

# Patient Participation Group NEWSLETTER

APRIL 2015

*Written by patients for patients*

ISSUE 1 – Page 1

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

**What is the Patient Participation Group (PPG)?**

We are a newly formed group made up of 10 active volunteer patients, the practice manager and representatives from the doctors within the practice. We plan to meet bi-monthly to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice. You can be assured all information provided to the PPG members from patients will be treated with the strictest confidence and patients' names will never be disclosed. Minutes of meetings will be posted on the practice website <http://www.villagedoctor.co.uk>

We are looking for more volunteers, and want to fully represent our diverse group of patients, and would especially like to hear from new Mum's, and students for example, or if you are just interested please

- Contact [villagedoctorppg@gmail.com](mailto:villagedoctorppg@gmail.com),
  - Ask for the Practice Patient Participation Group Application Form at Reception, or
  - Contact the Practice Manager, Adrian on 01400 230226 or 01400 272215.
- If you are local and studying in Health & Social Care this may well also be of interest/benefit to you.

**FACT - The first PPG was set up in 1972 and many General Practices in England now have a PPG**

**Why has it been set up?**

Healthcare is ever present in the news and greater patient involvement in personal healthcare needs and also in the development of local and national healthcare provision is seen as an important part of the future development of effective healthcare services.

**Our aim** is to make sure that the practice puts the patient, and improving health, at the very heart of everything it does. The purpose of this group is to give patients the opportunity to identify and influence opportunities for improvements in health and care services and

- ❖ To help improve communication between the surgery and its patients.
- ❖ To develop a partnership with patients
- ❖ To discover what patients think

about services and to establish their priorities.

- ❖ To provide a platform to test and modify ideas and plans

PPGs can play a number of roles, including:

- ❖ Advising the practice on the patient perspective
- ❖ Organising health promotion events
- ❖ Communicating with the wider patient body
- ❖ Running volunteer services and support groups to meet local needs
- ❖ Carrying out research into the views of those who use the practice (& their carers)

Our next meeting will be held in May.

PRACTICE & DISPENSARY CLOSURES	
<b>Easter and May Bank Holidays</b>	
Good Friday	3 APRIL
Easter Monday	6 APRIL
Early Bank Holiday Monday	4 MAY
Spring Bank Holiday	25 MAY

**Are you aware the Practice has a website?**  
<http://www.villagedoctor.co.uk>  
 In the coming months this will be updated and have a new look.  
**Watch this space.....**

**FACT – The practice serves over 8700 patients, covers 50 villages, over 400 square miles.**

***If you have any suggestions for topics you would like to see covered in future editions of the Newsletter.***  
 Email us at [villagedoctorppg@gmail.com](mailto:villagedoctorppg@gmail.com)  
 Or  
 Contact the Practice Manager, Adrian on 01400 230226 or 01400 272215

***This Issue***

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- 5 *Friends & Family Test / Healthwatch Lincolnshire*



# USEFUL SURGERY INFORMATION



**Did you know you can book appointments and even order repeat prescriptions online?**

All you need to do is contact the reception team providing your full name, date of birth and postcode. A letter will then be sent to your home address giving you all of the information you need to allow you to log on.

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

- Prescriptions & Appointments
- Click on the link to log in

**Have you visited the surgeries lately?**

Caythorpe has had a bit of a makeover and has a lovely clean fresh look, and Ancaster has had some alterations made to the dispensary area to make more room for the ever increasingly busy team.

**FACT – GP's perform  
25000 appointments  
a year**

**Contact Information**

	Address	Telephone	Dispensary	Fax
Ancaster	12 Ermine Street Ancaster Grantham NG32 3PP	01400 230226	01400 231204	01400 230729
Caythorpe	52 High Street Caythorpe Grantham NG32 3DN	01400 272215	01400 272770	01400 273608

**Reception & Dispensary opening times**

Please note Caythorpe dispensary is closed from 13:00 – 13:30 for lunch

	Ancaster	Ancaster Evening	Caythorpe	Caythorpe Evening
Monday	08:30 - 18:00		08:30 - 18:30	<b>18:30 - 20:30</b>
Tuesday	08:30 – 18:30	<b>18:30 - 20:30</b>	08:30 - 18:00	
Wednesday	08:30 – 17:30		08:30 - 18:30	
Thursday	08:30 – 18:30		08:30 - 18:00	
Friday	08:30 – 18:00		08:30 - 18:30	
Saturday	Closed			
Sunday	Closed			

