

KNEBORTH AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER – July-August 2017

HELP YOURSELF TO HEALTH, JULY 19TH 2017 – MEETING REPORT

In front of an audience estimated to be in the region of eighty patients, as well as members of the Practice staff, clinical and non-clinical, Tony Stowe, the Chairman for the evening, opened the meeting with a brief overview of the aims and activities of the Patient Participation Group (PPG). These include, among others, Health Walks, the surgery coffee mornings, regular newsletters, and CPR demonstrations.

Tony thanked the Practice for the way in which they support the PPG and then moved on to introduce the first of our main speakers.



David Hodson - “My Care Record”

David, who is a member of the East and North Herts Clinical Commissioning Group, gave a useful overview of this new approach to a local integrated patient care record. Following an initial consultation and successful introduction in the West Essex region, this will now be extended to care providers in Hertfordshire.

Information within “My Care Record” will be available electronically to, for example, healthcare professionals in A & E Units who will be able to see information relating to patients’ diagnoses, medication, allergies, investigations and procedures, referrals and hospital admissions etc.

Graham Clarke – The New Out of Hours and NHS 111 Service

Graham, who is the Chairman of the Herts Urgent Care Service, explained the organization of the 111 Service and its relationship with the provision of out-of-hours medical care through “on the road” doctors, the majority of whom are local General Practitioners.

He showed how the original call to the 111 Call Centre is handled, which may result in anything from a 999 call for an ambulance at one extreme to a recommendation for the caller to go to a pharmacy at the other extreme.

Graham confirmed that this integrated care service is providing benefits for healthcare professionals but that it is undergoing continuous improvement and that its performance is closely monitored.

Kim Hastings – Aortic Aneurysm Screening

As explained by Kim, who is employed by the West Herts NHS Trust, the screening for aortic aneurysms in men over the age of 65 is a straightforward non-invasive procedure which has been shown to be of great value in detecting this particular cardiovascular disorder. Locally, 30,000 men have been screened in a four year period. Of these, about 300 were found to have an aortic aneurysm, of which sixty required surgery.

The criteria used are as follows: if an aneurysm is found which is less than 3cm in length, no further action is taken; if it is between three and five centimetres, annual screening is started and if it is greater than 5cm, surgery is recommended.

Interestingly, this problem is six times more likely to affect men than women.

Victoria Lyons – Admiral Nurses

Victoria explained how Admiral Nurses, in conjunction with Dementia UK, work with families who are caring for loved ones with dementia. The concept started 26 years ago, but currently in the UK there are still only just over 200 nurses for upwards of 850,000 families. The East and North Herts CCG has agreed to provide and fund four positions locally; two are already in post, one is soon to join and there is one vacancy. There is also one Admiral Nurse at the Lister Hospital.

Victoria reported on plans for further development of this scheme to include care homes, acute hospital units and hospices.

Ken Spooner – The Practice

Ken, the Practice Manager, provided an overview of the problems being faced by our Practice, and by others, because of the changing demography of the patient base, particularly with regard to an increasing elderly population. He did, however, report on investment in a number of new services for the Practice and drew attention to the value of the new Knebworth Surgery to meet the demands of the likely increase in the local population.

Ken was able to demonstrate, by reference to recent surveys, that there have been improvements in how the Practice is viewed by its patients, and also referred to the recent CQC Report which had shown the Practice to be “Good” in all five CQC categories.

Improvements planned for the near future include enhanced continuity of care and an increase in GP appointment availability. Finally, Ken recognized the value of the PPG and asked more patients to get involved, either directly by coming along to meetings or indirectly through emails or other electronic services.

Overview of the Meeting

We were delighted with the large number of patients and staff who supported the “Help Yourself to Health” event. The speakers gave excellent presentations and covered an interesting range of topics. In addition, considerable interest was shown in the various stands at the rear of the hall.

Many thanks to all those that came and those that helped on the evening to make the event a real success.

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