



## NEWS FROM THE PATIENT PARTICIPATION GROUP



### Issue 8 March 2017

**Welcome to the PPG March newsletter** which we hope, like our seasonal image, heralds the coming of spring. During the winter the PPG has been working with the Practice on the incentive scheme, mentioned in our December newsletter, to seek a reduction in the number of unattended appointments and to improve patient access to information.

Although there has been a slight reduction in the number of **unattended appointments** over the last two years, possibly due to new cancellation reminders on the telephone menu and the screen in the waiting area, still **on average 12% of booked appointments are not kept**, to the detriment of other patients wanting appointments. The letter and survey seeking reasons for failure to cancel have been sent to patients who have missed three or more appointments in the past six months and will now be sent to those who have missed two appointments.

Some of you may have recently completed a survey about accessing online services which was handed out at the Practice over a two week period. Data obtained from this has been used to re-design registration forms together with easy to follow information about the services. If you would like to register for any of these (to view your medical records, order repeat prescriptions, have your prescriptions sent direct to the pharmacy, book your appointments and receive text alerts), please speak to Reception.

The PPG steering group has been reviewing the information on the noticeboards and screens in the waiting area and is compiling a report for the Practice. In addition, it is working with the Practice on concerns and suggestions raised in the 2016 Patient Survey and an update on these will appear in the June newsletter.

### Air Pollution

In 2016 a report from the Royal College of Physicians stated that each year in the UK, around 40,000 deaths are attributable to outdoor air pollution. However, there are many simple steps we can all take to reduce our risks from air pollution while getting out and about which is also vital for our health in general.

**Use active transport – walk, cycle, rollerblade or run!** And if you do walk or cycle try:

- Taking alternative routes away from busy roads
- If possible timing your journey to avoid the busiest times
- Keeping away from the pavement edge when walking
- Staying behind trees which capture some fine particles and act as a shield
- When on a hill staying on the side of the road where traffic is driving downhill

### When in a car:

- Close windows and vents when stuck in traffic or in tunnels
- Try driving at less busy times
- Consider electric or hybrid vehicles and avoid diesel where possible
- Avoid leaving the car idling or “ticking over” especially near schools

### At home:

- If you live on a busy road keep windows closed at busy times, or open windows facing away from the road
- Avoid burning solid fuel (wood and coal)
- Open your windows or use your extractor fan when cooking with gas and oils

NB. Live information for air pollution in London and information on planning lower pollution roads can be found at: [www.londonair.org.uk](http://www.londonair.org.uk) or use the “London Air” app (Android & Apple).

### Spotlight on Paxton Green Group Practice (3)

The work of the clinicians at Paxton Green doesn't stop with patient consultations. Doctors and nurses hold regular meetings, some daily, where they discuss the best treatment for their individual patients with regard to referral management, clinical issues, palliative care, new cancer diagnoses and psychological services. They also work with district nurses and health visitors, midwives, counsellors (including those specialising in drug and alcohol misuse), dietitians, podiatrists, speech and language therapists, the abdominal aortic screening service, diabetes, cardiovascular and HIV outreach and St.Christopher's hospice.

**News from the Practice**

Every month the Practice nurses mount a different display on their noticeboards to highlight a variety of health issues. They contain a wealth of information about prevention, screening and management. We should all be aware how important it is to take responsibility for our own health and wellbeing not least in the context of an NHS struggling to cope with an increase in demand. Topics for the next three months are:

**March** – Salt, Stroke and Blood Pressure

**April** – Bowel Cancer

**May** – Smoking and Asthma

**Paxton Green Easter surgery hours**

Maundy Thursday 13 <sup>th</sup> April	Normal opening hours
Good Friday 14 <sup>th</sup> April	CLOSED
Saturday 15 <sup>th</sup> April	CLOSED
Easter Sunday 16 <sup>th</sup> April	CLOSED
Easter Monday 17 <sup>th</sup> April	CLOSED
Easter week, Tues- Fri 18 <sup>th</sup> – 21 <sup>st</sup> April	Normal opening hours

**When the Practice is closed patients can obtain telephone advice by dialling 111 or calling SELDOC on 020 8693 9066.**

**Other News**

**The Gracefield Gardens walk in centre will be closing on March 31st**, but this should not unduly affect Paxton Green patients who have the benefit of the Walk & Wait clinic at the Practice, bookable appointments (including evening

surgeries), the offer of appointments bookable by the Practice at a local access hub (including for weekends) and the SELDOC out of hours service. Remember that A&E is what it says - for **Accident and Emergency** - and anybody else attending will have a substantially longer wait to be seen.

**Open Door** is a community service held at Christ Church, Gipsy Hill available every Tuesday from 10.45 am. It offers tea, coffee and cake; advice from a Centre 70 advisor about debt, welfare benefits and housing; free lunch; internet access and assistance; and "a place to be yourself".

[www.gipsyhill.org.uk](http://www.gipsyhill.org.uk)

**The Kingswood Community Shop** is offering FREE wellbeing and healthy lifestyle sessions, including massage, natural health products, healthy lunch, exercise tasters and relaxation techniques on March 14<sup>th</sup>, 15<sup>th</sup> and 17<sup>th</sup>. Places must be pre-booked. Telephone 0208 670 1578 or email [rebeccakcs@cpctd.org.uk](mailto:rebeccakcs@cpctd.org.uk)

**Many London boroughs provide independent travel by bus training to improve road and personal safety skills and build confidence, for children and adults with any independent travel challenges.**

Southwark offer free monthly sessions which include individual advice, bus use practice and 'what if' incident scenarios:

[http://www.2.southwark.gov.uk/info/200022/help\\_with\\_transport/1724/independent\\_travel\\_training](http://www.2.southwark.gov.uk/info/200022/help_with_transport/1724/independent_travel_training)

**To join the PPG please enrol at Reception or via the PPG pages on the Practice website.** Our next two meetings are scheduled for:

- **Monday, March 20<sup>th</sup> at 3.30pm.**
- **Monday, May 22<sup>nd</sup> at 5.30pm**

Past issues of the PPG newsletter are also available on the website:

<https://paxtongreen.uk/patient-participation-group>