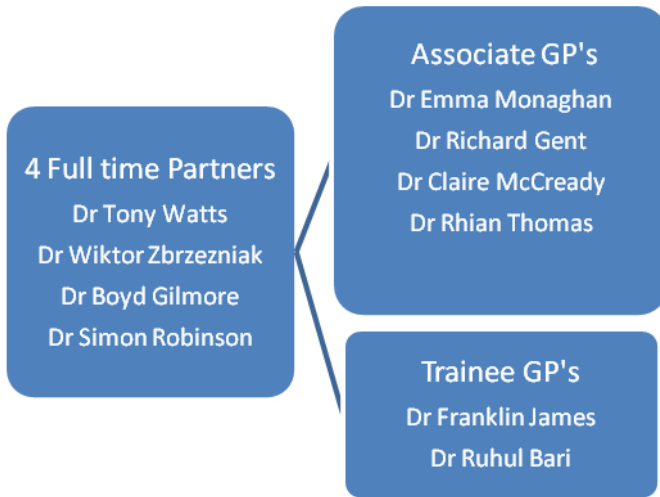
**Surgery opening times**

	Ancaster AM	Ancaster PM	Ancaster Evening	Caythorpe AM	Caythorpe PM	Caythorpe Evening
Monday	09:00 - 12:00	15:30 - 17:00		09:00 - 12:00	15:30 - 17:00	<b>18:30 - 20:30</b>
Tuesday	09:00 - 12:00	15:30 - 17:00	<b>18:30 - 20:30</b>	09:00 - 12:00	15:30 - 17:00	
Wednesday	09:00 - 12:00	Closed		09:00 - 12:00	16:00 - 17:30	
Thursday	09:00 - 12:00	15:30 - 17:00		09:00 - 12:00	Closed	
Friday	09:00 - 12:00	15:30 - 17:00		09:00 - 12:00	15:30 - 17:00	
Saturday	Closed					
Sunday	Closed					

**NEXT ISSUE** – We look at the dispensary team and the drug prescription service.

**Would you like to receive this  
Newsletter by email?  
Send your details to  
[villagedoctorppg@gmail.com](mailto:villagedoctorppg@gmail.com)**

The practice is made up of



**FACT - The practice employs 35 staff**

**NEXT ISSUE**  
We cover the role of the Practice as a training practice and what this involves for the trainee GP's themselves.  
  
The roles of the remaining staff.  
  
Also featuring "getting to know the person behind the face"

And a team of 7 Nurses / Health Care Support Workers.  
(HCSW's are not registered nurses and therefore legally have a very different role)

**Lead Practice Nurse**  
Sue

- Team Leader
- Coordinates on-going professional development & training
- actions the key nursing tasks
- infection control leader
- Anticoagulation lead

**Practice Nurses-**  
Katherine, Alison & Chrissie

- Nursing tasks
- Chronic disease management including Diabetes, Asthma & COPD
- Immunisations
- Wound care
- Post Operative care
- Travel immunisations
- Family planning & women's health including cervical smears

**HCSW( Health Care Support Workers) Pipa , Zowie & Lindsay**

- Using practical hands on skills to action
- Blood Tests
- ECG's
- Ambulatory Blood Pressure Monitoring
- Spirometry
- Aspects of Diabetic Care
- NHS Health checks

The Practice nurses have specialist skills so it may be possible that this means patients may have to wait for an appointment with a specific nurse for a specific form of care.  
  
As well as the surgery staff, Ancaster is a base for a team of attached community Staff – District Nurses, Health visiting team, Health Visitor, Nursery Nurse & Midwives.

**Sleaford Medical Group - Urgent Care Unit, now open for minor illnesses and injuries**

With the ever increasing pressure on the emergency department of our hospitals treatment is now available at Sleaford Medical Group for minor illness and injuries.

The Unit is based at the Riverside Surgery, Boston Road, Sleaford, NG32 3PP and is run by a team of experienced GPs and nurses. It provides an urgent care service, available seven days a week, closing only on Christmas Day, Boxing Day and Easter Sunday.

In addition they provide a minor injuries service from 8.30am to 8.00pm daily. They cannot provide care for serious injuries, major accidents, severe chest pains, serious breathing problems, or severe pain of any description.

Some of the things they can deal with on a walk in basis include;  
Minor cuts, Minor cuts requiring stitches, Acute sprains and strains, Acute sports injuries, Removal of foreign bodies, Minor Burns, Skin infections, Insect stings, Diarrhoea and vomiting, Abdominal pain without fever, Ear Infections, Chest Infections, Coughs (for less than 4 weeks)....

Should you be unable to get an appointment with your GP as soon as you would like, this valuable service is now available

**Opening Times**

**Minor injuries:**

0800 – 2000 every day (except Christmas Day, Boxing Day and Easter Sunday)

**Minor illness:**

Mon-Fri 18:30 - 20:00 (outside of your GP's normal practice hours only)  
08:00 - 20:00 at weekends and public holidays (except Christmas Day, Boxing Day, Easter Sunday)

On arrival, patients are assessed and the injury treated by a trained nurse or doctor as appropriate, however in some cases it may be necessary to refer patients on to further treatment at a hospital. The patient's own GP will receive a summary of the care received following the consultation so their notes can be updated accordingly. Any patient who cannot be treated will be referred as appropriate

## Walking For Health- Would you like to improve your health and fitness and make new friends?

Why not join your regular walking group? You can do so at very little or no cost! Go at a pace comfortable to you and meet new people.

