



The members of the PPG wish all patients a Happy Christmas and a Good New Year. Many changes in the NHS are imminent, and organisations such as Clinical Commissioning Groups (CCG) are already being created. Datchet Health Centre is one of the GP practices in the Windsor, Ascot and Maidenhead CCG. These groups, run by doctors, will replace the Primary Care Trusts in deciding what services should be commissioned for patient care in our area, and for allocating the funds. Our Practice Manager, Mrs Karen Holmes has been appointed to the Practice Managers' Forum, which supports the work of the CCG Board and Sister Jackie Gumme has been appointed as nurse representative on the Board. Dr. Mick Watts is a Clinical Leader for the CCG and Prescribing Lead.

Comments, questions and contributions to the newsletter are all welcome. You can contact me in writing via reception, or by email on [chair\\_ppg\\_dhc@hotmail.co.uk](mailto:chair_ppg_dhc@hotmail.co.uk)

*Bill Joy, Editor and Chair Datchet HC PPG.*

### Christmas and New Year Opening 2012-13

The practice will be open as follows over the Christmas and New Year period.

Monday 24 <sup>th</sup> December	08.30 am – 1.00 pm
<b>Tuesday 25<sup>th</sup> December and Wednesday 26<sup>th</sup> December</b>	<b>CLOSED</b>
Thursday 27 <sup>th</sup> December	08.30 am – 6.00 pm
Friday 28 <sup>th</sup> December	08.30 am – 6.00 pm
<b>Saturday 29<sup>th</sup> &amp; Sunday 30<sup>th</sup> Dec</b>	<b>CLOSED</b>
Monday 31 <sup>st</sup> December	08.30 – 1.00 pm
<b>Tuesday 1<sup>st</sup> January</b>	<b>CLOSED</b>
Wednesday 2 <sup>nd</sup> January	07.20 am – 6.00 pm

Please ensure that you have adequate supplies of your repeat medication to cover the Christmas and New Year period and place your requests in good time to avoid a last minute influx of urgent cases. Requests are processed within two working days of receipt. Please contact Reception if you would like to register for the on-line prescription ordering service. **KH**

### Patient Surveys 2011 and 2012

Thank you to all our patients who participated in our last patient survey in December 2011. Another survey will be held in the New Year. It contains substantially the same questions as the previous one so that trends can be detected. Electronic links will be sent to our Patient Reference Group (PRG) (900+ members) and hard copies will be available at the Reception. Copies will also be posted to representatives of patient groups. The practice is grateful for your feedback and for advice from PPG members on how the practice should respond

The key issues that emerged were:

- Access to appointments
- Telephone access to the surgery
- Follow up of results
- Patient information regarding appointments and opening hours

The practice team, with the support of the PPG, has been working hard over the last year to address these issues. The following actions have been taken:

- a) Employment of an Advanced Nurse Practitioner – Jacqui Matthews - for 3 full days a week to increase access to appointments for patients. Jacqui is able to prescribe for patients and make onward referrals.
- b) An upgrade to the telephone system has been ordered and will be implemented in the New Year. Additional lines will be connected to the surgery. Some, with undeclared numbers, will be used by practice staff for outgoing and incoming calls, leaving the other lines free for patients' calls. **There will be only one telephone number, 01753 541268.** Callers using the alternative number, 01753 546088, will hear a recorded message advising the caller to dial the other number. An engaged tone will no longer be heard if the number of calls exceeds the number of available lines; calls will be connected and a message played if the call cannot be taken immediately. Additional staff members will be able to 'log-in' to take calls at peak times. There will also be the facility to record telephone calls – this may be necessary for medico-legal reasons.
- c) The PPG will review the follow-up of results with members of the practice team.
- d) Patient leaflets about the appointments system and other healthcare providers have been written by the Practice Manager and are available at the surgery and via the practice website. **KH**

### **Advanced Nurse Practitioner – Jacqui Matthews**



Jacqui joined the practice team at the beginning of October and has been a qualified nurse for 30 years. She obtained her degree as an Advanced Nurse Practitioner 8 years ago and qualified as a prescriber 5 years ago. Jacqui has worked in several GP surgeries and also in many nurse-led services in a hospital setting. She is able to assess, diagnose and manage the care of patients within the practice team. Jacqui is also able to refer on for blood tests, scans, x-rays and to other health care professionals as necessary. The only exceptions to who Jacqui can see are pregnant ladies for ante-natal checks (she can see these ladies for minor ailments) and babies before they have had their 8 week check with the doctor. Jacqui's appointments are mostly bookable on the day for problems that cannot wait for a routine appointment, although she does offer follow-ups for patients who have seen her previously. Jacqui works 3 full days at the practice (Tuesday, Wednesday and Thursday) and also offers appointments during the late evening opening session on Thursday evening. She is a very welcome addition to the practice team.

