

MGS MEDICAL PRACTICE

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

Welcome to this, our Newsletter of November 2018.

Future Events:

a) Xmas Fete Thursday 20th December 2018 1pm-3pm at Low Hill Practice

**Flu Vaccination Clinics started September 2018:
Clinics 25th September 2018 at Low Hill and 28th September 2018 at Bradley**

This year there is a new vaccine for the over 65s, called adjuvanted trivalent vaccine (catchy name isn't it?). Clinical evidence indicates this is far more effective for this age group.

All patients who are eligible for a flu jab will be receiving an invitation in the post; or telephone call.

As usual, there will be a range of community information stalls to browse and refreshments will be provided. The Patient Group will be assisting during the day and will have a table to provide information to all those interested in the Group. You can sign-up to become a member.

b) Patient Group General Meeting:

Next PPG Meeting Wednesday 12th December 1pm-2.30pm at Bradley Practice

This meeting is open to any patient registered at MGS Medical Practice. We will have a short formal element, matters arising from previous meeting 10th October 2018 (Local Healthwatch advocacy representation from Judith Stroud update on services and support for patients/carers; CCG representative update wider links with PPG groups and update on services in Wolverhampton) and a longer social element. Why not come and meet us. **Please come along** – there will be refreshments.

c) Patient Talk

20th December 1pm-3pm at Low Hill practice

This will be from clinical team, around long term conditions and healthy life

A Review of Recent Activities

- a) 15th August 2018 We were able to have a stall at the Bradley Community Centre Summer Fete. So we decided to celebrate 70 years of NHS and discuss healthy lifestyles and services we provided at MGS Medical Practice. Opportunity to meet local residents, and other organisations. Very positive interest for joining our PPG**

NHS website www.nhs.uk where you immediately see 'Health A – Z' which lists hundreds of health conditions in alphabetic order.

Cardiovascular disease (CVD): is a general term for conditions affecting the heart or blood vessels. It's usually associated with a build-up of fatty deposits inside the arteries (atherosclerosis) and an increased risk of blood clots. CVD is one of the main causes of death and disability in the UK, but it can often largely be prevented by leading a healthy lifestyle.

- b) 12th October 2018:** We had a coffee morning/afternoon day supporting Macmillan Cancer, we joined up with Bradley Community centre, met other organisations from dementia services and local support groups for children. Opportunity for us to see if new members interested in joining group

- c) 24th October 2018:** We continued coffee morning/afternoon day supporting Macmillan Cancer at our Low Hill practice, we talked about carers and share experiences of caring for family friends and shared leaflets of where carers can access more information and support.

Discussed did not attend appointments, how so much clinical time wasted at least 100-150 appointments per month. How to reduce rate? Where-else to display information and importance of why need to inform practice if unable to make appointment.

Practice News:

From 1st June 2018 MGS Practice terminated two-year pilot arrangement Vertical Integration with Royal Wolverhampton Hospital Trust (period 1.6.2016- 31.5.2018). We have had new practice staff join. Been very busy bringing practice policies and procedures back in place.

To date re-established PPG, initially started in 2007, we have had some new members join. Annual membership with N.A.P.P renewed August 2018. Representation from all 3 practices and support from Local Healthwatch.

New centralised telephone system since August 2018, staff training in progress.

Staff have had care navigation training 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, Health Trainers, Practice Nurses, Advanced Nurse Practitioners, Medicines team-Clinical Pharmacists, medicines co-ordinator, Doctors.

Some have started Basic Sign Language (introduction) www.learnsignlanguage.co.uk and taken interest in lead roles from carer, dementia

Don't swallow up your NHS - use it wisely this winter

You can treat minor winter illnesses such as colds and coughs, sore throats, and upset stomachs easily at home with medicines, which you can easily buy at low cost from your local pharmacy.

So be prepared and stock up on winter essentials today:

- 🕒 pain relief (paracetamol)
- 🕒 cough and sore throat remedies
- 🕒 first aid kit
- 🕒 upset stomach treatment
- 🕒 rehydration treatment
- 🕒 heartburn and indigestion treatment

Having these winter essentials at hand will not only save you time and help you to feel better quicker, but help save the NHS much needed resources. Your local pharmacist can also offer you advice and guidance on the best treatment for you – no appointment needed. Pharmacists are available on every high street and in supermarkets with many open evenings and weekends.

NHS Matters

Making it easier to see a GP

Some time ago the Government made a commitment that all patients would have access to GP Services between 8.00am and 8.00pm seven days a week.

Extra appointments to access these 'out of normal hours' arrangements, are now available. These additional pre-bookable evening and weekend appointments have been achieved by GP practices working together. MGS are working with Primary Care Homes Two and offer Tuesdays 6.30pm-8pm for other practices within this group to book appointments.

Note that the new service offers access to a GP, not necessarily a GP from our practice.

You can book appointments for this new service by a phone call to our Practice; the receptionist will be able to book you in at the 'hub' in your area.

It will be interesting to find out what the take up will be from patients of MGS. In addition, MGS are opening early morning on Thursdays 6.30am-8am for our patients only.

By the way, we intend to carry out a further Patient Survey in 2019.

The next dates are:

- 20th December 2018 1pm-3pm Xmas Fete at Low Hill, meet the PPG and practice staff, planning to have raffles, light snacks and refreshments. -----

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)

