

Chair : Monica Fletcher
Vice Chair : Penny Cullen
Secretary/Editor: Nigel Kickham

Our Members: Christine Rogers (Practice Manager); John O'Shea; Colleen Crawford; Claire Glassborow; Cathy Horsfall; Peter Lawley; John Holland; Barbara O'Shea; Julia Joy; Jo Whitten, Dr Peter Gregory



The New Dispensary PPG
Newsletter
Issue 11
May 2016

Chairs Welcome

Welcome to the latest edition of the Practice Newsletter which is produced by the PPG for you the patients. I am grateful to Nigel our Group secretary who has changed the format and layout in this edition and is taking over as Editor of the Newsletter.

We are delighted that the Practice has had its CQC inspection earlier in the Spring and that it passed with some great feedback. Congratulations to the Practice Team for all their hard work. Myself and one of the Group members Peter Lawley, met with the inspectors to provide feedback about the patients experience – we are always keen to hear from you and receive your feedback. Feel free to contact any members of the Group or Christine if you wish to comment about the services provided or have ideas for how things could improve.

You will see from the request in this newsletter that I will be standing down as Chair of the PPG at the end of August. The Group is seeking to find a replacement to take on this exciting and rewarding role. If you like working with like-minded people that have passion for health and care health and have a few hours to spare a month, that person could be you. We are a friendly Group of patients and we would love to hear from you. You would be supported by Nigel Kirkham our Group Secretary, Barbara O'Shea our CCG Representative and Penny Anne Cullen our Vice Chair

We are also reaching out to patients to become a member of the Group. If you are interested in either becoming a member or taking on the role of the Chair, you would also be welcome to attend our next PPG meeting. Our meeting will held be on **Thursday 25th May 5 – 6.45 at the practice**. Just speak to reception on arrival and wait in reception. Preferably give me a call 07855 941240 or contact Christine our Practice Manager. We look forward to hearing from you

Monica Fletcher OBE Chair

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Patient Access



This is a reminder to patients that you can now access your medical records, order repeat prescriptions and book appointments (if they apply) “on line access”

It is really useful that you can access some of your medical record such as: dates of diagnosis, of any operations and blood test results, in addition to the medications you are taking, your immunisation records and any known Allergies.

If you wish to have access please download the information and forms from our website, <http://www.newdispensarysurgery.co.uk/> and complete these forms and pop along to reception. Please remember to bring some form of photo identification with you, this will also be needed on collection of your registration password. If you have already got access to online repeat prescriptions and appointments and have a passcode, the practice will still require the forms to be completed with your consent to enable them to activate your record.

This is an excellent service, which can be extremely useful if you need to make a note of certain health matters or track your progress.

Why don't you speak to someone at reception next time you are in the surgery? The staff would be delighted to help you get registered for this service

“Patient Access lets you use the online services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details”

Practice Updates

Practice Doctors

The practice regularly has doctors in training attached to the Practice

Dr Sam Mason has now finished his 4 month rotation with us as a Foundation Year 2 Dr and felt he had learnt a lot from being part of The New Dispensary. Dr Malcolm Hawkesford joined the Practice in February 2017 and will be with us until August 2017.

In addition we have a new doctor having been with us since April 2017—Dr Chloe Gleeson—a foundation year doctor who will remain with us until August as part of her training pursuing a career in General Practice

Medical Students

The practice continues to have medical students attended for 6 week blocks of experience. You may be asked if you mind them being in attendance to learn when you visit for a consultation. If you do not wish to have a student in your consultation it is fine for you to request that they are not present, but we very much hope you will be able to help them learn

Reception Staff

We are sorry to lose one of our reception staff Janet who will be leaving at the beginning of May to spend more time with her family.

However Geraldine Costa has joined the Practice as a new receptionist from 19 April 2017 and is settling in well—I am sure you will all welcome her to the practice

Bank Holidays

Bank Holiday Closures dates and opening hours are always posted on the practice doors. The Out Of Hours telephone contacts are on the practice telephone message when the surgery is closed. Please remember this is to be used for urgent treatment only that cannot wait until the surgery re-opens. We are lucky to have a good A & E service locally at Warwick Hospital however this is for emergency treatment only.



World Asthma Day 'Jack Blows his own Trumpet'

A film for young children with asthma about the importance of using inhalers.

