

# PPG NEWSLETTER

patient participation group

## Little Waltham & Great Notley Surgeries

**AUTUMN 2017**

### **MESSAGE FROM THE PPG CHAIRMAN, ROGER SMITH**

Welcome to the Autumn 2017 edition of your Patient Group Newsletter which contains up-to-date information about what is happening both within the Practice and in the NHS generally.

I hope that you will continue to find the Newsletter informative and you will find something in it which will be of interest to you personally.

The Newsletter continues its function as the main means that we, the Patient Participation Group, communicate with you, the patient base.

As I have said before we can only function efficiently if we have your feedback both from matters discussed in the Newsletter and generally about your experiences with the Practice.

The best way of communicating with us is via our email address: [lw.gnpatientgroup@gmail.com](mailto:lw.gnpatientgroup@gmail.com), or by a letter addressed to the PPG secretary left in either surgery.

We do have two vacancies on the committee for new members. If you are interested in joining us please let us know through the contacts above; to broaden our representative base we would particularly like to hear from a patient with a young family and a patient from an ethnic minority. It would not be a huge commitment; we meet four times a year, alternating between the two surgeries and afternoons and evenings. You can find more about what we do in our Terms of Reference available in the surgeries or we can email you a copy.

### **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 four months the number of missed appointments was:

**JULY: 146**

**AUGUST: 172**

**SEPTEMBER: 145**

**OCTOBER: 150**

DNA's reduce access. If patients ever find it hard to make an appointment they can look to those numbers as appointments they would have had access to had they been cancelled (even 20 mins notice means we can often fill them).

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**

GP workload has grown hugely, both in volume and complexity.

Increase in workload has not been matched by a proportionate transfer of funding or staff.

In fact in our case funding has been withdrawn on a dramatic scale.

Many GP practices in England are considering asking NHS England to close their practice lists because of unsustainable pressure, according to a BMA poll of practices.

## **BLOOD PRESSURE MONITORING**

Blood pressure is a good indicator of your health. We would encourage all patients aged 40+ to check their blood pressure at least 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.

## **CONFIDENTIALITY**

Everyone working for the NHS has a legal duty to keep information about you confidential and this practice retains your information securely by making sure all staff sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty. Any access to patient records by staff is only used to the extent necessary to enable tasks to be performed.

## **ANTIBIOTICS**

Antibiotics are continuously in the news.

The Practice has again at this time 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)

## **USING SYSTM-ONLINE FOR APPOINTMENTS/REPEAT PRESCRIPTIONS**



For those patients with internet access and who have preregistered (with ID) with reception at either Little Waltham or Great Notley, you are able to book, amend and cancel appointments, submit repeat prescription requests 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 when you login and is confidential to you so no one else can access your medical records unless you have provided them with your username and password (this is not recommended).

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

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**, or got a **new mobile phone**, please let the reception staff know. We now have the facility to send you confidential reminder texts when an appointment is approaching that means that we have fewer missed appointments. If you have any new personal contact details, please let the reception staff know when you call or attend and they can offer appointments to others.

## **MEET YOUR SURGERY STAFF – NURSE PRACTITIONER JANE McELLIGOTT**



Jane, who hails originally from Sandbach in Cheshire and lives in Chelmsford joined the practice earlier this year. Her arrival brought the compliment of Nurse Practitioners – who both conduct surgery appointments and have full diagnostic, referral and prescribing responsibilities - to two.

Jane underwent her Nurse Training at St Margaret's Hospital in Epping and the Princess Alexandra Hospital in Harlow rising from State Enrolled Nurse (SEN) to State Registered Nurse (SRN) in 1989 and after gaining valuable hospital experience – including in the operating theatre at Harlow – she branched out in GP Practice work 26 years ago in Chelmsford, progressing from practice nurse to advanced nurse practitioner 12 years ago, after studying at London Southbank university.

Her enthusiasm for the role shines through and she describes working at the Little Waltham and Great Notley Surgeries as “Brilliant” adding that she “really feels part of a great team that is fully committed to helping patients”

“I love general practice that provides the consistency in being able to follow-up on patients needs”

She admits that it is sometimes a battle to get referrals seen as quick as she would like in the current climate but, like her colleagues, tries to do all she can to get these actioned as quickly as possible.

Married to Alan who works at Inchcape VW in Chelmsford Jane has a 27-year-old daughter - as well as twin boys who are 25, she also has 3 step children aged 27, 24 and 18.

In her spare time, she loves walking Milly her 5-year-old Cockapoo dog and has a talkative 15-year-old grey mad Parrott!

Jane loves holidays in the UK – particularly in Yorkshire and North Devon – and has also enjoyed visiting Egypt where, as well as seeing the pyramids, the Red Sea and Cairo she has also been diving.

In describing joining the Surgery team earlier this year Jane says, “it is a really well managed practice” adding that she particularly likes the way the Doctors and other clinical staff go through to the waiting room the meet the patients the early contact of which helps put people at ease and establish trust.

## 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** - 01245 360678

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

8:00am - 12:00pm, Sat

**Great Notley** - 01376 341344

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

Closed, Sat.

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)

Dr Marium Hossain (registrar)

Dr Elizabeth Tuckwell (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)