience one, some, all of the above or no symptoms at all. Most symptoms will not be bowel cancer. People who are worried about any symptoms that might be caused by bowel cancer, should make an appointment with their GP.

Patients aged 60 to 74 will automatically be sent an invitation and a screening kit to do the test at home. The testing kit is a very simple way for to collect small samples on a special card in your own home. There are clear instructions sent with the kit. You then send the card in a hygienically sealed, prepaid envelope to a laboratory for testing. You will be sent the results of your test by post within two weeks.

Dr Hill added: "...You'll not be wasting anyone's time by getting checked out. If it isn't serious, you'll put your mind at rest. If it's bowel cancer, early detection can make all the difference. Over 90% who are diagnosed at the earliest stage are successfully treated. So a trip to your doctor could save your life."

## Healthwatch Lincolnshire Update Out and about in the Grantham Area.....

Healthwatch Lincolnshire are around the Grantham area talking to patients, carers and families about their health and care experiences during April and May. Call in and see us if you have a story to share or if you just want to find out more about Healthwatch, We will be at Grantham Library on Thursday 21<sup>st</sup> April between 10am-2pm and then at Grantham Hospital on the 7<sup>th</sup> and 19<sup>th</sup> of April and the 5<sup>th</sup> and 17<sup>th</sup> May.

During the last few months we have carried out visits to Hospital Outpatients services; the counties maternity units and a Hospice, so watch out for the reports appearing soon on our website. We have also just completed some work gathering the views of our communities on why patients do not attend appointments. We are in the process of distributing the findings to partners and stakeholders but the top reason why patients told us they didn't attend appointments was because of problems relating to transport.

If you want to find out more, have a look at our work or are interested in our volunteering opportunities have a look at our website or contact the office on 01205 820892, [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk).

**Can you help us to reach as wide an audience as possible?  
Would the shop, post office, social groups etc in your village  
be happy to display our newsletter? Please let us know.**

### 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 form to reception.

☐ I would like to receive the colour newsletter by email

Email.....

Name (optional).....

Address (optional).....

Telephone (optional).....

**Thank you from the PPG.**

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

Facebook – Caythorpe and Ancaster PPG