

## The New Dispensary



## Patient Participation Group

### CHAIR'S WELCOME

Welcome to the latest edition of the New Dispensary Patient Group Newsletter. If this is the first time you have read one of these the intention is to keep you updated about news from the Practice. It is written by the patients and members of the Practice. Remember you can also keep up to date about what's happening by the Practice website or our Facebook and Twitter accounts, details of which appear at the end of this Newsletter. If you want to want to get more involved with our activities then please contact myself as Chair or Christine our Practice Manager.

The Practice is keen to reach out and engage our local community to promote health and wellbeing and to enable patients to be able to managing their own health where possible. This Newsletter aims to be informative, but there are lots more health advice on our Facebook pages.

As a Practice we are not just about advising we are also about leading by example. In March this year, we formed the New

Dispensary Dream Team – a team of runners – made up from staff, relatives and patients of the Practice. Initially eight of us entered the British Heart Foundation Warwick Half Marathon to raise money for a good cause and to get fit. 8 members completed that run and inspired by that effort last month a team of 19 went on to complete the Stratford 10km. This is a huge achievement and the Team were featured in the local press. We will be looking for new members to run next year so if you would like to join us for our next challenge please let me know or contact Dr Gregory.



# The New Dispensary Patient Participation Group Newsletter Autumn Issue 10 October 2016

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## Back to School Kids Health Tips



The children have been back to school now over a month since the summer holidays and hopefully many of the teething problems of changing classes or schools hopefully will now have settled down. But as dark nights start to draw in and the weather becomes more changeable children are more vulnerable to autumn virus's leading to coughs and colds. To keep the kids healthy this autumn here are a few tips

To avoid colds and flu encourage children to wash their hands after using the toilet or after blowing their nose and teach them to cover their mouths when coughing. If the dreaded cold does set in then visit your local pharmacy to stock up on tissues and cold & flu remedies to get them back to health as quick as possible.

Another familiar problem kids face at school is the nuisance of nit. 'Nits' and 'lice' can spread easily, especially when children sit close together at school. To prevent unwelcome visitors ensure long hair is tied back and use a nit comb every week.

## Helping people save lives

In September we had a group of 20 patients and local residents come into the Practice to learn how to

Undertake CPR (Resuscitation Training). The session was fun and informative and we are hoping to run another session next year. Please keep your eyes open on the website and notice boards if you are interested in taking part



## Vaccinations

There are a range of vaccinations available for patients of the New Dispensary depending on your age and risk groups. If you are eligible we highly recommend you to attend.

## Flu Clinics

Whilst we are talking about flu it is time again for your vaccination. The Practice are not sending out letters of invitation for the seasonal flu vaccination. As in previous years patients who fit the following criteria will be eligible for a flu vaccination

- Those aged over 65 and those who are 65 by 31.3.17.
- Chronic heart disease, chronic renal disease, chronic liver disease, Diabetes, Immunosuppression,
- Carers – looking after an elderly or disabled person, chronic respiratory disease – including Asthma, Expectant mothers, those living in Residential Homes and 2-4 year olds

The clinics started running from the 4<sup>th</sup> October 2016. If you wish to make an appointment please call after 10.00am to book. Thank you. Look out for notices in the surgery, on the website, a text message and on your repeat prescription which will also remind you if you are eligible

## Shingles vaccine



Once again this year the Shingles vaccine will be available for patients aged 70 years on 1.9.2016 and aged 78 years on 1.9.2016. Our clinical system will highlight if you are eligible and our clinicians will offer you the vaccine. If you fell within the cohorts (70 & 78 years) over the past 3 years and have not had the shingles vaccine you are still eligible until the age of 80 years.

The practice have shingles clinics on 4<sup>th</sup> & 5<sup>th</sup> October and you can also have your flu vaccination at the same time.

## Meningitis Vaccinations

Young teenagers and 'fresher' students going to university for the first time are advised to have a vaccination to prevent meningitis W disease.

The Men ACWY vaccine is given by a single injection into the upper arm and protects against four different causes of meningitis and septicemia – meningococcal (Men) A, C, W and Y diseases.

This has been offered to Cohorts born between 1.9.97 – 31.8.98 and the practice will have sent a letter inviting you for this. Other Cohorts will be vaccinated on an opportunistic basis.

Unfortunately, there has been no Saturday vaccination clinics this year.

