



# DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER NOVEMBER 2015

**This update is brought to you by the Patients Participation Group (PPG).  
An independent patients group financed by the DHC  
Providing an interface between patients and the practice.**

## **IT IS OUR NHS – THEY SAY!**

### **PATIENTS MAIN CONCERN IS WITH PRIMARY CARE DELIVERED BY OUR GPs**

To us, patients of DHC our primary care is being able to see our doctor!

Four years ago I was just a patient. I made comment on service and was asked to make a contribution. Before I blinked I was DHC PPG Chair. The quarterly e-mails delivered for the last two years are testament to that. I remain a patient! Using the same system as all patients.

I was originally a patient at the Wraysbury Surgery – I know that story!  
I hear horrific stories about how long it takes to get an appointment in other surgeries. I heard first hand a patient seeking medical help in Bournemouth after three weeks is still not able to see a doctor! And we all hear similar stories.

So exactly how does DHC fit into this mould? I accept that now as PPG chair I am perhaps biased. The nearly 11,000 DHC patients tell us that overall we are well looked after by all at DHC Partners, Doctors, Nurses, Receptionists and Admin staff working in the practice.

DHC Patients Participation Group work diligently with the practice and the practice manager to continually assess how service to the patients can be improved. The use of Social media makes it quick and easy to criticise but comment directly to PPG to overcome perceived problems would help. PPG is here to ensure that on behalf of the patients any criticism is reasonable and as necessary a suitable 'fix' is the result.

**CURRENTLY YOU CAN ASSIST BY COMPLETING A SURVEY THAT WILL BE DISTRIBUTED EARLY IN DECEMBER – WE THANK YOU IN ANTICIPATION – CAN WE BEAT THE NUMBERS**

### **As I see it' – Michael Shefras**

With Graham Box moving we welcome Maryrose Simpson who joined DHC on 2 November, 2015. We make her very welcome and look forward working with her to the benefit of us all. (See next page)

What about this newsletter? A simple question. We know it goes to the growing e-mail list but after that how many patients actually read it? Do tell.....How could it be improved

We, the PPG would like to think that more patients could take possession of the PPG. We will continue to endeavour to improve 'conditions' – it has to benefit all of us but we would like to hear from you.

Michael Shefras MBE - Chair DHC - PPG

### **IT IS CERTAINLY 'YOUR' PPG**

We are sad that William 'Bill' Joy who retired as chair two years ago has decided now to retire from the committee. We will miss him and the benefit of his brain which approaching 87 served him and us well. He had been part of PPG for many years.

Elsewhere we advise membership of PPG. It is a very good team but it must for sustainability be augmented with diverse new members. It is not at all onerous. We meet five times a year and members are asked to volunteer for topics that occur from time to time. Since I became the chair we have attracted three new members, one female, one male and one pending. Are there three or four patients who are prepared to put a little bit back? If so please e-mail Michael Shefras on [chairdhcppg@shefras.demon.co.uk](mailto:chairdhcppg@shefras.demon.co.uk)

## **DOCTORS AVAILABILITY**

**Normal Surgery Times 0830 – 1130 a.m and 1430 – 1730 p.m**

Dr Watts – Mon, Tues, Wed am Thurs, Fri am  
Dr Wallbank – Mon, Tues pm, Thurs  
Dr Ferguson – Tue, Wed pm, Fri  
Dr Bijjala – Mon, Tues and Thurs  
Dr Beardsell – Mon and Wed  
Dr Sivanandan Tues, Wed, Thurs, Fri pm

*Note that these sessions vary due to holidays,  
training commitments and other duties.*

Dr Mohn Kalirai – Mon, Tues, Wed pm, Thurs, Fri  
Dr Kris Rakowski – Mon, Wed, Thurs and Fri

**advanced Nurse Practitioner Mandy Griffin – Mon,  
Tues, Thurs and Fri**

### **Extended Hours – THIS IS A NEW SERVICE!**

Early and late appointments at the practice are available (though the days vary week to week). Evening and weekend appointments are provided at King Edward VII Hospital, Windsor in the evenings and on Saturday and Sunday. Book appointments through DHC

### **WHAT HAS HAPPENED SINCE LAST TIME!**

On behalf of DHC PPG we have had presence at the following organisation meetings and had internal meetings

16 September – the CCG Annual General Meeting – A routine - a little boring but took the opportunity to promote funding Phlebotomy tests as a matter of routine at DHC

30 September – PPG Working group to devise the patient 2016 survey. Required to steer the practise and PPG the direction of travel.

14 October – Attended the South Central Ambulance Service first formal meeting of the Berkshire Patient Forum held in Reading – A most interesting meeting and a good insight as how the Berkshire ambulance works.

16 October – Attend the Windsor & Maidenhead (WAM) PPG network meeting held in King Edward, Windsor. An opportunity for representatives of the 17 PPG's in the area to discuss mutual areas of interest and to be briefed on what is happening locally in the NHS and care groups.

