

## The New Dispensary



## Patient Participation Group

### CHAIR'S WELCOME

Interesting how a New Year makes stimulates ones enthusiasm for change and gives so many people a new purpose and a sense of optimism. That is why so many of us plan our New Year's resolutions – we make promises to ourselves and often tell others about the things we wish to change. But why is it that so many are either rapidly broken or never get over the starting line?

Well it's possibly because they are often unrealistic, unplanned or unsupported. Personally with several social events planned in the diary for January I didn't feel a 'Dry January' would be achievable; so I lowered my expectations and I set out to have a 'Damp One' – certainly much healthier and one that I could achieve - but not dry! However with another fundraising Marathon in sight for April I have devised my exercise schedules and eating regimes and I can see that I will be in a good position (injuries not withstanding!) to hopefully hit my target of around four hours!

If you are struggling with your resolutions or have already had a blip then why not come and see our fantastic practice nurses who are ideally placed to help motivate you to make positive changes to improve your health. They can also signpost

you to many useful local and national resources to help you make 2016 a much healthier year!



**It's my delight  
to welcome  
Nigel – our new  
PPG Secretary**  
Nigel Kickham  
ACMA, CGMA

Nigel has been a resident of Warwickshire for 45 out of his 50 years. He studied to attain his management accounting qualification during his work within the local authority before moving to work in the private sector and currently self-employed contracted to provide services to a local car manufacturing company Like many of us Nigel has been a patient at the Old Dispensary, and remained with the practice when it moved to Chase Meadow. Nigel lives with his wife, Dee, who have recently welcomed a granddaughter into their family, Sophie Imogen. Nigel has a keen interest in travel.

We also welcome Val Oliver another local resident as a new member of the group.

# The New Dispensary Patient Participation Group Newsletter

Issue 8 January  
2016

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**HAPPY AND HEALTHY NEW  
YEAR TO YOU ALL FROM  
YOUR PPG !!!**

**Make it a Healthy New Year**

It might be a few weeks since the start of the New Year but it's not too late to make some lifestyle choices. New Year is a great time for resolutions whether you want to eat healthier, stop smoking or take up some exercise. A healthy lifestyle will benefit you both in the short and long term, can add years to your life and reduce the risk of certain conditions including cancer, diabetes, cardiovascular disease, osteoporosis and obesity.

If you're looking for inspiration then why not have a look at what's on at the Community Centre next door to the doctor's surgery. There's activities on daily to keep you active and help you lose weight.



### Why not check your heart health this Valentine's?

Valentine's Day is traditionally about sending card and flowers. This Valentine's why not check your heart health and look after you.

Firstly one of the simplest ways to check out your heart is simply to check your pulse.



Many people don't know their correct cholesterol levels for a healthy person of their age. According to the British Heart Foundation over half of all UK adults have raised cholesterol and a cholesterol test is the only way you will know if you are one of them. There are no clear symptoms so if you are concerned you might be at risk make an appointment to see your GP or your local Pharmacist to find out your number.

### Non attenders



The practice continues to experience a high level of people not turning up for their appointment. The Surgery have a pictorial graph on the wall showing non-attender rates. We will monitor its impact. People have commented but then they are the people who are attending! The practice are also keeping other data on the trends of the DNA rates and sharing this anonymized data with the PPG

members to see if we can help to reduce this wastage. We were surprised and really disappointed to learn that many patients call for a same day emergency appointment in the morning and then fail to turn up! In October out of 3479 appointments 3.3% (114) were wasted and in November there were 3.6% (97) out of 2667 appointments.

As patients of the practice we think it is your duty to turn up to your appointments as it means others are being denied an appointment. If you are unable to come please call the surgery and let them know!

### Are you caring for someone?

We know it sometimes gets a little tough if you are caring for someone long term. If you are a carer or being cared for please ensure the surgery are aware of this. The practice will add you to their carer's register so the practice can also support you.

### GP Registrars - Trainees

We have a new GP registrar (FY2) started with us in December Dr Joseph Heskin and will be with us until 5th April 2016. A new GP registrar (ST2) starting with us on 3<sup>rd</sup> February 2016 Dr Catriona Reid and will be with us for 6 months.

### Family Friends Test (FFT)



We continue to get great feedback from our FFT cards, it is important to remember you can complete these

cards more than once. We now have 3 new cards to support the FFT, Children and young people, Learning Disability and Carer's. These are very different from the smiley face cards, Monkey's to help the children, pictorial to help with Learning Disabilities and more smiley faces for Carer's. Our large notice board is displaying these at present, please ask reception for the relevant form. You can find a picture of the board on our Facebook page.

