



**DATCHET HEALTH CENTRE
QUARTERLY NEWSLETTER
DECEMBER, 2017**

**PRELIMINARY OUTCOMES FROM
2017 PPG SURVEY**

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This update brought to you by
Patients Participation Group (PPG)
An independent patients group
Financed by the DHC Practice
With the aim to provide an interface
Between patients and practice



*ALL AT DHC CONVEY
THEIR BEST WISHES
FOR THE
FORTHCOMING
FESTIVITIES*

**DHC PPG JOIN IN WISHING PATIENTS AND STAFF
WELL INTO 2018**

PATIENTS NOT ARRIVING FOR APPOINTMENTS

	Drs.	Nurses
Sep	53	50
Oct	76	69
Nov	77	60

AS I SEE IT – Michael Shefras MBE – Editor
I feel it was a relatively comprehensive October letter. With possibly not so much to catch up. We concentrate in this issue on the response to the PPG survey. This came to a conclusion mid November. PPG members were in the waiting room to talk with patients. They completed some of the surveys with patients. This year we have had more responses and that is rewarding. Reported further elsewhere in this issue. We will follow up with any actions to be reported in the March issue.

On 23 November there was a well-supported PPG Committee meeting. You can find a copy of the minutes in the DHC Web Page.

There is more information in this newsletter. All of us are on a continual learning curve. I can only hope that the words in this letter are just a little useful.

I am joining with you all to look forward to 2018 - I hope all in good health

Michael Shefras MBE – DGC PPG Chair

OUR AMBITION
MAKE THIS NEWSLETTER A TWO WAY VOYAGE!
PPG WILL 'CAST IT OFF' BY DISTRIBUTION
HOW NICE IT WOULD BE IF FROM PATIENTS WE RECEIVE THEIR CONTRIBUTIONS, ARTICLES AND COMMENTS

We welcome David Simpson as the latest member of our PPG
David responded to our invitation to join the PPG. He met the members and was welcomed as a committee member at our meeting on Thursday 23 November

DATCHET AND WRAYSBURY PHARMACY HOURS THROUGH THE HOLIDAY SEASON
Closed 25th, 26th December - 1st January
Usual opening times Monday to Friday 9am – 6pm
Saturday 9am – 1pm Closed Sundays as usual.

IS THE DHC PPG FIT FOR PURPOSE?

At this time and date certainly the answer has to be that PPG *'IS Fit for Purpose'*. But what about the future? Say to three to five years hence – into the next decade. PPG meeting held on 23 November delegated a small working group to see how the DHC PPG could be improved. How to attract a wider support from every age group, sex and ethnicity.

WHAT DID THE SURVEY TELL US?

2017 PPG Annual Survey was the largest response since DHC commenced organising surveys. Overall we received approaching 400 responses. Compared with a patient list of around 11,000 probably not enough. But enough to give us an understanding of patients concerns and helps us to consider how DHC PPG can work with the practise to make the 'patients experience' work better.

Service by Doctors and Nurses were given high percentage showing satisfaction. Official complaints are directly managed by DHC. PPG works with the practice to improve all other issues. The main concern remains availability and ease of getting an appointment. We will do our best to improve this working with the DHC Partners.

PPG are now busy analysing the 716 comments made. To see how PPG can work with the practise develop an action plan to make DHC work even better into 2018. We will address this in the March issue.

WE ARE THE DATCHET HEALTH CENTRE PATIENTS PARTICIPATION GROUP

Michael Shefras MBE
Chair

Jayne Crampton
Pam Curry

Romola Gangull MBA
Suresh Gogna

Elizabeth Hattersley
Patricia James

Helen Jenkins
Anita Kapur

Rowena Mignot

Margret Holmes-Pickering

David Simpson
Vivien Walton

And from the practice
Mary-Rose Simpson
(Practice Manager)

New NHS 111 service
Is now up and running. This means that you will be able to speak to a clinician. If necessary if you require an appointment with an 'out of hours doctor' **you can book one directly through NHS 111.**

We would encourage anyone who is feeling unwell to 'talk before you walk' and dial NHS 111 who will direct you to the right service for your needs.



What do DHC Practice and the Health-Makers programme have in common?

It could be that you all live in the same area, or it could be that you're an integral part of your community, but it's mostly because HealthMakers is for people who are proactive about their health.

After a successful launch in Bracknell & Ascot over 2015 & 2016, Health-Makers received funding to bring their Self-Management courses to the rest of east Berkshire. We have gone from strength to strength and have run courses in Maidenhead, Slough, Windsor, Datchet and Bracknell this year with plans to run more, adding new locations next year. Our New Year courses will be announced soon.

