

# PPG NEWSLETTER

patient participation group

## Little Waltham & Great Notley Surgeries

SUMMER 2017

### MESSAGE FROM THE PPG CHAIRMAN, ROGER SMITH

*Welcome to the Spring 2017 edition of the Patient Group Newsletter which as usual comes to you complete with information which your Patient Participation Committee hopes you will find useful and informative, together with a profile of a member of the practice staff.*

Don't forget that you can receive a copy of the Newsletter electronically by visiting our website at [lw.gnpatientgroup@gmail.com](mailto:lw.gnpatientgroup@gmail.com), using the link to sign up or download the coloured PDF version of this newsletter or inform a member of reception staff at either surgery. This Newsletter is **YOUR** main channel of communication between your **Patient Participation Group** and the Practice.

It is probably the best way for you to find out what is happening with the local medical practice/surgery. The more comments and suggestions that you, as users of the practice, can make will help us to gain a broader appreciation of your opinions and thoughts. Incidentally, the Committee is now complete and the members in post with different skills represent a fairly broad cross-section of the profile of the patient base. Our principal aim is to represent your interests to the Practice, but we can only do that if we are aware of your feelings and concerns.

### ARE YOUR RECORDS UP TO DATE? IF NOT PLEASE LET US KNOW. . .

In order for us to serve you better it is important that we have the most current contact information for you. If you've **moved, changed phone number, got a new mobile**, please let the reception staff know. We now have the ability to send you confidential reminder texts when an appointment is approaching that means that we have fewer missed appointments. If you have new information, please let the reception staff know when you call or attend and they can offer appointments to others.

### NON-ATTENDANCE

We all miss appointments from time to time so to help keep people from failing to attend and with our recently introduced SMS reminder facilities there should be no reason not to attend or inform us; we waste a lot of time for missed appointments. Over the past three months the number of missed appointments was:

**April: 111**

**May: 135**

**June: 169**

As a result of missed appointments funding is lost by the surgery and although there are plenty of other tasks to do undertake, we are funded by patient numbers so we need to improve. Please be sure to attend, or let the surgery know as soon as possible if you are unable to attend so that your appointment may be offered to someone else.

### FUNDING PRESSURES

Mid-Essex Clinical Commissioning Group (CCG) are one of the major groups throughout the UK with minimal funding. As you may be aware, the practice has had to take the decision to stop providing the ear syringing service to patients. Clearly, when decisions like this have to be made, we would welcome the input of the current patient cohort in order to make informed decisions.

## USING SYSTEM-ONLINE FOR APPOINTMENTS/REPEAT PRESCRIPTIONS



For those patients with internet access and have preregistered (with ID) with reception at either Little Waltham or Great Notley, you are able to book, amend and cancel appointments, submit repeat prescriptions and view your medical test results and basic medical file securely online. Not only does this save administrative staff time, but you may not even need to speak to anyone at all. The information is available as soon as you login. The information is confidential to you and no one can access your medical records unless you have provided them with your username and password (not recommended).

### **INTENTION TO BID FOR PROPOSED NEW HEALTH CENTRE AT BEAULIEU 2**

We have been informed the practice intends to bid for the proposed new Health Facility at the new Beaulieu Park and Channels developments. Taking this step would be a logical course of action since much of the development site is within the LWGN area of responsibility. The intention would be for this site to run as a branch surgery in addition to the two existing sites. The provision of a third site would provide the practice with badly needed space to expand for a rapidly growing population. There is no scope for expansion at Notley Green and the proposed extension at Little Waltham has stalled as a consequence of planning permission problems. Your committee fully supports the proposal and you will be given the opportunity over the coming weeks to express your views by using the comment boxes available at each of the surgeries.

### **CONFIDENTIALITY**

The Practice has a duty of confidentiality to all patients under the NHS Constitution, Data Protection Act, Freedom of Information Act and other legislation which means we can only provide information to 3<sup>rd</sup> parties unless the Patient has expressly consented to share this information. Information regarding children aged 16+ is NOT ordinarily released to parents and some information relating to younger teenagers may be kept confidential if deemed in the best interests of the patient.

You may have noticed that a glass screen has been fitted between the waiting area and reception at the Little Waltham Surgery which has now improved confidentiality for patients and we are actively looking at a solution for the Great Notley surgery. We will, of course, update you on progress when we have more information and a potential series of solutions.

### **ANTIBIOTICS**

Antibiotics are increasingly in the news. The Practice has asked the PPG, via this newsletter, to highlight the following:

Antibiotics do not fight infections caused by viruses like colds, flu, most sore throats, bronchitis, and many sinus and ear infections.