4 November – Meet the new practice manager prior to the PPG meeting on 5 November, 2015.

An aide memoire note is prepared for most of these meetings and can be made available by contacting Michael Shefras on

**chairdhcppg@shefras.demon.co.uk**

### **PPG MEETING MINUTES**

We believe that we deliver a professional service in the delivery of the DHC PPG. A comprehensive note of each meeting is kept and an official minute is agreed and published on the DHC web site; <http://www.datchetdoctor.co.uk>  
Can be found under PPG - Reports and Surveys – Meetings

### **MACMILLAN COFFEE MORNING RAISED £300**

**Our thanks to the DHC staff and  
PPG volunteers who worked to  
achieve this.**

**And thank you to the partners  
who allowed it to happen!**

### **PHLEBOTOMY SERVICES**

DHC is not funded to take blood - but for those who would find it hardest to get to local hospitals, the practice now provides a daily service each weekday morning for two hours. Appointments are booked through reception who can advise on whether you qualify.

### **WHO ARE PPG?**

Their photographs are on the PPG Notice Board in the surgery

Michael Shefras – Chair  
Ernie Addicott  
Jayne Crampton – Hon Sec  
Pam Curry  
Suresh Gogna  
Anita Kapur  
Rowena Mignot  
Margaret Holme-Pickering  
Vivien Walton  
From the practice  
Mary-Rose Simpson

### **INTRODUCING OUR NEW PRACTICE MANAGER**

We asked Maryrose Simpson to let us know a little about herself as she joins the practice.

I am delighted to be the new Practice Manager at Datchet Health Centre. My work and professional background is varied and I started in the Hotel Industry which I thoroughly enjoyed almost straight from school. This also allowed me to travel and work abroad. I left the Hotel industry in 1995 and moved to the NHS at Wexham Park Hospital managing firstly Accident and Emergency Support Services, then the same in Radiology. I then spent 3 years working with the GPs in the Berkshire East area running queries via their computer systems in preparation New Care Record. Since 2008 I have been working and building a small group of Dental Practices based all around the country and based in Slough.

### **‘MEN IN SHEDS’**

What on earth is that when we were sent a notice recently – we were a little bemused. It turns out that this is an initiative aimed at men who want to participate in practical activities to counteract social isolation and depression. To find out more contact Chris Allen 01628 640200 or [Chris.allen@berkshire.nhs.uk](mailto:Chris.allen@berkshire.nhs.uk) telling where you heard about it.

### **BOOKING YOUR APPOINTMENT WITH DHC**

About half of our appointments are reserved for patients who want to be seen on the day. This means that the phone lines are very busy from 8.30-9.00. Patients who wish to book an appointment for another day (or who have a non-urgent inquiry) are kindly asked to call after 9am whenever possible.

Remember that you can also register with the practice to book your appointments online.

### **MORE ABOUT ‘WHY’ PPG!**

DHC was one of the first practices to develop a Patients’ Participation Group. The principal partner at the time set it up with a few patients who were prepared to listen as to why it was important for the patients to work with the practice. It is commendable that several of those ladies who built the DHC are still with us working to maintain standards.

As the current chair I wish to see DHC PPG fit for purpose and set well for the future. This means that we need more patients to help to take possession of their PPG.

DHC now have approaching 900 patients registered with their e-mail communication. How many of those are prepared to take one first small step by just e-mailing saying we support our PPG?

The second step to complete the Patients Survey when published early December!

The third step is to volunteer to join the PPG Committee. With resignations due to age we need to build our numbers by attracting three to five new members. We meet just 5 – 6 times a year with a meeting lasting no longer than 2 hours. Do give me a call – Michael Shefras MBE - Chair on [chairdhcppg@shefras.demon.co.uk](mailto:chairdhcppg@shefras.demon.co.uk)

**AGE UK** DHC have been asked to remind their older patients to stay warm this winter! Obvious but it appears many of us over 65 do not. [www.nhs.uk/keepwarmkeepwell](http://www.nhs.uk/keepwarmkeepwell) has all the information. There is financial support through grants: Contact your GP to have your Flu free flu jab: speak to your local pharmacy: try not to sit still for more than an hour or so: contact your water and power supplier so see if you can be on the Priority Services Register.

As the conditions get bad as winter approaches. Obvious but not wearing the correct shoes can lead to slipping leading to unwelcome fracture, spell in A & E or a longer time in hospital or rehab!

**Jayne, our hard working Hon Sec said, “I will bake a Christmas cake (alcohol and nut free).!”**

Patients can be asked what the weight is. Entry is in exchange for their e-mail registration. The one closest to the correct weight will win the cake! If already registered and you have completed the Patient Survey you can also enter. Monday 14<sup>th</sup> - Monday 21<sup>st</sup> of December