

KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER – March 2017

Continuity of Care

Now that the Practice has two new permanent doctors (Dr Osman and Dr Turner), we are looking to improve the continuity of our care to you all. We are acutely aware that this is a very important aspect of your care. To do this we have had to move some of you from an existing doctor to either Dr Osman or Dr Turner and rebalance the number of patients under the care of the other doctors. This will inevitably be unsettling for some of you. When you make an appointment to see a doctor, you will normally be offered an appointment with your usual doctor. This means there will be some changes to how your request for an appointment with a doctor will be handled.

Routine Appointments - You will be offered an appointment with your usual doctor.

Medically Urgent on the Day Appointments - If the problem cannot be handled by one of our minor illness nurses then you will be offered an appointment with your usual doctor. If no appointments are available with your usual doctor then you will be offered an appointment with another doctor.

If there are no appointments available with any other doctor, you will be put on the triage list of the duty doctor who will contact you and, if you need to be seen, the duty doctor will make an appointment for you.

We recognise that some of you will be unhappy or concerned about the change of your usual doctor. I apologise in advance for this. It is not our intention to upset or annoy you. It is our intention to improve our continuity of care to you. If any of you are unhappy with the usual doctor you have been given then please contact me either by letter or email detailing your concerns. I will review all such requests sympathetically.

Please understand that any change in your usual doctor is:

- To improve our continuity of care to you as a patient
- To make sure that the workload of each doctor reflects the amount of time they are in the surgery
- To try and improve the availability of our doctors.

This is all part of the changes taking place within the Practice to make more doctors' appointments available to you. It includes recruiting a doctor specifically to look after one of our local care homes in order to free up our regular doctors and, because of improved permanent doctor availability, revising our doctors' rotas to free up more bookable routine appointments.

The message is "please work with us on this as the Practice believes that in the long run the improvement in continuity of care will be significant". If you are unhappy with the usual doctor given to you, please contact us and we will see what we can do to help you.

Ken Spooner – Practice Manager

Surgery Wheelchairs

Each of our surgeries now has a wheelchair for patients whilst on site. Please ask the receptionists if you would like to use them. They have been funded by kind donations from Marymead and Knebworth patients with the balance of approximately £150 coming from funds raised by the PPG at last year's summer events.

Many thanks to everyone who contributed money, prizes or their time - some of whom have contributed to all three!

Social Prescribing

Are you interested in getting involved in social prescribing? If you don't know what it is, then google it. Basically, Ken Spooner, our Practice Manager is interested in working with some community-minded people who can signpost patients to the correct services and liaise with organisations such as Dementia UK, Age UK etc. This would mean working with the Practice and with the many voluntary organisations so that we can, where necessary, direct patients to all the appropriate services and support groups. Initially, Ken would like to have a meeting with a facilitator who can explain to us what is involved and then hopefully set something up. Although at this stage it's about finding out what precisely is involved and how the Practice can go about organising something, please let Ken know (kenneth.spooner@nhs.net) if this would interest you.

Cause for Celebration!

Our Tuesday **Health Walk** is one of many overseen by the Countryside Management Services in Hertfordshire. They have been given an award for Investing in Volunteers (IiV) which many of us celebrated at a special event on Monday, 27th February. Talks and speeches were followed by a delicious, healthy buffet and a rather "naughty but nice" cake featuring the HHW logo!

Do join us for a **Walk in the Park!**

Meet in the **Knebworth Recreation Ground**, outside the Pavilion (the end nearest Stevenage Road) at 10.30 am on alternate Tuesdays: **28th March, 11th and 25th April**. At the end of the walk there will be a chance to socialise over a cup of coffee if you wish.



Have Your Say on How Local NHS Funds Should be Spent

The NHS is facing a huge financial challenge and a growing demand for services. In east and north Hertfordshire, the local Clinical Commissioning Group (CCG) is responsible for making sure that taxpayers' money is spent wisely, so that the 597,000 residents can have access to high-quality health services which help them to stay as healthy as possible.

The local NHS budget must pay for most of the area's care, everything from medicines and minor treatments to complex surgical procedures and support for long term conditions. The local budget must also fund all the appointments people have with nurses, hospital doctors and other clinicians, including midwives, mental health specialists and physiotherapists.

In 2017/18, the CCG's budget will be £722 million, which works out at around £1,209 a year for each person who lives in our area.

Please take part by completing the survey at the following link:

<https://www.surveymonkey.co.uk/r/local-NHS-spending-survey>. Your response (but not your name) will be shared with the Governing Body and made available for others to see on the CCG website. When the survey closes, they will use the responses to help develop the guidelines that the Governing Body will follow when they are deciding which services or treatments the local NHS should pay for in future.

If you need any help or have any questions, or want to receive the survey in a different format or language, please call 01707 685144 or email engagement@enhertscgg.nhs.uk. The survey will remain open until 20th March 2017.