**All you need** - is you, suitable footwear and clothing to suit the weather conditions, and water on a very hot day.

**The Benefits** - It's especially good for those living alone, a great sociable environment, easing loneliness and feelings of isolation.



Walking can increase energy, reduce the feelings and symptoms of stress and improve sleep, help to reduce blood pressure and assist with weight management.

In the long term walking can have many more benefits such as reducing the risk of bowel cancer, reducing the risk of falls in the elderly, help preventing osteoporosis and reducing the risk of Type 2 diabetes.

**The History** – Walking for Health was established some five years ago as an initiative by the Government via the NHS to encourage people to walk to reduce obesity and heart problems. Each group of parishes more or less runs its own scheme and organise their walking programmes to meet local needs. Each team has "Walk Leaders" who have had training and plan walks with responsibility for the safety and the wellbeing of their team.

There are walks allowing for all abilities. Provision is made for strollers who wish to walk shorter distances. You will be provided with all the advice and encouragement a new walker requires to build your fitness at a pace that suits you.

**Ancaster** have walks on Monday mornings for 'Strollers', that is those who prefer a gentler walk of about 2 miles on flat terrain. On Wednesday mornings they have longer, more strenuous walks of 3-5 miles, often hilly. The last Saturday of each month they will walk with neighbouring teams in neighbouring areas often 6-7 miles. Thursday Evening gentle short walks will resume for the Ancaster Group from 9 April 2015, with a Social evening on the last Thursday of the month.

**Caythorpe** meet on a Monday, and the first walk of the month is an away walk starting from a nearby village. Walks range from 2.6 – 4.5 miles, averaging 3 miles.

**For more information** - Contact the Walk Leaders  
Ancaster - Dave 01400 230275 (07910 144040)  
Caythorpe - Gordon 07779 214209 – Margaret 01400 273194 (07817 195938)

Visit

<http://www.southkesteven.gov.uk/index.aspx?articleid=1668>

for a program of walks. Both surgeries have information displayed and up to date programs available in the waiting rooms.



Denton Res Bridge

Thank you to Dave Jeffries for providing the text and photographs.

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### Would YOU recommend our surgery to your friends and family?

It's really important for the surgery to hear your honest answer to that question – the more patients who provide feedback the easier it will be for the surgery to take our, its customers, views into account when making decisions about local healthcare.

The 'Friends and Family Test' (FFT for short) was originally launched for hospital in-patient and A&E customers, in 2013. It became available in 8000 GP practices across England from December 2014 and in all NHS-funded mental health and community health services from January 2015. In April this year it will be expanded to NHS dental practices, ambulance services, patient transport services, acute hospital outpatients and day cases.

The NHS England website states, "This kind of feedback is vital in transforming NHS services and supporting patient choice... The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care."

(Continued on page 5)

The results of the FFT are published at monthly intervals on both [NHS England](#) and [NHS Choices](#) websites. For more information on the **Friends and Family Test**, please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily).

The FFT doesn't replace existing ways of giving feedback. You could also, for example:

- Speak to a member of staff.
- Contact a member of your PPG, in strictest confidence, via email [villagedoctorppg@gmail.com](mailto:villagedoctorppg@gmail.com).
- Visit the surgery's website - <http://www.villagedoctor.co.uk/page/cms/1/home>
- Visit - <https://www.iwantgreatcare.org/>
- Visit NHS Choices – Caythorpe <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=43519>  
- Ancaster <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=37044>
- Call Healthwatch Lincolnshire on 01205 820892 or 07436 582001, or email them at [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

We encourage you all to go online, look out for the FFT cards in the surgery or ask a member of staff for more information. It doesn't take long to do, and you don't have to give your name or any personal details.

**YOUR** opinion really does matter!

Thank you to Louise for this article.

## Healthwatch Lincolnshire Area News

**Healthwatch Lincolnshire** is a local organisation, working to ensure quality, accessible health & social care is available to everyone in Lincolnshire. We are part of an England wide network of independent local organisations, set up by the Government to give everyone a chance to "Speak Up "about their local Health & Care services. We also provide signposting for services, if you want to talk to us or ask a question about Health and Care services and please get in touch on 01205 820892 or [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk), alternatively pick up a leaflet in your practice.

**Caythorpe and Ancaster PPG** has joined as a Healthwatch Hub and will be supporting the group feed in local concerns, comments or best practice of all services, from your hospitals, GP's,

**We'd love to know what you think of our newsletter. If you'd like to contribute, have suggestions for future content, or to give us feedback please contact [villagedoctorppg@gmail.com](mailto:villagedoctorppg@gmail.com).**

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

Please use the space below to let us know if you have any suggestions for future articles or have any problems regarding the Practice itself which you would like raised on your behalf anonymously. These may just be little niggles that can be easily rectified.

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I would like to receive this newsletter by email .....

I am interested in becoming a PPG member

**Name**..... **Telephone Number**.....

**Thank you from the PPG.**