

The New Dispensary



Patient Participation Group

CHAIRMAN'S WELCOME

Currently health and social care issues are attracting a great deal of public interest both locally and nationally. Yes we have a general election around the corner and health issues will inevitably be under the spotlight, but there is genuinely a lot of change happening. Locally there has been a number of public engagement events and members of our PPG have been present at most of these so representing you.

Monica Fletcher

WE ARE EXPANDING OUR PPG MEMBERS: – introducing our new members

I am delighted that following a variety of activities to recruit new members to our Group that we have doubled our membership. We now have an active group of 12 members. We welcome Dr Penny Cullen, Cathey Horsfall, Claire Glassborow, Raj Randev, Derek Butler, and Mercedes Mercer. We continue to encourage new enthusiastic patients to join us, so if you are interested please call or email me, Monica, or contact Christine our practice manager. We are particularly keen to hear from someone who may also volunteer to support the committee as the secretary. Interested please call Monica on 01926777535 or email: m.fletcher@educationforhealth.org



Cathey

Rav

That is us - WHO'S NEW AT THE PRACTICE?



Ginny Henderson has joined the practice as new health care assistant working as part of the general practice nursing

team.

We are a Training Practice for new GPs and for doctors in their post graduate training. We have two new junior doctors, both are qualified doctors, Dr Amina Hameed who joined us in February is now in her second year of specialist training (GP training) and Dr Louise Corcoran who joins us in April is in her second year as a DR but has yet to start her specialist training. We welcome the three of them to the Practice Team.

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Friends and Family Test (FFT): Update on Progress


In the last edition of the newsletter we informed you that the government would be introducing

the family and friends test into general practice. This has been running for a few years now in hospitals. This means that the practice is required as part of their National Contract to ask our patients if you would '*recommend this doctor to your family and friends*'.

This is an opportunity for patients to have their say. You will find information about FFT in the practice and on our website and there are plenty of smiley face postcards for you to complete and hand back into reception. This is also available on line through our website and by text. www.newdispensarysurgery.co.uk The doctors & nurses will also have them so please do ask if you cannot see them. Look out for the smiley faces!!

We would like you to think about your recent experiences of our service. 

How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

 Extremely likely <input type="checkbox"/> Likely <input type="checkbox"/> Please tell us what we are doing well	 Neither likely nor unlikely <input type="checkbox"/> Please tell us why? <input type="checkbox"/> Don't know	 Unlikely <input type="checkbox"/> Extremely unlikely <input type="checkbox"/> Please tell us how we can improve? <small>Please write comments overleaf</small>
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The results of the FFT will eventually appear on the NHS Choices website.

The FFT has been promoted widely but we need you to tell your friends and families about the test and encourage everyone to give feedback each time they attend the practice.

RESULTS SO FAR

- **Off line results:**
- 127 in total (attached)
- 91% respondents were likely (11%) or extremely likely

(80%) to recommend the practice to someone else.

- **Text message results:**
- 60 in total for February
- 87% positive responses.

The PPG group reviewed these results with the practice and are very pleased with the results and response rate. PLEASE KEEP YOUR RESPONSES COMING IN!

COMPLAINTS and feedback



Our Practice takes complaints very seriously and have an excellent system of dealing with them. The team believe they are a way of improving the service they provide. As a PPG we monitor the numbers of complaints and how quickly they are responded to.

During 2014/2015 the surgery received a total of 6 complaints.

All six were investigated and responded to within 3 working days. They were all resolved satisfactorily.

NEW SERVICE: Access to your medical records



From the end of March there is another new requirement on the surgery to release medical records to patients. You have to register to have access. It is a national scheme which will be phased in. Initially it will be partial access and not all medical records will be released although eventually this will be the intention. Now you can register for your drug history, vaccinations and allergies at this stage.

How to register: Once you have visited the Surgery with your completed Consent Form with two acceptable forms of ID we will verify your identity. Please be aware that the receptionists will not be able to process the forms immediately.

Reminder other online services:

The practice offers an online booking service for appointments and repeat prescriptions. You must be over 16 years of age.

To register you need to send your email address to: administrator@newdispensarysurgery.nhs.uk. After 48 hours you will need to provide proof of identification to reception to obtain your registration details. This will provide information on how to register with www.patient.co.uk.

YOUR MOBILE NUMBER



In order to improve their services and communication - The practice uses text messaging as a way of communicating a range of messages and reminders. Please make sure you let them have your up to date number for their records.

HEALTHWATCH WARWICKSHIRE



Healthwatch Warwickshire is the county's local health and social care consumer champion. The practice took part in a programme called 'Enter and View Visits' on 13 February 2015. Healthwatch visited the practice and spoke with our staff and patients and met 3 members of our PPG. The practice will receive a report in 4 – 6 weeks which will be placed on our website. Thank you to all of you that have spoken to Healthwatch.

News from NHS South Warwickshire Clinical Commissioning Group (CCG).

Our local commissioning Group has been given the go-ahead to commission primary care services from April 2015.

