

PPG - Laurel House Surgery

Newsletter

March 2017

Introduction to what Patient Participation Groups (PPG) are all about.

Patient Participation Groups are a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. Members of PPGs should think about the wider patient interest and not just their own personal concerns when serving on the PPG. Every PPG should be clear about what it is there for and hopes to achieve. It should have well-thought out core objectives so that if someone asks what the Group does, there is a clear answer. These goals and aspirations need to be realistic and achievable because the PPG is run by volunteers. The Patient Partnership Group will work in partnership with the Practice and significant other partners and, in that way, it can achieve a great deal more.

What do PP Groups do?

As noted above the activities of Patient Partnership Groups vary because they develop and evolve to meet local needs of their Practice Population and may, for example, include either or all of the following:

- ◆ Improving communication by assisting in the production of newsletters or leaflets that provide patients with information about their health and how to access services
- ◆ Together with members of the Practice Team and other significant NHS and/or

Local Authority partners participate as appropriate in the organisation of health promotion events so that patients can have a really good understanding of their health and how best to look after it.

- ◆ Acting as a 'critical friend' to the Practice, helping it appreciate and understand what patients are thinking and are saying about issues, such as, opening hours, telephone systems, requests for home visits, delays in arranging an appointment to see their own GP or a nurse, repeat prescriptions and the range and types of services provided within the Practice.
- ◆ Influencing the services that are provided, and where they are provided, by taking part in what are called commissioning decisions: this means that services can be developed in the way that is best for patients.
- ◆ Undertaking appropriate surveys or research to find out what matters to patients and discussing the findings with the Practice.

Getting Involved & giving feedback

Why not get involved in the PPG or at least give feedback in order to help us achieve these goals,

Details inside on how to contact us.

STP - Have your say on the future of local health services

What is the STP?

Sustainability and Transformation Plans (STP) have been drawn up in every part of England (44 in total), with the aim of delivering the most appropriate health services in future years. Staffordshire and Stoke-on-Trent's STP has been drafted by the Clinical Commissioning Groups, local authorities and NHS Trusts covering the county.

With changes in population trends and medical procedures as well as significant financial challenges, the STP has to address many key issues in ensuring that everyone receives good quality, safe health and social care services that make the best use of taxpayers' money.

What has happened so far?

Healthwatch Staffordshire and Healthwatch Stoke on Trent have been working closely with the STP to ensure that the public have the opportunity to engage in the process and a number of open events were held in November/December.

The draft plan has now been submitted to NHS England and NHS Improvement (the two national regulatory bodies) and can be viewed on the Healthwatch Staffordshire website <http://healthwatchstaffordshire.co.uk/stp/>

What happens next?

The plans outlined in the STP will be subject to review and public consultation. No decisions have been taken yet and any proposed changes will be discussed with local people. Healthwatch Staffordshire, as the independent consumer champion for health and social care in the area, is keen for all of us to have an input to these plans. So for more information, or if you'd like to get involved, contact

Healthwatch Staffordshire on 0800 051 8371 or
email enquiries@healthwatchstaffordshire.co.uk

'Laurel House PPG and Healthwatch Staffordshire Advisory Board'

Contact Details of PPG Members (Patient Reps)

Alan Wiseman 01827 69587
Derek Hoey 07948 581210
Diane Wells 01827 703820
David Garwood 07837 799714

Or email: laurelhousesurgeryppg@gmail.com

Online services for Laurel House Surgeries

- Online services allow you to book or cancel appointments with your registered doctor
- Order repeat prescriptions, where your medication is currently available by repeat order.

If you are not currently registered with the surgery for online services you will need to fill out a form at the surgery and show two forms of ID, one of which should have a photo (such as a UK passport or driving licence) and the other should have your address (such as a council tax bill). If you don't have photo ID or anything with your address on it, it doesn't mean you will not be able to use online services, the surgery staff may be able to help.

- Once you have signed up, you will receive a letter with your unique User ID and Password and a link to where you can log in.
You can also download an app for your phone or tablet so you can access it from anywhere
- This service works alongside the current traditional methods and doesn't replace them but it is envisaged that it will become easier for others to get through to the surgery on the phone during busy periods.
- It also means you can book appointments when the surgery is closed.

See <http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-online-services.aspx> for further information

The Electronic Prescription Service (EPS)

What does this mean for you?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy you choose, saving you time
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop

Is this service right for you?

Yes, if you have a stable condition and you

- don't want to go to your GP practice every time to collect your repeat prescription
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be

- if you don't get prescriptions very often
- pick up your medicines from different places.

How can you use EPS?

- You need to choose a place for your GP practice to electronically send your prescription to.
- You can ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you.

You can change or cancel your nomination by informing either the practice or wherever you set it up before your next prescription is due or your prescription may be sent to the wrong place.

Laurel House Surgery

12 Albert Road Tamworth Staffordshire B79 7JN Tel: 01827-69283 Fax: 01827-63493

Branch Surgery: Fazeley Health Centre Albert Road Fazeley Staffordshire B78 3QJ Tel: 01827-283994

Types of Appointments available at Laurel House Surgery

◆ ***Pre-Bookable Appointments (PBA)***

Generally used for advance routine appointments and can be booked 3-6 weeks in advance. If the waiting time for a patient to see their own GP is too long then the Doctors reserve some appointments for 'Book on the Day' - see next note.

◆ ***PBA Appointments can be made on the internet.***

For internet access you will need to be registered. Information is on the web site as to how to apply for access and you'll need to show ID when initially applying at Laurel House Surgery.

Visit the Surgery Website for further details - <http://www.laurelhousesurgery.co.uk/>.

◆ ***Book on the Day***

Reserved appointments are driven by supply and demand and these go very quickly once the surgery opens.

◆ ***Telephone consultation***

A telephone consultation with a GP, ANP or PN, can be requested when this is an appropriate solution to the problem/situation.

◆ ***Sit & Wait***

If you require a same day urgent consultation then this is available for a single acute problem in a 5 minute consultation.

◆ ***Duty Doctor***

Emergency appointments. One problem only in a 5 minute appointment.

If a patient cannot attend until late afternoon for an urgent appointment they are requested to ring back when they are available to attend in Tamworth, and they will be accommodated accordingly.

◆ ***Home Visits***

Home visits are available for patients whose clinical condition prevents them from attending the surgery. A doctor may conduct a telephone triage prior to a home visit.

If you require a home visit please telephone the surgery before 10:30am.

Please Note!

The reception team are there to help you get the right service for your needs so please do not be offended if they ask you what the problem is when you ask for an URGENT appointment. This is to ensure you are directed to the most appropriate clinician as soon as possible.

- ◆ ***If you've booked an appointment but no longer require it please ring to cancel it so that someone else can make use of it.***