



## NEWS FROM THE PATIENT PARTICIPATION GROUP



### Issue 11 December 2017

**There have been two PPG meetings since September** which included updates on developments both at the Practice and locally, presentations from guest speakers and discussion about forthcoming events organised by the PPG. **(Read about our December 5<sup>th</sup> event for all Practice patients on page 2)**

**In our last newsletter, we explained how PPGs are being encouraged to work with their practices in the areas of Self Care and Carers.** On September 20th, together with Carers4Carers, we hosted a drop-in event at the Practice for patients who had identified themselves as carers. Those who came welcomed the information on offer. We are hoping to organise further carer activities in the future.

**For the fourth year running in Self Care Week,** the PPG were at the Practice each day during the Walk & Wait clinic to give out a large variety of information. This included the Practice booklet on Common Illnesses and leaflets about consulting your pharmacist, over the counter medication and medicine wastage. By managing common conditions at home with support from your community pharmacist, you will save time and ease the pressure on stretched NHS services. Patients' response to the event was extremely positive with many stopping to chat with us.

#### **Changes in Prescribing**

Like many Clinical Commissioning Groups nationally, Lambeth CCG is recommending that GPs no longer give prescriptions for over the counter medications, health supplements, self care for minor ailments, malaria prevention medication and travel vaccinations.

The minor ailments scheme has ceased to exist.

#### **Medicine Synchronisation**

If you would like to save time and order all the medication you have on repeat prescription at

the same time, speak to the Practice Pharmacist or use the form on the Practice website.

#### **Medicine Wastage**

Unused prescription medicines cost the NHS an estimated £300 million per year – money that could pay for more essential services and treatments. Please only order what you need.

#### **Keeping your Family Warm and Well – Tips from NHS Choices**

If you're not very mobile, are 65 or over, or have a health condition, heat your home to at least 18C (65F)

Babies should sleep in rooms heated to between 16C and 20C

Draw curtains at dusk and keep doors closed to block out draughts

Get your heating system checked regularly by a qualified professional.

For more information see the December 2016 issue of the PPG newsletter or go to

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

#### **Spotlight on the Practice (6) – Teaching, Training and Research**

Paxton Green is a training-orientated practice. It has 4 registrar trainers and offers medical student teaching and nursing student placements.

It also works with the Clinical Research Network in Primary Care which facilitates high quality research in the NHS so that patients can benefit from new and better treatments. From time to time the Practice writes to patients who fit certain criteria inviting them to participate in an area of research. No personal patient details are shared outside the Practice.

#### **News from the Practice**

The new website ([www.paxtongreen.uk](http://www.paxtongreen.uk)) is up and running and is already proving popular with patients. It is interactive and contains a lot of useful information. Have a look and give us your feedback.

A leaflet to take you step by step through the process of signing up for online services is now available at the Practice. Using online services to book appointments, request repeat prescriptions, receive text alerts and access your medical records is simple and saves both you and the Practice staff valuable time.

A self help symptom check app (Ada) is currently being piloted at Paxton Green. Representatives from Ada will be at the Walk & Wait clinic on various days over the coming weeks to show interested patients how it works.

The Practice Nurses topic of the month for December is **Depression and Mental Health**. For information, please see their noticeboards.

**Other News**

*Connecting U* is a project which gives free one-to-one advice sessions for people living in Lambeth and Croydon. It is part of Upper Norwood Library Hub’s commitment to reaching the most vulnerable and isolated people within our community. It helps by connecting them to social opportunities, befriending and support groups, practical help with income, debt, health, volunteering, employment, housing and energy efficiency. Sessions can take place either at home or the library. To find out more telephone 020 8670 4389 or email [ConnectingU@unit.org](mailto:ConnectingU@unit.org)

*Which? Elderly Care* gives free, independent and practical advice about caring for older people including arranging care, paying for that help, getting any benefits owed and helping older people stay safe and independent at home. Find out more from [www.which.co.uk/elderlycare](http://www.which.co.uk/elderlycare)

Age UK Lambeth has a Safe and Independent Living Service (SAIL). This helps anybody over 55, plus anybody over 18 with a long term health condition and carers over 18, to access the support they need by connecting them with local services and helping them maintain their independence, safety and wellbeing. For information telephone 020 7346 6800 or email

[sail@ageuklambeth.org.uk](mailto:sail@ageuklambeth.org.uk) . Age UK Southwark runs a similar service (tel: 020 7701 9700, email [sail@ageuklands.org.uk](mailto:sail@ageuklands.org.uk) )



**CHRISTMAS MEET AND MINGLE DROP-IN**

***The Paxton Green PPG invites patients registered at the Practice to come along for Tea, Coffee and Mince Pies***

***On Tuesday December 5<sup>th</sup> 10am-12pm and 2pm-4pm In the Baby Clinic Room***

***Find out about the work we do and our plans for the future Free Prize Draw***



**Christmas and New Year surgery times**

Friday 22 <sup>nd</sup> Dec	Normal opening hours – 8am-7pm*
Saturday 23 <sup>rd</sup> Dec	CLOSED
Sunday 24 <sup>th</sup> Dec	CLOSED
Monday 25 <sup>th</sup> Dec	CLOSED
Tuesday 26 <sup>th</sup> Dec	CLOSED
Wednesday 27 <sup>th</sup> Dec	Normal opening hours*
Thursday 28 <sup>th</sup> Dec	Normal opening hours*
Friday 29 <sup>th</sup> Dec	Normal opening hours*
Saturday 30 <sup>th</sup> Dec	CLOSED
Sunday 31 <sup>st</sup> Dec	CLOSED
Monday 1 <sup>st</sup> Jan	CLOSED
Tuesday 2 <sup>nd</sup> Jan	Normal opening hours*

***The PPG wishes you all a Merry Christmas and a Happy and Healthy New Year.***

**The next PPG meeting will be on Monday, January 22<sup>nd</sup> 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 at [www.paxtongreen.uk](http://www.paxtongreen.uk)**

