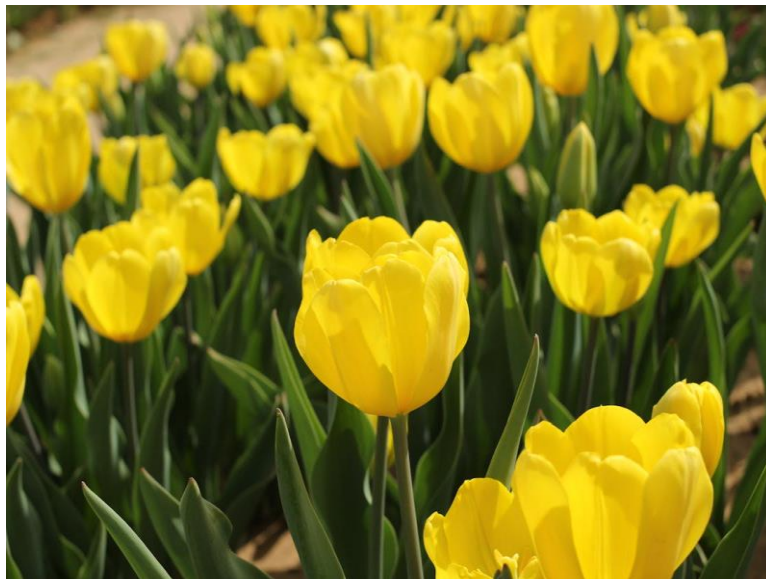


MGS MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP (PPG) affiliated members N.A.P.P (National Association for Patient Participation)

Welcome to this, our Newsletter of April 2025.



Easter Opening Hours Thursday 17th April Open 8.00am – 8pm

Good Friday 18th April Closed

*(if need to see a doctor urgently can contact NHS 111 or Showell Park 01902
446711 opening hours 9am-1pm)*

Easter Saturday 19th April Closed

*(if need to see a doctor urgently can contact NHS 111 or Prestbury Medical
Practice 01902 721021 opening hours 9am-1pm)*

Easter Sunday 20th April Closed

Easter Monday 21st April Closed

*(if need to see a doctor urgently can contact NHS 111 or Showell Park 01902
446711 opening hours 9am-1pm)*

Tuesday 22nd April Open 8.00-6.30pm

Really important when ordering your repeat medications you do not run out over the bank holiday period, please note you can order via NHS APP or directly through your choice of pharmacy but remember prescriptions will only be issued from the practice the day the request comes in, must allow at least 5 working days!.

Practice News:

PPG and practice team are working together to implement practice policies and procedures, focus on communication with patients of all abilities.

Updated questionnaires for patients to focus more on communication

Focus on ensuring notice boards and websites updated and clear and more structured

Consult with your Doctor online-using the Accurx online form Answer a few short questions and we will get back to you within 2 working days. Please do not use this online service for urgent or emergency requests. The submitted forms will only be read during our opening hours. The forms will not be read on the weekends (Saturdays and Sundays) or on bank holidays. They will not be read Monday to Friday between the hours of 6.30pm to 8am. You can also complete an Administration Query to contact us about a change of name or address, fit (sick) note, test results, repeat prescription queries, or anything else admin related. If you need more urgent help, call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999 :

Consult with your Doctor online or visit www.mgsmedicalpractice.nhs.uk

Centralised telephone system, call back facility but encourage patients to use online and or call patient partner 01902 229788

Staff have had care navigation training and form based clinical triage in place which helps book patients with the appropriate clinician/service. In house clinician matrix to help staff book with appropriate clinicians from Nurse team-Health care assistant, General Practice Assistants, Nurse Associates, Midwife, Practice Nurses, Advanced Nurse Practitioners, Medicines team-Clinical Pharmacists, First Contact physiotherapists, Mental Health Practitioner, Doctors.

Local pharmacists will see certain type of symptoms and can see you for oral contraception and ambulatory blood pressure.

Let us know if ordering repeat prescriptions has improved by availability via NHS APP, directly through choice of pharmacy.

Let us know about the appointment system, especially late Thursdays and with practice in the Primary Care Network covering extended and bank holidays

Let us know if your contact details have changed and if you need any assistance, reasonable adjustments, translator

Let us know if you are a carer

Let us know if unable to attend an appointment. If you contact patient partner 01902 229788 you can cancel appointments anytime, please allow at least 24 hours so your appointment can be offered to another patient.