2nd May was World Asthma Day.

According to Asthma UK statistics (www.asthma.org.uk)



- 5.4 million People in the UK are currently receiving treatment for asthma: 1.1 million are children (1 in 11) making this the most common long term medical condition in this age group. On average there are three children with asthma in every classroom in the UK.
- The UK has among the highest prevalence rates of asthma symptoms in children worldwide
- A child is admitted to hospital every 20 minutes because of an asthma attack

The mainstay treatment for asthma are inhaled medications as when they are administered correctly get straight into the lungs where they are most effective. Unfortunately not everyone knows how to use an inhaler correctly and if you are concerned that your child may not be using theirs correctly please speak to your GP, practice nurse or pharmacist.

This short poem and animated fun U-tube film was produced by a local Charity Education for Health and is aimed at encouraging children to use their inhalers correctly. Have a look at the link and see the film or download the poem.

www.educationforhealth.org/jackblowshisowntrumpet

Practice Headlines

Practice CQC Report

Practice is pleased to say that the inspection took place with the report providing good feedback achieving a good overall status in line with the majority of practices

Practice Staff

Dr Malcom Hawkesford joined in Feb 2017 and Dr Chloe Gleeson joined in April 2017

Geraldine Costa joined as our new Receptionist since April

PPPG Chair

After five years of being a member of the PPG and holding the position of Secretary or Chair for much of that time, Monica is stepping down as current Chair due to a relocation. We all wish her well in her future endeavours

SWFT are setting up a working group to improve the booking system at the trust. The group intends to improve the system from the patients' perspective and needs to know from patients the areas that most need improving.

The group would like to know how patients would prefer the system should change: first referrals, follow up appointments, rescheduling appointments (both the patient rescheduling and SWFT rescheduling), cancelling appointments. How would patients prefer to be informed (letters, web based), how would patients prefer to communicate with SWFT to make appointments or change them?

Patient experiences are crucial - how does the system fail at the moment? Appointments arriving too late, appointments being rescheduled too far in the future, appointments made at inconvenient times and at inconvenient places (why are the times/places inconvenient)? Superfluous appointments: situations where the patient could have had a phone call (or letter, or email) instead of an appointment at the hospital, or had an appointment at their GP instead?

The aim is for the booking system to be designed for the patient's benefit, and be designed around the patient, so that patients feel in control and informed, and that at no point during their care at SWFT will a patient feel "lost".

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Update on Facebook Page



The Practice Facebook page now has 333 followers – **ARE YOU ONE OF THESE YET IF NOT PLEASE FIND US AND FOLLOW THE HELPFUL HEALTH NEWS**

Dr Peter Gregory continues to update and maintain the Practices' Facebook page but needs continued support from us all by using the site as much as we can

The Facebook page gives patients an insight into the practices operation and what the practice offers, but importantly demonstrates how the practice is working with the patient community to provide tips and advice on medical matters as a self help guide

In addition it provides updates on community events and links to organisations in the community who also require your support.

Find us or follow us on [@thenewdispensary](#) on Facebook app or www.facebook.com/thenewdispensary/ - make sure to follow or like our Facebook page there



ARE YOU INTERESTED IN HEALTHCARE, A PATIENT OF THE NEW DISPENSARY AND WANT TO MAKE A DIFFERENCE?

THEN YOU COULD BE THE NEW CHAIR OF OUR PATIENT PARTICIPATION GROUP (PPG)

Having been an active member of the New Dispensary Practice PPG for almost 5 years and holding the position of both Secretary and Chair for much of that time, I am now sadly planning to stand down in the autumn. I have thoroughly enjoyed my time as Chair and have met some incredible people during this time – both patients and staff at the practice. Together we have made big strides to improve the services at the practice and to ensure the services that are provided meet the needs of you – the patients.

I am leaving Warwick after 16 years of working and living in the town and I will be returning to my home county of Sussex.

The Group is now seeking a new Chair to take on this exciting and rewarding role. I hope that could be you. If you like working with like-minded people that have passion for health and care health and have a few hours to spare a month, that person could be you. We are a friendly Group and we would love to hear from you.

You would also be most welcome to attend our next meeting which is to be held on Thursday 25th May at 5 – 6.45 at the practice. Otherwise give me a call on 07855941240 or speak to Christine Rogers our Practice Manager.

I look forward to hearing from you