NHS England announced that the CCG – which is responsible for planning, buying and monitoring healthcare services on behalf of the people of south Warwickshire – was successful in its application to take on additional commissioning responsibilities.

This means that from April the CCG take on responsibility for primary care co-commissioning having receiving approval from NHS England and they will commission the majority of GP services in South Warwickshire. They are one of 64 CCGs across the country that has been approved to take on 'delegated' commissioning responsibility for GP services. This is a positive step for our CCG towards commissioning services that are focused on improving outcomes for patients through more joined up and integrated models of care.

This is a welcome step towards investment in primary and community services that will see the development of continuing improvements to commission local high quality care for our patients now and for the future.

South Warwickshire CCG joins 64 other CCGs throughout England that have been successful in providing the evidence that they have a transparent and robust framework for commissioning GP services and managing conflicts of interest. Primary care is currently

commissioned by NHS England's Area Teams.

HOLIDAYS and FOREIGN TRAVEL yes that time is coming!!

Hard to think with some of the cold, wet days we are still having but holiday season is rapidly approaching indeed some of you will be going away for Easter holidays. It's not just booking and paying for them - it is fairly stressful packing and getting organized especially if you are taking children abroad with you too. From organizing travel insurance and vaccinations to preventing DVT and jet lag, here's what to think about before you travel as a starter for ten.

Travel kit checklist

- antiseptic
- sunscreen
- after sun lotion
- insect repellent
- antihistamines
- anti-diarrhea pills
- rehydration sachets
- first aid kit

We take circa 60 million trips abroad. Most have a safe trip, but some people get ill or have an accident and need medical treatment while they're away. To help you plan as safely as possible go onto the NHS Choices website or ask your Practice Nurse

<http://www.nhs.uk/LiveWell/travelhealth/Pages/Travelhealth.aspx>

Patient Survey on Communications

In the autumn we undertook a random survey concerning a number of issues related to communications and new technologies. Our practice has been extremely innovative by setting up a FACEBOOK page for both the Practice and the PPG. The links are for the Practice <https://www.facebook.com/thenewdispensary> and the PPG <https://www.facebook.com/pages/The-New-Dispensary-Surgery-Patient-Participation-Group>.

Go and have a look for yourself. They have also introduced a whole range of online services such as repeat prescriptions and now even booking appointments. The practice has used a texting service for two years now to remind you of your appointments and to send out messages. We realise that not everyone has access to a mobile phone / iPhone or a pc but many do, so we wanted to find out a bit more about you all. Here are the results from 160 of our patients.

84% owned a mobile phone but only 56% received texts from the practice: we can only do this if your phone number is on file, so next time you are in please check with the receptionists if you are not getting these messages and you wish to and give them your up to date phone number.

49% used FACEBOOK and 31% said they would use the Practice one – so get on and start to have a look and LIKE! 77% had a personal email account and of those 50% said they would be happy to receive messages that way.

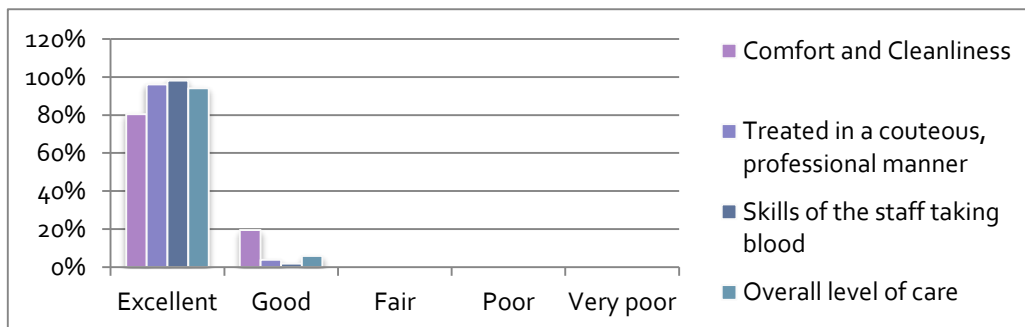
Finally sadly only 21% had seen the newsletter! We need to improve our circulation as it is now it is distributed in the practice in hardcopy and it's on the practice website, we may consider in the future sending you a link and certainly we will be putting it on FACEBOOK pages in the future.

Thanks so much for participating!

PHLEBOTOMY SERVICE – Excellent feedback

We have a service at the practice for taking blood – the Phlebotomy service. This is a really convenient service for the patients of our practice as in the past patients would have been asked to attend the hospital. It is a busy, but

very efficient service and the service was evaluated during 2014. 51 patients and 98% said they would recommend the service. The service is available every weekday mornings at the practice by appointment only.



ARE YOU INTERESTED IN BECOMING A PPG MEMBER?

We are reaching out to you as patients and users of the practice to join us in our work. We are a friendly group who work closely with Christine our practice manager and the doctors and staff of the practice to make the New Dispensary a practice to be proud of. If you are interested in joining us please call Monica on 01926777535 or email: m.fletcher@educationforhealth.org.