Health-Makers Self-Management courses are focused on peer support sessions, run over 6 weeks, with one session each week. Same place, same time, same people each week.

We welcome all adults with any physical long-term health condition who are interested in taking control of their health and learning to improve their self-management. During each session you will be guided through a framework of topics by our two trained Facilitators, one an NHS clinician, and the other a patient Facilitator who has been through the course themselves, and recognised its benefits.

As DHC Patients, you are aware of how important your GP is within your community, and in many cases how stretched their services can become. The Health-Makers programme aims to reduce the strain on these services by inspiring patients to be more aware of their conditions, by helping them to help themselves, in turn avoiding emergency appointments and, in the worse cases, hospital admissions.

We would like to invite every single DHC Patient living with a long-term health condition such as Arthritis, Diabetes, Hypertension, Fibromyalgia, Multiple Sclerosis, those recovering from Stroke, Asthma, COPD, Epilepsy (basically ANY physical long-term health condition) to join us on this free NHS course.

For more information, or to book your place, you can email us at HealthMakers@berkshire.nhs.uk, visit our website at

www.BerkshireHealthcare.nhs.uk, find us on Facebook

www.facebook.com/HealthMakersUK or follow us on Twitter @HealthMakersUK

COMMENT – DNA (Do Not Attend) statistics published on Page 1. That is 385 appointments missed that patients could have utilised – PPG will take this forward as an action into 2018 – But difficult!

DOCTORS AVAILABILITY

Basic Surgery Times 0830 – 1130 a.m and 1430-1730 p.m

EXTENDED HOURS

Early and late appointments are delivered by the practice – days vary from week to week

EVENING AND WEEKEND APPOINTMENTS

Provided via DHS Surgery at King Edward VII hospital Windsor

Dr Watts	Mon, Tue, Thu, Fri a.m	Dr Gill	Mon, Tues and Wed,
Dr Wallbank	Mon, Tue p.m. Thu.	Dr Kalirai	Wed, Thus and Fri
Dr Ferguson	Tue, Wed p.m., Fri	Para- practitioner	Mon, Tue, Wed, Thu, Fri
Dr Bijjala	Mon, Tue, Thu, Fri	Andrew Windsor	

PRACTICE HOURS THROUGH THE HOLIDAY SEASON**The surgery will be open as usual but is closed on 25th, 26th and 1st January****CONTINUING THE ARTICLES COVERING PERSONALITIES THAT ENSURE THAT THE DATCHET HEALTH CENTRE FUNCTIONS****THIS TIME – RIMM KENNOU – Assistant Practice Manager**

In a previous article in this series we reported on Liz Hearne when she was the assistant practice manager. Taking her place is Rim Kennou. Patients who use the surgery will have seen her from time to time when she was behind the reception desk. When Liz retired the practice sought a replacement for her. The position was advertised and from a short list Rim was promoted to take the position. It's not always easy to step up from the reception team to management level but we have no doubt that Rim will rise to the expectation required.

When asked, Rim said she has confidence in the receptionists. DHC works very much as a team. From my conversation with her I have no doubt she will be successful now she has moved on.

Leaving school she took college courses in Leisure and Recreation and worked part time in retail. She quickly found that her bubbly, sympathetic outlook did not match this career path. She commenced work with Leonard Cheshire care homes and quickly found that she had a flare for this type of work, especially enjoying work with the elderly and infirm.

This led to her joining DHC as a receptionist/administrator. Her skills and training were acquired on the job, but as she says, with huge support from the practice partners, practice manager and from Liz Hearne, who was her mentor.

Her compassionate bearing made her a natural at being able to talk to patients. Even now she moves away from her office desk to talk to elderly and infirm patients with whom she made a connection when she was a receptionist.

It is no surprise that the office team and all medical staff get on well with her, as she is a genuine leader.

One of her major responsibilities is sourcing 'locum' doctors to provide appointments. Asked how she does that we were advised that she followed the honest and straightforward approach that Liz Hearne had perfected over the years and is building on that foundation, whilst being conscious of budget.

Asked about the future, she suggests that she can see at least five years in her new role. She is aware that she will probably have to obtain further qualifications and is thankful for support from the practice as she achieves these goals. How the wider NHS works is a challenge, but we all face that!

A really bubbly personality, married with two children, aged 15 and 11. She works flexible hours and delivers the work to the satisfaction of the partners, the practice manager, receptionists, office staff and certainly to the patients and PPG.

