

# KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

## **PATIENT PARTICIPATION GROUP NEWSLETTER**

**March 2019**

### **Help Yourself to Health – Wednesday, 24th July**

The planning of our annual event is now in full swing under the auspices of Joy Hall who will be the chairperson for the meeting. We are excited that two of the main topics will focus on very significant health issues, cancer and stroke, and for both we have obtained the services of some of the top people in their field.

There will also be a presentation from one of our own doctors on how we, as patients, can make the most of our ten-minute appointments. That should be interesting! And, of course, the evening wouldn't be complete without hearing from Ken Spooner, our Practice Manager, on recent developments, new initiatives and future plans for the Practice.

As usual, there will be a number of stands and displays in the hall for you to browse including, among others, Age UK, Citizens Advice Bureau, Arrhythmia Alliance (which was very popular last year), Carers in Herts and Macmillan Nurses.

Now is the time to make a note in your diaries – Wednesday, 24th July, from 7.00 pm in Knebworth Village Hall.

### **Lloyds Pharmacy, Knebworth**

It has become clear that there has been a recent escalation in the number of problems that patients are encountering when getting a prescription dispensed by Lloyds Pharmacy in London Road, Knebworth. Many of these relate to stock problems or lateness in preparing the medicines to be dispensed; issues with regard to general service levels within the pharmacy have also been reported.

There are certainly problems in relation to staffing levels in that pharmacy and these are likely to be exacerbated because the Pharmacy Manager is leaving after only a short time in the post. The assistants in the pharmacy are under a certain amount of pressure at the moment and we hope that patients will treat them with respect and consideration.

Within Lloyds there is a documented formal complaints procedure. Immediately to the right of the door as you enter the Knebworth branch there is a stand containing a number of leaflets. Among them, there is one entitled "*always with health in your mind*" (hardly the most appropriate title for a complaints form!) and this relates to their Customer Charter Standards of Service and explains how you can, and should, use their complaints procedure directly to their head office. Please don't berate the assistants, they are trying to do their job in the best way that they can under difficult circumstances; take a leaflet and register your complaint at a higher level within the Lloyds organisation.

## **Carers' Champion (Marie Norman)**

Are you a full-time, unpaid Carer for a close relative or friend? Well, there is help out there for you.

**Marie Norman** works as the **Carers' Champion** for our Practice. She maintains a record of all patients who are known to be caring for a relative or friend – there are approximately 250 in the Practice.

She has available a **Carer's pack** of leaflets and information, with a registration form and details of groups and events that you can attend.

You can apply for a **Carer's Passport** which gives you access to services and discounts at a number of local shops and attractions.

There is also considerable information, including useful links (such as to Carers UK), on the **Practice website**.

Marie is the key link between our patients and **Carers in Herts**, a voluntary group that has a wonderful website full of information. To quote:

*“Carers in Herts provides advice, information and support to unpaid Carers – people looking after someone who is elderly, disabled, has a physical or mental illness or who misuses drugs or alcohol.*

*Ensuring Hertfordshire's Carers are identified, supported and stay well, is at the heart of our work. We give Carers a voice, with opportunities to meet other Carers. We also enable Carers to share their views and experiences with those providing or planning health and social care services in Herts.*

*We support Carers of all ages – children and adults – if they live, work or care in Herts. Our services are provided free to Carers.”*

Carers in Herts can be contacted on 01992 586969. Three of our PPG Officers are actively involved in their work.

And if you would like to talk over your situation with our own Carers' Champion, Marie's office is at Knebworth surgery and she can be contacted there at any time on 01438 812494. She will be happy to share her expertise and help you in any way she can.

### **Tailpiece**

*Chryssie, Lady Cobbold, one of our PPG members, discovered that her Carer's Passport gave her a discount for entry to Knebworth House!!*

## **HertsWise – People Living With Dementia**

In our January newsletter we reported that there is now a group which meets at the British Legion premises in Knebworth. It 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.

Originally, the meetings were at 10.30 am every Wednesday but the organisers have realised that this falls on the same day of the week as the Link Up Lunch Club in the village and so they have changed to **Tuesdays between 10.15 and 11.15 am**, but still at the Knebworth British Legion.

For information on this, and other similar groups in the area, you can call Gill Taylor on 07498 042 017.

## **Forthcoming PPG Meetings**

The next PPG Meeting will be on Tuesday, 26th March, from 7.00 pm at Marymead Surgery. All patients are welcome to come along, you don't have to be a signed-up member of the PPG. The Meetings usually last for about an hour.

Our April Meeting will be on Tuesday, the 30th, again commencing at 7.00 pm, but this time the venue will be the Knebworth Surgery.

## **PPG CONTACTS**

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***Produced by The Knebworth and Marymead Patient Participation Group***