Our did not attend appointments has reduced from 100-150 per month to 30-40 per month since using form based triage

Throughout the last few months we had many empty clinical appointments, this may be down to the hard work the practice team have done with implementing form-based clinical triage, and reinforcing practice policies and procedures

Events:

**PPG Meeting 7th November 2024 & Xmas Fete 5th December 2024
1pm-3pm at Low Hill Practice, went very well**

From the funds raised the practice made their own hampers with PPG members and gave the hampers to some of their patients who were known to have dementia, cancer and being treated for palliative care.

Flu Vaccination Clinics: September 2024-March 2025

Covid spring booster

Next PPG meeting 10th April 2025 1pm-2.30pm with guest speaker from Dementia awareness society

Meetings and events are open to any patient registered at MGS Medical Practice. We will have a short formal element, matters arising from previous meetings. Why not come and meet us. **Please come**

Some practice staff have started Basic Sign Language (introduction)
50% staff completed www.learnsignlanguage.co.uk and taken interest in
lead roles from carer, cancer, dementia, digital

Early symptoms Dementia

Listen

Every person is unique and dementia affects people differently - no two people will have symptoms that develop in exactly the same way. An individual's personality, general health and social situation are all important factors in determining the impact of dementia on him or her. Symptoms vary between Alzheimer's disease and other types of dementia, but there are broad similarities between them all. The most common signs are memory loss and the loss of practical abilities, which can lead to withdrawal from work or social activities. If you think that these problems are affecting your daily life, or the life of someone you know, you should talk to your doctor, or encourage them to talk to theirs.



@AlzDisInt
 Alzheimer's Disease International

Dementia is not a part of normal ageing.
 Talk to a doctor or contact the
 Alzheimer association in your country.

Alzheimer's Disease
 International
 The global voice on dementia

The most common early symptoms of dementia are:

Memory loss

Declining memory, especially short-term memory, is the most common early symptom of dementia. People with ordinary forgetfulness can still remember other facts associated with the thing they have forgotten. For example, they may briefly forget their next-door neighbour's name but they still know the person they are talking to is their next-door neighbour. A person with dementia will not only forget their neighbour's name but also the context.

Difficulty performing familiar tasks

People with dementia often find it hard to complete everyday tasks that

are so familiar we usually do not think about how to do them. A person with dementia may not know in what order to put clothes on or the steps for preparing a meal.

Problems with language

Occasionally everyone has trouble finding the right word but a person with dementia often forgets simple words or substitutes unusual words, making speech or writing hard to understand.

Disorientation to time and place

We sometimes forget the day of the week or where we are going but people with dementia can become lost in familiar places such as the road they live in, forget where they are or how they got there, and not know how to get back home. A person with dementia may also confuse night and day.

Poor or decreased judgement

People with dementia may dress inappropriately, wearing several layers of clothes on a warm day or very few on a cold day.

Problems with keeping track of things

A person with dementia may find it difficult to follow a conversation or keep up with paying their bills.

Misplacing things

Anyone can temporarily misplace his or her wallet or keys. A person with dementia may put things in unusual places such as an iron in the fridge or a wristwatch in the sugar bowl.

Changes in mood or behaviour

Everyone can become sad or moody from time to time. A person with dementia may become unusually emotional and experience rapid mood swings for no apparent reason. Alternatively a person with dementia may show less emotion than was usual previously.

Changes in personality

A person with dementia may seem different from his or her usual self in ways that are difficult to pinpoint. A person may become suspicious, irritable, depressed, apathetic or anxious and agitated especially in situations where memory problems are causing difficulties.

Loss of initiative

At times everyone can become tired of housework, business activities, or social obligations. However a person with dementia may become very passive, sitting in front of the television for hours, sleeping more than usual, or appear to lose interest in hobbies.

If you are experiencing any of these symptoms or are concerned about a friend or relative, visit your doctor and discuss your concerns.

The next dates are:

- 25th July 2025 meet the PPG and practice staff, light snacks and refreshments.

Will have lots of fun and discussions around health promotion and prevention.

Circulation of Newsletters

Hard copies available in practice and website

Website for updates: www.mgsmedicalpractice.nhs.uk

As always, feedback on your views of our Newsletters or PPG activities are very welcome, as are ideas for future Newsletter content or PPG activities.

Feel free to contact us at www.mgsmedicalpractice.nhs.uk Angela Smith PPG Chair or Jas Bagary Business Manager MGS (secretary PPG)