

KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER

January 2019

Practice News

As a result of problems associated with the installation of a broadband line in St Martin's church, the library will remain in its present location for longer than previously reported. The obvious knock-on effect of that will be a delay of several weeks before the library site can be handed over to the developers to start work on the new surgery.

GP Extended Access Service

We would like to remind you of the extended appointment service which is available to Knebworth and Marymead patients. It is at Sollershott Surgery, 44 Sollershott East, Letchworth, SG6 3JW between the hours of 6.30 pm and 8.00 pm Monday to Friday, from 8.00 am to 4.00 pm on Saturdays and from 8.00 am to 12 noon on Sundays and Bank Holidays.

This is for pre-booked appointments only – it is not an emergency service – and it is necessary to contact our own Practice to make an advance appointment. However, by calling 07707 855 624 it is possible to make or cancel an on-the-day appointment at the weekend or on a Bank Holiday.

Missed Appointments

There has been a certain amount of recent media coverage about the cost of missed GP appointments. The figure quoted was in excess of £200million. This is a spurious argument as it implies that when someone does not turn up for their appointment the GP sits around doing nothing. This is not so, GPs use the time made available to them when someone misses their appointment to review test results, to do referral letters, to deal with prescription queries, to ring patients and to do a host of other things.

The impact of missed appointments is really on you all as patients because a missed appointment has denied someone else the valuable opportunity to be seen by one of doctors or nurses. This is especially frustrating since, as we all know, the wait to see a GP or nurse can be lengthy. Therefore, it is important that if you cannot make your appointment, you let us know. This can be done via a text message, a telephone call, an email or in person. In our Practice there are about 175 missed appointments each month, so please contact the surgery if you cannot make your appointment.

HertsWise – People Living With Dementia

There is now a group which meets at 10.30 am every Wednesday at the British Legion premises in Knebworth. The group provides a social outlet, particularly to those with memory loss and/or early stage dementia (although no defined diagnosis is required). They work in partnership with Age UK, CIH and similar agencies and it is funded by Herts County Council. As well as social activities, they provide assistance for things like will writing and Power of Attorney documentation.

For further information, please contact Gill Taylor on 07498 042 017.

Pharmacy Matters

Prescriptions

The Practice has now started to issue 56-day prescriptions rather than the usual 28-day ones. This is being introduced gradually and for those patients on the Pathfinder and other repeat prescription systems this will not come into operation until the next six or twelve monthly medication review. There are certain medications, such as controlled drugs, warfarin and methotrexate, for which 56-day prescriptions cannot be issued and these will remain on a 28-day basis. Please contact Lisa Underwood, our Clinical Pharmacist, if you require further information on these changes.

Lloyds Pharmacy, Knebworth

We are pleased to welcome Mr Farhaan Siddiqui who has recently joined the Knebworth branch of Lloyds Pharmacy as manager and principal pharmacist. Farhaan received his pharmacy degree at the University of Hertfordshire and has been working in retail since graduating. The Practice is looking forward to a successful working relationship with Farhaan during the coming months.

Tombola Prizes

If you have any unwanted Christmas presents, please could the PPG have them for our tombolas at the various local summer events? They can be left at either the Knebworth or Marymead surgery (marked for collection by the PPG please); if you leave your name with them, we can thank you. Otherwise, I am happy to collect them from you; please email mandypreedy@hotmail.com or phone 01438 811512.

This year we hope to be able to have tombolas at three local events and to give more people the opportunity to "have a go" at CPR. However, our anticipated expenses during the year will include replacement of the battery on the Knebworth defibrillator and the hire of the Village Hall for our annual "Help Yourself To Health" event on July 24th.

Forthcoming PPG Meetings

The next PPG Meeting will be on Tuesday, 29th January at Marymead Surgery from 7.00 pm. Our February Meeting will be on Tuesday, the 26th, at Knebworth Surgery. All patients are welcome to attend, you don't have to be a signed-up member of the PPG. The Meetings are usually over within an hour.

PPG CONTACTS

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Produced by The Knebworth and Marymead Patient Participation Group