

KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER

July 2018

CONGRATULATIONS!

We are pleased to announce that Jan Burt, one of our PPG members and the founder of our Dementia Carers Support Group has been honoured by the Queen with the award of the British Empire Medal. This was for Jan's tireless work to bring better dementia care to Hertfordshire through Admiral Nursing Care.

Through events, auctions and working with Dementia UK, Jan has raised £85,000 since 2010 which has enabled the funding of four Admiral Nurses currently providing services for over 200 dementia patients and their families, plus one Admiral Nurse based in the Lister Hospital. A further three Admiral Nurses are currently being recruited to be based at hospices in Hertfordshire, making a total of eight for the county.

We, at the Practice, are immensely proud of Jan for her tremendous work in support of families who are facing dementia and congratulate her on receiving this thoroughly deserved honour.

PRACTICE NEWS

- a) Following the successful introduction of the five-day a week Advanced Nurse Practitioner (ANP) role into the Practice, albeit using locums in the first instance, we are now actively recruiting for an ANP to join the staff on a permanent basis. This role is funded directly by the Practice, not by the CCG.
- b) According to the Clinical Commissioning Group, this area has a lower than average early detection rate for cancers. The PPG is working together with the Practice on a medium-term project to enhance publicity in relation to encouraging patients to look for and recognise certain cancers at an early stage; this will, in particular, include breast, bowel, lung and prostate cancers.

EAST AND NORTH HERTS NHS TRUST AGM

The Annual General Meeting of the East and North Herts NHS Trust, held at the Gordon Craig Theatre on 3rd July, attracted a fair-sized audience even though it was in competition with England's World Cup match against Colombia. There was the usual good range of stalls in the "Marketplace" prior to the main meeting and plenty of food to sustain us through the evening.

A short presentation on NHS70 Pledge cards was followed by a brief welcome and introduction by the Trust Chair, Ellen Schroder. The main presentations by Nick Carver (Chief Executive) and Martin Armstrong (Finance Director) followed the usual pattern of reviews of the previous year's performance and the strategies and projections for the future. Their main message was that there has been a year-on-year improvement but the Trust is still carrying a substantial financial deficit.

After a roll call of staff awards in several departments throughout the Trust, the meeting moved inevitably into the Q & A session. As at previous Trust AGMs, the panel's responses were generally rather bland. Among the more relevant were that whilst it was accepted that car parking at the Lister was still a problem, strategies to relieve this would depend on the co-operation of Stevenage Borough Council, and there was concern about the poor level (84%) of A & E patients treated within four hours for which measures are to be introduced to try to improve this. Improvements in the waiting times for blood tests at the New QEII were said to be in hand, with the ongoing recruitment of additional phlebotomists.

EXTENDED SURGERY HOURS

As a result of NHS England's plans to introduce the concept of 12-hour, 365 days per year GP surgeries, the local Clinical Commissioning Group (CCG) has been mandated to provide such a scheme in this locality from 1st October this year. Unfortunately, the organisation that will be responsible for the operation of this extended service intends to locate this service in Letchworth, with no plans to provide any services in our local area. This will make access for the patients of Knebworth and Marymead very difficult and could hardly be described as convenient for us at the best of times, let alone at, for example, 7.00 pm on a Saturday evening or 10.30 am on a Sunday morning! Furthermore, as a result of this new initiative, it is likely that the current extended hours provided by the Practice will cease from 1st April 2019 as the funding to provide this is likely to cease. This will mean that our evening and early morning clinics will be withdrawn. Something of a double-whammy, we think!

The PPG is in the process of voicing its concerns to the CCG, by letter, in the hope that there might be a re-think of these proposals in order to give a fairer and more realistic approach to extended surgery hours for all patients within this locality.

WASTED MEDICINES COST MILLIONS

The NHS in our area (East and North Hertfordshire) spends around £3 million a year on medicines prescribed to patients which, according to national data, are never used. GPs are often concerned that some patients don't take all their medicines, or are taking them incorrectly, and not always telling their doctor. It is really important that you take the medicines prescribed for you. If for some reason you are not, tell your doctor, or one of the nurses or our clinical pharmacist, because it could be having a serious impact on your health. If a medicine doesn't agree with you, it may be possible to prescribe an alternative.

A campaign planned for later this year will urge patients and carers to look and see exactly what they have in their medicine cupboard, before ordering repeat items. If you regularly order prescription medicines, don't forget to check what you've been given before leaving the pharmacy and hand back anything you don't need. Once a prescription item has left the shop it cannot be put back into stock – even if it's unused – and must be destroyed.

FORTHCOMING PPG MEETINGS

The next PPG Meeting will be our annual "Help Yourself to Health" evening on Wednesday, 25th July at Knebworth Village Hall. The attached notice gives most of the details for the evening. The Meeting is open to all patients and it provides the opportunity to learn about some important clinical issues, to hear of recent developments and plans within our Practice and to meet some of the doctors and nurses from the Practice.

Because of the above Meeting, and to allow us to have a break in August, our next "normal" PPG Meeting is not until Tuesday, 25th September. This will be at Marymead, starting at 7.00 pm as usual.

PPG CONTACTS

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Produced by The Knebworth and Marymead Patient Participation Group

Help Yourself to Health

You are invited to an open meeting
for all patients of the
Knebworth & Marymead
Medical Practice

**Wednesday 25th July
2018**

Knebworth Village Hall
Park Lane, Knebworth
7-00 pm Light Refreshments
7-30 pm Start

Janice Meakin - *Diabetes Education Expert*

Stephen Kempton - *Event Coordinator, Arrhythmia Alliance*

Stella Scrivener - *Development Manager, London & South East,
National Osteoporosis Society*

Ken Spooner - *Practice Manager, Knebworth and Marymead
Medical Practice*

Also, this is a chance for you to meet with the doctors and nurses from the Practice

The following Groups will also have stalls on the evening.

Carers in Herts, Hertswise, Citizens Advice Bureau, Social Prescribing, Hertfordshire Fostering Services, Stevenage Stoma Group, NHS Pledge Card, Health Walks and Exercise Group.