Taking antibiotics for viral infections, such as colds, flu, most sore throats, bronchitis, and many sinus or ear infections:

- Will not cure the infection
- Will not keep other people from getting sick
- Will not help you or your child feel better
- May cause unnecessary and harmful side effects
- May contribute to antibiotic resistance, which is when bacteria are able to resist the effects of an antibiotic and continue to cause harm

**Rest, fluids, and over-the-counter products may be your or your best treatment option against viral infections.**

For more information visit [www.nhs.uk/Conditions/Antibiotics](http://www.nhs.uk/Conditions/Antibiotics)

## **BLOOD PRESSURE MONITORING**

Blood pressure is a good indicator of your health. We would encourage all patients aged 40+ to check their blood pressure once a year. We now have a self-check BP monitor at each surgery with easy to follow instructions. Readings can be left confidentially with reception, along with your name and date of birth, for inclusion with your notes

## **NHS HEALTH CHECKS**

All patients over the age of 45 are invited for a health check where their blood pressure, cholesterol, weight, height and life style are monitored, over 75 year olds are offered a senior health check. Health check appointments are now available on Saturday mornings at Little Waltham Surgery.

## **FLU VACCINATIONS**

Flu Clinics will be held in October this year. You will be entitled to a free vaccination if you are 65+, are pregnant or have a serious medical condition.

The dates for the influenza vaccination are as follows:

**Great Notley – 30<sup>th</sup> September**  
**Little Waltham – 7<sup>th</sup> October**

## **MEET YOUR SURGERY STAFF - PHARMACY MANAGER, VIKAS PATEL**



Pharmacy Manager for the practice father of two and Witham resident Vikas Patel, 38, proudly says he “loves every minute” of his job and from his enthusiasm you know he clearly means it.

Qualifying with a Diploma in Pharmacy in India Vikas initially worked as a Counter Assistant in Gujarat before moving to London in 2003, and gaining his diploma in the UK, becoming a Dispensing Assistant in Bethnal Green and meeting his wife Ruby in London in 2005.

Vikas progressed in his chosen profession and worked in pharmacies in Hadleigh near Southend before joining the Little Waltham Pharmacy in 2011 initially as manager of the counter. Assuming overall responsibility, a year later, for the Pharmacy at Little Waltham - which is run by the practice as a separate business - and the in-house NHS dispensing unit based within the Great Notley Surgery Vikas is a fully qualified Accuracy Checking Technician which is the highest position in Pharmacies under the role of Pharmacist and as such can dispense medicines direct to patients.

Vikas is passionate about the need for more public awareness of health issues such as Vitamin D deficiencies and is also very proud of the pharmacies use of Sure Med packs by Omicell that make up by date and time weekly pill packs for patients requiring a variety of medication, often to be taken at various times throughout the day. These are where necessary delivered to patients on a weekly basis.

Vikas also foresees the workload of the pharmacy’s increasing as the population of the practise footprint grows – particularly with major housing developments such as Beaulieu Park and Channels off Essex Regiment Way.

“Pharmacy is my passion” says Vikas adding that **“patient welfare and goodwill is a priority”** – a philosophy that is clearly shared by all his 16 members of staff.

## PATIENT INFORMATION

### SURGERY OPENING TIMES

OPENING TIMES	Surgery	Telephone	Appointment
LW Monday - Friday	08:30 - 18:30	08:00 - 13:00 14:00 - 18:30	8:30 - 12:00 16:30 - 18:00
LW Saturday	07:45 - 12:00	Answer- phone/cancellati ons	08:00 - 11:30 pre-booked
GN Monday - Friday	08:30 - 18:30	08:00 - 13:00 14:00 - 18:30	08:30 - 12:00 16:30 - 18:00
GN Saturday	Closed	Closed	Closed

### DISPENSING

Little Waltham

8:30am - 6:30pm, Mon - Fri

8:00am - 12:00pm, Sat

01245 360678

Great Notley

8:30am-1:00pm, 3pm - 6:30pm, Mon - Fri

Closed, Sat.

01376 341344

All dispensers are qualified and available to help patients with medication queries.

### PHARMACY

Pharmacy services are available at Brook Hill Pharmacy, located inside Little Waltham Surgery.

### PARTNERS

Dr Angila Agarwal (Senior Partner)

Dr Dayantha Wijekoon

Dr James Mackin

Dr Sachindev Ramoo

Dr Ann Williams

### SALARIED GPs

Dr Joanna Grice

Dr Helen King

Dr Reza Hossain

Dr Laura Thorogood

Dr Rebecca Reith

Dr Alev Onen (registrar)

### NURSE PRACTITIONERS

Lorraine McClement

Jane McElligott

### PRACTICE MANAGER

Bev Lampitt

### DEPUTY PRACTICE MANAGER

Gemma Gisby

### BUSINESS MANAGER

Andrea Navesey

website: [www.littlewalthamsurgery.co.uk](http://www.littlewalthamsurgery.co.uk) email PPG at: [lw.gnpatientgroup@gmail.com](mailto:lw.gnpatientgroup@gmail.com)