



NEWS FROM THE PATIENT PARTICIPATION GROUP

Issue 6. September 2016

What is the PPG? Several patients have told us that they have little understanding of the role of the Patient Participation Group (PPG). It is a contractual requirement for all GP practices in England to form a patient participation group. This is a group of patients who work together with GPs and practice staff to improve services and to promote health and improved quality of care. All patients registered at Paxton Green are eligible to join the PPG and participate in achieving its goals. We hold regular meetings where we discuss and exchange ideas on a number of topics; any members unable to attend are invited to comment via email or in writing and receive meeting notes. Find out more by looking at the PPG noticeboard in the waiting area and the PPG pages on the Practice website or come to a meeting. A warm welcome is given to all new members. **You can enrol at Reception or via the website at:**

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

In July the PPG held its second Annual General Meeting in which our Chair, Helen Bristow, presented her 2015/2016 report. She outlined the progress the group had made, and is continuing to make, with work on its current three priorities – reducing unattended appointments; promoting health and well-being; and improving communication; and she thanked all PPG members and Practice staff who have contributed to this and the PPG as a whole. During the year membership grew by 11% and the frequency of meetings was increased to bi-monthly. To read the full report go to: www.paxtongreen.uk/agm

Patient Survey – 6th - 30th June 2016

This year's survey, organised by the PPG, concentrated on "Communication across the Practice". Thanks to all 417 patients who

completed the questionnaire, we have collected a wealth of useful information to share with the Practice so that together we can identify where improvements can be made. We will cover our progress in future newsletters. An analysis of the survey will also be available in due course.

Self-Care week 2016 – 14th- 20th November

Following the success of last year's event, representatives of the PPG will again be at the Practice every morning in Self Care Week during the Walk & Wait clinic to offer information on such topics as how to access care for minor ailments, healthy living, keeping warm and well in winter and much more. We aim to have information for patients of all ages. So, do visit our table on your way in or out of the Practice or while you are waiting or if you are just passing by.

And while on the subject of self-care, if the scenes from Rio 2016 have tempted you to increase your physical activity and well-being, but you aren't sure how to get started, there is information for everyone, no matter what your fitness, ability or interest at:

<http://www.bbc.co.uk/sport/get-inspired>

Update on the Zika virus

In our last newsletter, we explained that the Zika virus is mainly spread by mosquitoes. For most it is a very mild infection and isn't harmful, although it may be more serious for pregnant women as it has been linked to birth defects. So it is recommended that pregnant women do not travel to any affected areas. Zika does not occur naturally in the UK. However, there have been reports of it being sexually transmitted. So NHS Choices advises that a man returning from a Zika-affected country should use condoms for at least the next eight weeks, even if he does not appear to have any symptoms, and for six months if he does.

For further information go to:

www.nhs.uk/Conditions/zika-virus

News from the Practice

Mohammed Miah has joined Paxton Green as Senior Practice pharmacist. His role focuses mainly on medication reviews and management and he works closely with the prescription clerk. If you have queries or want advice about medication, you can call his advice line between 12 and 1pm Monday to Thursday on 020 8655 9234. *This advice line is not for medication requests.*

The Practice is currently looking at extending its use of text messaging. As this develops, patients attending relevant appointments will be asked if they are happy to be contacted by text and to keep their contact details up-to-date.

There will be a Walk and Wait clinic for flu jabs at Paxton Green (eligible patients only, see below) throughout October (Monday to Friday 9 to 10am, Saturday 8 to 10.45am), but those who have a booked appointment with a nurse or doctor regarding a different matter can have the vaccine then.

There will be a Walk and Wait clinic for flu jabs at Paxton Green (eligible patients only, see below) throughout October (Monday to Friday 9 to 10am, Saturday 8 to 10.45am), but those who have a booked appointment with a nurse or doctor regarding a different matter can have the vaccine then.

Eligible patients who are advised to be vaccinated against flu include those who:

- were born on or before 31.3.1952
- are pregnant
- have certain medical conditions (particularly long term heart and respiratory disease)
- are very overweight
- are a carer
- are a healthcare or social care worker
- are a child of six months or older with a long term health condition
- are a healthy child aged two, three or four

N.B. children in school years 1, 2 and 3 will have the vaccine administered at school

And the pneumonia vaccine is available for everyone 65 and older. Most people will only need this once in their lifetime.

Spotlight on Paxton Green Group Practice

Most of us are not aware of just how much goes on at Paxton Green to make it the successful practice it is, earning an overall “good” rating from the Care Quality Commission, with “outstanding” in some areas, in November 2015.

The Practice has 18,975 patients and its staff team includes 5 GP partners, 8 salaried GPs, 6 practice nurses, a nurse practitioner, the practice pharmacist, the practice manager, the assistant practice manager, the IT manager and 32 reception, administration and data input staff.

As well as a walk & wait clinic every weekday between 8 and 10am, it offers appointments bookable in advance including up to 8pm on Mondays and Wednesday and alternate Saturday mornings, a telephone advice line between 8 and 10am., and dedicated telephone surgeries with your usual doctor. There is also a duty doctor to whom the receptionists can refer in emergencies.

In future newsletters, we plan to feature other Practice activities and services.

Diary dates

October. Flu jabs for eligible patients
November 7th at 3.30pm. PPG meeting
November 16th-22nd. Self-Care week

We hope that you have found this issue of our quarterly newsletter informative. The newsletter is available throughout the year and new editions come out in March, June, September and December. Look out for future issues in the waiting area or on the PPG pages of the Practice website. Past newsletters are also available on the website at:

<http://paxtongreen.uk/newsletter/>

