

KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER

September 2018

2018 - 2019 INFLUENZA VACCINATION PROGRAMME

The Practice is again providing a free flu injection for patients aged 65 or over, or for those who are in an at-risk group, are a carer, are pregnant or have a body mass index (BMI) of over 40. At-risk groups include people with chronic long term conditions, such as diabetes, COPD, asthma, heart disease, chronic kidney disease, liver disease or are immunosuppressed.

The flu virus is constantly changing, so you need to have an injection every year to maintain your immunity. This year, two types of flu vaccine will be used in the programme for adults. This will benefit patients by ensuring that they have the most suitable vaccine that gives them the best protection against flu. The two vaccines are **Adjuvanted trivalent flu vaccine**, licensed for people aged 65 years and over, and the **Quadrivalent vaccine**, which is recommended for adults from 18 years to 65 years of age who are at an increased risk because of a long term health condition.

Appointments for your flu vaccination can be booked in advance but there are also walk-in clinics available, as follows:-

Walk in and Appointment Clinics - Knebworth Surgery

Saturday, 22nd September	9.00 am – 1.00 pm
Tuesday, 2nd October	6.30 pm – 8.00 pm
Saturday, 6th October	9.00 am – 1.00 pm

Walk in and Appointment Clinics - Marymead Surgery

Tuesday, 25th September	6.30 pm – 8.00 pm
Saturday, 29th September	9.00 am – 1.00 pm
Saturday, 13th October	9.00 am – 1.00 pm

Walk in Clinics only - Knebworth Surgery

Tuesday, 18th September	1.15 pm – 1.45 pm
Tuesday, 18th September	6.30 pm – 8.00 pm
Thursday, 20th September	1.15 pm – 1.45 pm
Tuesday, 25th September	1.15 pm – 1.45 pm
Thursday, 27th September	1.15 pm – 1.45 pm

Walk in Clinics only - Marymead Surgery

Wednesday, 19th September	1.15 pm – 1.45 pm
Friday, 21st September	1.15 pm – 1.45 pm
Wednesday, 26th September	1.15 pm – 1.45 pm
Friday, 28th September	1.15 pm – 1.45 pm
Tuesday, 9th October	6.30 pm – 8.00 pm

EXTENDED SURGERY HOURS

As mentioned in our July newsletter, from 1st October the local Clinical Commissioning Group (CCG) intends to locate a 12-hour, 365 days per year surgery 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. Also it is likely that the current extended hours provided by our Practice will cease from 1st April 2019 as the funding to provide this is likely to be withdrawn.

The PPG has voiced its concerns to the CCG, by letter, in the hope that there might be a re-think of these proposals. As a result of this, there may be a possibility that the Practice could link in to the extended hours service that will be provided in the Stevenage locality. This has yet to be confirmed and we hope to provide more information in our next newsletter.

EAST AND NORTH HERTS CLINICAL COMMISSIONING GROUP

The Annual General Meeting of the local CCG, which was held at the Fielder Centre in Hatfield on Thursday, 6th September, was attended by several Knebworth and Marymead PPG members. It provided a useful insight into the workings of the CCG and its relationship with Practices in the area. The main presentations of the meeting were prefaced by a short, rather self-congratulatory, NHS video showing an overview of its seventy-year history; this was then followed with the opening address by Beverley Flowers, the CCG's Chief Executive Officer. She explained the challenges that continue to confront all CCGs within the NHS and then reported on the "celebrations", ie achievements, in East and North Herts, and finished with a rallying call for more patient engagement.

The second speaker, Dr Prag Moodley, a former GP in Stevenage and the recently appointed Clinical Chairman of the ENH CCG, covered three main topics in his presentation – meeting the challenge in the area of mental health and learning disabilities, improving access to local GP services and building stronger partnerships for healthier communities.

Alan Pond, the CCG's Chief Finance Officer, then provided a somewhat "dry" presentation on the financial challenges confronting them now and in the future, highlighting the areas where savings would have to be made and costs kept under control.

The next speaker, Dr Vishen Ramikisson, gave an excellent presentation on the Hertfordshire Integrated Urgent Care scheme (which incorporates the 111 Service) with particular reference to the recently introduced Clinical Assessment Service. The quality of its processes are now seen as a benchmark for the whole country.

Two presentations on pharmacy aspects completed the plenary session of the meeting. The first, by Pauline Walton, Head of Pharmacy and Medicines Optimisation, concentrated on the management of medicines in care homes in order to improve the health and wellbeing of residents, reduce drug wastage and to reduce hospital attendance. The second presentation, by David Ledenheim (one of Pauline Walton's colleagues), focussed on the age-old problem of the overuse of antibiotics and antibacterial resistance. Although locally there has been some success in reducing the number of prescriptions for antibiotics, much more has still to be achieved.

Following a short coffee break, there were two quite different workshops. The one on social prescribing was essentially a presentation on the important work of Hertshelp, the other was an interactive set-up in which the participants discussed how General Practices might be supported by peripheral healthcare professionals such as in-house physiotherapists, pharmacists etc.

At the end of the meeting, we were invited to stay for an excellent buffet lunch in order to continue our discussions and to provide an opportunity to meet informally with members of the CCG Governing Body.

GP ONLINE SERVICES

Just a reminder that you can contact the Practice online via the website. The main services available are online booking of appointments, the ordering of repeat prescriptions and the ability to view your medical records online.

What are the benefits?

- Fewer phone calls from patients to the Practice – releases time for reception and administrative staff to work on other important tasks
- Reduces calls and appointments from patients wanting to know their test results
- Encourages patients to have a greater involvement in their care
- Reduces the number of “did not attend” (DNAs) as it is easier for patients to cancel or re-book appointments online
- Reduces costs by eliminating prescription waste, encouraging patients to avoid stockpiling through only ordering medication they genuinely need.

FORTHCOMING PPG MEETINGS

The next PPG Meeting is on Tuesday, 25th September. This will be at Marymead, starting at 7.00 pm as usual. All patients are welcome to come along, you don't have to be a signed-up member of the PPG. We can guarantee that the Meeting will end at 8.00 pm.

Our October Meeting will be on Tuesday, the 23rd, again commencing at 7.00 pm, but this time the venue will be the Knebworth Surgery.

PPG CONTACTS

Mandy Preedy, 01438 811512, mandypreedy@hotmail.com

Tony Stowe, 01438 812327, anthonylstowe@aol.com

Graham Fothergill, 01438 813371, gafothergill@gmail.com

David Wilkinson, 01438 243681, d.c.wilkinson@ntlworld.com

Joy Hall, 01438 812609, bandjhall@ntlworld.com

Produced by The Knebworth and Marymead Patient Participation Group