### Car parking

It is unfortunate due to vehicle damage caused to our staff cars that we are unable to offer the car parking facilities in our staff car park to patients. Disabled parking is still available but we request other parking areas are used for other patients. We are very lucky that there is a lot of alternative parking close to the surgery.

### Chronic Disease Checks



31<sup>st</sup> March is the end of our current year for following up our annual patient checks. If you receive a letter inviting you to attend please try to book this as soon as possible.



### Cold Weather

During the cold weather it is important to remember the elderly and vulnerable. Please try to look in on neighbours and friends who you think may need support during this time.

### News from our Vice Chair Penny Cullen – What's happening at a policy level?

The issue of non-attendance for scheduled appointments across the whole NHS is a big problem and costing millions of pounds per year! As fellow patients I again would urge everyone to act responsibly so every who requires an appointment can get one. Both at the Practice but also at the hospital. Remember the Practice and our Group are asking for your help to avoid too many wasted appointment slots by reminding you to notify the surgery if you are unable to keep your booked appointment. Remember also to do the same with your hospital appointments.

### Do GP Practices Work Under Excessive Bureaucratic Burdens?

According to a recent survey in GP-online (15 January 2016), three quarters of GPs instigated changes to

meet the Clinical Quality Commission (CQC) requirements. Significantly, two thirds of these GPs considered the requirements "will not boost patient safety" and believe many of the changes were "bureaucratic" and "costly". One GP believed that certain requirements were "simply ridiculous"; others were "not convinced" that the changes "really affect[ed] clinical care". In expanding its focus on the relationship between regulation and patients' safety, this article questioned whether the CQC focusses on the right targets?<sup>1</sup>

### BMA warning on the impact of CQC visits



The BMA's warnings regarding the impact of the CQC measures on GP practices was also featured in the latest GP-online Journal (20 January 2016). In this vein, the BMA regarded the threats and burdens

posed by the CQC's "exorbitant" increase in fees that are a real threat to the future survival of small practices and damaging patient care. Thus the BMA recommends a

<sup>1</sup>The CQC is the central body that regulates, monitors and inspects health and social care to ensure that medical and social care providers achieve the CQC's standards of quality and safety (<http://www.cqc.org.uk/content/standards-gps>).

fundamental overhaul of the CQC inspection regime that addresses key problems flowing from “a failing, bloated bureaucratic system that is not delivering for patients”.

We are expecting our practices CQC visit sometime in the next few months.

## NAPP Annual Conference

Indeed, the threats to GPs future was debated during last year’s conference of PPGs (NAPP Annual Conference “Really Putting Patients First”, (<http://www.napp.org.uk/conference.htm>). During the proceedings, speakers highlighted the dangers of perverse incentives and the links with excessive bureaucracy that militate against recruiting and retaining GPs.

These “auditor v professional conflict” strains were expressed by Professor O’Neill in her Reith Lectures (<http://www.bbc.co.uk/radio4/features/the-reith-lectures/transcripts/2000/#y20020> when she identified that **perverse incentives are real incentives that yield perverse results**. In expanding her theme, O’Neill observed that mistrust and criticism directed at professionals and public institutions are inexorably based on inappropriate governmental performance measures, with these accountancy-focused targets overlooking the real motivations of clinicians and nurses.

## Report on CCG Activity

I am delighted to represent the PPG at South Warwickshire Clinical Commissioning Group, having taken over this role from Monica. It gives

us an opportunity to have a voice on local health care and to feed back to you and the practice what is happening.

The matters discussed during the meeting in December included funding; safeguarding children, adults and victims of domestic abuse and recently established the Mental Health forum. Topics that were addressed in the **Virtual Patient Network Newsletter** included updates on South Warwickshire NHS Trust procurement; update on communications and patient engagement activity over the past month; plus, a review of “A Day in the Life of an NHS 111 Call Handler”. The NHS111 team are interacting with local services via twitter and promote patient engagement via [engagement.westmidlands111@nhs.net](mailto:engagement.westmidlands111@nhs.net).

**Twitter:** @nhs111westmids;

**Facebook:** NHS 111 West



Midlands  
*Calls to 111 are free, including mobiles, 24 hours a day, 7 days a week, 365 days a year. For more information - <http://www.westmidlands111.nhs.uk/services.php>.*

Monica Fletcher Chair



cationforhealthorg

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**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 the 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