## GP Registrars - Trainees

We have had two new GP Registrars, join us in August. These are qualified doctors who are undertaking specialty training to become fully qualified GPs: - you may have already met one of them

Dr Angela Coyle who is full time and will be with us for 12 months and Dr Sally Owen who is part time will be with us for 18 months

We also have a doctor in Training Dr Louise Zuzarte for 4 months.

## Receptionists

We had one of our receptionists Diane, leave us on 31<sup>st</sup> August for a new venture and we are very grateful for all her help and support. We are delighted that two new receptionists have joined us Rachel and Janet. They have undergone a two week training, but please be patient with them whilst they get bedded into the Practice Thank you.

## Family and Friends Test



The practice, like other parts of the NHS are required to seek patient feedback on the service and experience they receive from the

Practice team. Please remember to fill the cards in whenever you visit the surgery. You can complete these as many times as you like as they are supposed to reflect each encounter you have. You may also be text if the practice has your mobile phone number. We rely on your feedback in order to constantly improve the services that are offered.

## Non attenders

Missed appointments  
keep everybody waiting



Keep it or cancel it. Don't forget it.

We are continuing to monitor those people who do not turn up for appointments as it is such a waste and prevents other patients from getting an appointment. Please remember to cancel as soon as possible if you cannot attend any of your appointments.

## Car Park

We appreciate that the parking area of the practice has become an increasing problem due to the loss of spaces in the car park by the shops. We ask people however not to park in the Practice car park and our doctors and nurses need to come in and out during the day to see sick patients in their homes. Sadly we have also had several cars damaged whilst parked in the car park over recent months. Thank you.

## New Asthma Video



If you or a member of your family have asthma there is a fun new video available on U-tube which informs you how to use your inhaler and gives a clear message if you need to use your reliever inhaler (Commonly known as your Blue inhaler) regularly more than twice a week, you should seek advice from your Asthma nurse or your GP. This video has been produced by Leicester Hospital. Why don't you check out the link [https://youtu.be/Ame\\_dNNm-XI?t=24](https://youtu.be/Ame_dNNm-XI?t=24) or search for the **Dancing Doctor - The Inhaler Song** **#InhalerBlues**



## News from The CCG: A summary from our PPG representative: Barbara O'Shea

The September South Warwick CCG meeting was an informative one. The first item being a talk on Domiciliary Care by Zoe Mayhew. She told us that a new contract had been awarded and that there were now 20 suppliers instead of the 91 previously supplying home



care. The contract area is now divided into zones and it is hoped that as part of this better relations will be formed with the clients as they should have more regular contact with the same carer and each client will have a nominated Key worker. Those who do not want to transfer to the new contract can stay with their current provider using a direct payment. There is also a new contract to start in October for residential and nursing care homes. The emphasis being more on the client's needs. The contract is for 5 years provided standards are maintained.

The 'have your say day' in Southam went well although very few people attended but those that did were able to provide useful feedback. The next one is in Alcester towards the end of the year. Ideas on how to get the public more interested would be appreciated by the CCG as they are keen to get more public views on the local health services that they commission on their behalf.

Work continues on the Out of Hospital and Primary Care projects. Both of which are complex and will take some to implement and therefore they seem to think they will be introduced until next year.

The next meeting of the PPG CCG meeting will be held on the 20 October 2016.

## Personal Health Records

Just a reminder - Are you aware you can now request access to more of your personal medical information? If you are interested in doing so there are some simple steps that you will need to follow

to get up and running.



This has been available to patients since 1<sup>st</sup> April. They are detailed coded Personal Health Records. You need to request this service via Patient Choices.

This service is available for adults only and not yet for children.

Although the records do not detail each appointments they include: medical history; test results; medicines and vaccination records.

Please look at our website for details or ask at reception if you wish to register for on line services or have access to your records. You will need to provide proof of identification for this to be activated

## Facebook Activity



The Practice Facebook page now has over 300 Friends. We are grateful for the efforts of Dr Peter Gregory on his continued efforts with the Practice Facebook Page.

Please have a look at it and if you think it is good like it can you

please send onto your friends!

It contains really useful information about the activities of the practice and is also packed with lots of useful 'bite sized' health messages.

There are literally daily snippets of medical information for our patients and the general public released on [Facebook](https://www.facebook.com/thenewdispensary). Topical and important - like the page at <https://www.facebook.com/thenewdispensary>

Thank you for reading the News Letter if you have any feedback or you would like to get more involved please contact

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Chair



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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