“My Care Record”

The people caring for you need access to your health and care record in order to make the best decisions about your diagnosis and treatment. This could include GPs, hospital-based clinicians, nurses, health visitors and social workers. For this to happen more quickly and to improve the care you receive, a new process has been put in place. This will allow your information to be accessed by different health and care organisations, using existing computer systems.

With your permission, *My Care Record* will provide health and care professionals directly involved in your care, access to the most up-to-date information about you.

At first, this will only apply to patients in particular areas of Hertfordshire and Essex who are being treated at the Accident and Emergency department of Princess Alexandra Hospital Trust in Harlow but it will, in due course, be rolled out to the remainder of the county.

Admiral Nurses

Hertfordshire is about to have its very own Admiral Nurses and we are really excited about the prospect of their appointment in order to support families in the community across the whole county. Interviews were scheduled for 7th March and Jan Burt, one of our PPG members, sat in on them with Victoria Lyons from Dementia UK and Carol Whittle from Carers in Hertfordshire. There are three Band 6 roles and one Band 7 clinical lead role.

Once in place, families can self-refer into the service and the affected loved one with dementia can also be referred by other professionals, including GPs, and through the Admiral Nursing Service direct helpline. It is estimated that four Admiral Nurses will be able to look after 320 families on an ongoing basis.

Admiral Nurses have been described as a lifeline by many families that they have worked with. Their numbers have grown to 184 in the UK since their inception 25 years ago and Dementia UK is on track to make this 200 by the end of March. They have a seven day a week helpline from 0900hrs – 1700hrs, with late nights on Wednesdays and Thursdays going from 1800hrs – 2100hrs. Calls to the helpline have gone up hugely over the past year, supporting 78% more people in 2016 over 2015 with the overall total calls exceeding 10,000 for the year, and numbers keep increasing with a 32% increase in calls to the helpline from December 2016 into January 2017. The helpline number is 0800 888 6678. If you wish to email the helpline, the address is direct@dementiauk.org.

Dementia Support Group

I committed to setting up a Dementia Support Sub-group and I am looking for volunteers to sit on this group. I suggest five maximum, plus me. I could then take the lead and report back to the PPG. I believe the purpose of the group will be to ensure that carers have a voice in the services that are provided in Hertfordshire for the people that they care for and the carers of those with dementia.

The first things we need to establish are:

- What do you want to get out of the Group?
- What changes would you like see made within the Surgery and Pharmacists?
- What support is available?
- Information sessions from other dementia groups that I sit on with regard to dementia
- Inputting information to these groups especially the Hertfordshire Dementia Strategy Group and End of Life Group.

At the next PPG Meeting at 7.00 pm on Tuesday, 28th March at Knebworth Surgery we will be discussing this proposal in rather more detail. If this particularly interests you, please come along for an hour that evening and join in with the discussion. You will be made very welcome.

Janette Burt

Pharmacists Meeting

The Practice holds meetings on a quarterly basis with local pharmacists that help to generate goodwill and a better understanding of the problems that they encounter and to ensure a better all-round service to our patients.

At our recent meeting, the topics discussed included:

- the results from the seasonal flu vaccination campaign. These showed that there had been a 5% increase in the overall uptake compared with 2015 and a 10% increase in uptake for “at risk” patients. Whilst this was encouraging, it was felt that we should look to a further improvement in the figures in the future.
- restrictions that are likely to be imposed on smaller pharmacies regarding the discussion with patients on smoking cessation programmes and on diabetes prevention as well as the on dispensing of emergency contraception (the “morning-after pill”).
- problems associated with electronic and Pathfinder repeat prescriptions

Help Yourself to Health

We've fixed the date – Wednesday, 19th July and we've booked the venue – Knebworth Village Hall. We have some good ideas on the topics to be presented and discussed and, of course, we have our Practice Manager, Ken Spooner, lined up to give his annual report on surgery activities!

There will be further information in forthcoming newsletters but meanwhile make a note of the date.

Summer Events

We are currently planning our summer timetable of fetes and village days. If you have any new items suitable for prizes for raffles and tombolas, please hand them into the surgery; alternatively, Mandy Preedy can collect them from you, just phone her on 01438 811512.

Also, if anyone has a second-hand gazebo they don't need, we would be very grateful to have it and could buy it from PPG funds. Again, please contact Mandy who will arrange for it to be collected.

Next PPG Meeting – Tuesday, 28th March

At the next PPG Meeting, to be held at Knebworth Surgery on 28th March from 7.00 pm, we shall be focusing on the care of dementia patients within our community and, in particular, we hope to set up the beginnings of a Dementia Support Group.

If you or your family are involved in any way with the care of loved ones with dementia, please try to come to the meeting. If you require further information, don't hesitate to get in touch with one of the contacts listed below. Remember, all adult patients of the Knebworth and Marymead Practice are PPG members, so just come along on the 28th – you will be very welcome.

PPG Contacts

*Mandy Preedy, 01438 811512, mandypreedy@hotmail.com
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Graham Fothergill, 01438 813371, gafothergill@gmail.com
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Produced by The Knebworth and Marymead Patient Participation Group