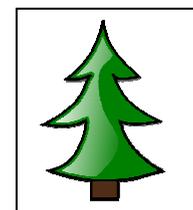




NEWS FROM THE PATIENT PARTICIPATION GROUP



Issue 7 December 2016

The PPG has been extremely busy over the past three months.

The Lambeth Clinical Commissioning Group has instigated an incentive scheme open to all GP practices in the borough. The idea behind the scheme is to engage patients in the improvement of services by drawing on their views and experiences. Although Paxton Green Group Practice already works closely with its PPG, it has accepted the invitation to participate and in consultation with the PPG has chosen two projects required to fulfil the scheme's criteria:

- 1) Reduction of unattended appointments
- 2) Improving patient access to information

Reduction of unattended appointments

In previous newsletters we have talked about how many more bookable appointments would be available if patients cancelled appointments they no longer need. In the past year almost 14% of booked appointments were unattended despite there being cancellation reminders on both the telephone system and the screen in the waiting room.

The Practice together with the PPG drafted a letter and survey which is being sent to patients who have missed three or more appointments in the previous six months to try and understand the reasons for non cancellations. Replies will be analysed before deciding on how to proceed.

Remember, if you no longer need an appointment, please cancel it.

Improving patient access to information

This project will make use of some of the wealth of information gathered from the patient survey conducted in June and will include three priority areas:

- a) Helping patients with access to digital services including booking appointments, viewing their medical records, use of

electronic prescriptions, email discussions with their regular doctors and SMS messaging for reminders and results

- b) Reviewing information displayed in the practice including notice boards and TV screens
- c) Reviewing the way the practice informs patients of tests results

For the third year running members of the PPG organised a display in the foyer to promote national *Self Care Week 14th-20th November*. They were delighted by the number of patients who stopped to talk and pick up a variety of information for people of all ages which included how to deal with common illnesses without the need to contact a doctor, how to stay warm in winter, some ways to keep fit, services offered by the pharmacy, services for teenagers, social activities and stopping smoking.

This year the PPG liaised with the practice nurses who created a display of material on the importance of screening.

Screening is a way of identifying apparently healthy people who may have an increased risk of a particular condition. The NHS offers a range of screening tests to different sections of the population. The aim is to offer screening to the people who are most likely to benefit from it. For example, some screening tests are only offered to newborn babies, while others such as breast screening and abdominal aortic aneurysm screening are only offered to older people. To read more about NHS screening go to: <http://www.nhs.uk/Livewell/Screening/Pages/screening.aspx#what-is>

Keeping Well and Warm in Winter

Keeping warm over the winter months can help prevent colds, flu and more serious health conditions such as heart attacks, strokes,

pneumonia and depression. The chances of these problems are higher if you are over 65, can't afford heating because you are on a low income, have a long term health condition or are disabled. If you have reduced mobility, are over 65 or have a health condition, you should heat your home to at least 18 degrees. Use a safe hot water bottle **OR** electric blanket to keep warm in bed.

Try to have hot meals and drink regularly throughout the day and keep active if you can (even moderate exercise can bring health benefits).

Wrap up warm inside and out with lots of thin layers – clothes made from cotton, wool or fleecy fibres are particularly good and help maintain body heat. Wear shoes with a good grip when walking outside to prevent falls and if possible stay inside during a cold period if you have heart or respiratory problems.

And those of us who are able should check on older neighbours and relatives to make sure they are safe and well. Are they warm enough especially at night? Do they have stocks of food and medicines so that they don't have to go out during the very cold weather?

(Advice from NHS Choices. For more information go to:

<http://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx>)

Age UK Lambeth run a Befriending Service for older people who may feel socially isolated and lonely. They match each individual applicant with a suitable volunteer who visits their home for at least one hour a week to keep them company and have a chat.

For more information call 020 7346 6800 or send an email to: info@ageuklambeth.org.uk

Paxton Green Time Bank offers something similar. See: <http://www.pgtimebank.org/> or telephone 0208 570 0990.

Spotlight on Paxton Green Group Practice (2) - The Practice Nurses

The practice nurses play a hugely important role at the Practice. They provide:

- A daily treatment room for basic nursing services such as injections, dressings and ear syringing
- Vaccinations

- Blood tests for those unable to attend hospital
- A travel clinic
- NHS health checks
- Specialist services and chronic disease clinics which cover diabetes and a diabetes patient group; asthma; lung disease, heart failure; vascular risk, blood pressure monitoring; eczema; leg ulcers; complex dressings, holistic health care assessments for the elderly and housebound; Well Woman and menopause; contraception, prostate; learning difficulties; and stopping smoking

News from the Practice

- Dr Faddy Hardo has recently joined the Practice as a GP partner.
- Free Wi-Fi is now available at the Practice

Christmas and New Year surgery times

Friday 23rd Dec	Normal opening hours 8am-7pm
Saturday 24 th Dec	CLOSED
Sunday 25 th Dec	CLOSED
Monday 26 th Dec	CLOSED
Tuesday 27 th Dec	CLOSED
Wednesday 28th Dec	Normal opening hours 8am - 7pm
Thursday 29 th Dec	Normal opening hours 8am-7pm
Friday 30 th Dec	Normal opening hours 8am - 7pm
Saturday 31st Dec	CLOSED
Sunday 1 st January	CLOSED
Monday 2 nd January	CLOSED

As usual, when the Practice is closed, patients can obtain telephone advice by dialling **111** or by calling SELDOC on **020 8693 9066**)

The PPG wishes you all a merry Christmas and a happy and healthy New Year. **Our next PPG meeting will be on January 23rd at 3.30pm.**

To join the PPG please enrol at Reception or via the PPG pages on the Practice website. Past issues of the PPG newsletter are also available on the website: <https://paxtongreen.uk/patient-participation-group/>