## **Healthwatch Survey**

As part of the NHS changes, local authorities are required to set up organisations, supported by central government funding, to act as independent champions of patients' interests in health and social care. These organisations are called Healthwatch. Locally the Royal Borough of Windsor and Maidenhead (RBWM) is responsible. It is conducting a survey of patients' attitudes to Health and Wellbeing. Details are on [www.rbwm.gov.uk/web/jhws.htm](http://www.rbwm.gov.uk/web/jhws.htm). You can complete the survey online at [www.surveymonkey.com/JHWSConsultation](http://www.surveymonkey.com/JHWSConsultation) or print off a hard copy from the download below. It gives you an opportunity to have your say on these important matters. This consultation closes on January 13th 2013

## **Coughs, Colds and Antibiotics**

The best way to treat coughs, colds and sore throats is to drink plenty of fluids and rest. Colds can last about 2 weeks and may end with a cough. There are many over the counter remedies to ease the symptoms – paracetamol for example. Ask your pharmacist for advice. If the cold lasts more than 3 weeks, or you become breathless or have chest pains, or already have a chest complaint, see your doctor.

Coughs and colds are viral infections; they are much more common than bacterial infections. Antibiotics do not work against viral infections. Your GP will only prescribe an antibiotic to treat a bacterial infection if he thinks it will work and he considers it necessary. This is because bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works. The more often we use them, the more likely it is that bacteria will become resistant to it. Some bacteria, such as MRSA, that cause infections in hospitals are resistant to several antibiotics.

By using antibiotics less often we can slow down the development of resistance. It's not possible to stop it completely, but slowing it down stops resistance spreading and buys some time to develop new types of antibiotics. Antibiotics should only be used when appropriate. When they are prescribed, the complete course must be taken in order to get rid of the bacteria completely. If the course is not completed some bacteria may be left to develop resistance.

A very helpful leaflet entitled "**The Battle Against Flu and Colds**" is available by download from [www.paqb.co.uk](http://www.paqb.co.uk) and [www.rcgp.org.uk](http://www.rcgp.org.uk).

## **Health Education Evening – “Ageing Positively”**

The Datchet PPG held another health education event on Tuesday 25<sup>th</sup> September 2012 at Wraysbury Village Hall with the theme of “Ageing Positively”. Dr. Martin Chan chaired the evening; speakers were Dr. Chris Allen (Clinical Psychologist), Claire User and Erin Cryan (extended scope physiotherapists). A patient from Maidenhead attended to talk about the benefits that exercise had given him and he helped to demonstrate exercises with the physiotherapists. There was a question and answer session afterwards and refreshments were available at the end of the evening. We were fortunate in having some interesting stallholders to support the event and a collection was made for Age Concern, Slough and Berkshire East.

We thank all those patients who supported the event and are sorry that there were some problems with the sound. We will endeavour to do better next time, when the event will be held at Datchet in September 2013. We have not yet decided on a topic; suggestions are welcome. Please send your ideas to Bill Joy

**KH**

## Age Concern

Age Concern Slough and Berkshire East is an independent local charity providing vital services to older people. Some services attract statutory funding, some are charged for and some are free. Services are delivered in wide variety of locations and are as varied as the people who access them. They range from one to one information and advocacy, to lunch clubs and door to door transport. The lunch clubs and centres provide a reason to get up and go to meet friends, to enjoy activities like yoga, bingo, art and craft, day trips and parties. People also attend exercise sessions supervised by health instructors. Computer classes are held at beginner and more advanced levels. Other services include assistance with cleaning, gardening, handy person jobs, plumbing and home security – people delivering these services are “vetted” appropriately.

For more information contact **Age Concern on 01753 822890**

**SG**

## Berkshire Carers Service

This service in the Royal Borough offers support, information and advice to unpaid carers and aims to reach as many ‘hidden’ carers as possible. A carer is someone who (without pay) looks after a family member or friend who is suffering from an illness or disability. Evidence shows that carers’ own health is often affected as a result of the ongoing stress of caring for someone on a regular basis.

Carers often become isolated and feel very alone in their caring role. The Carers’ Support groups provide an opportunity for carers to meet others in similar situations in a friendly relaxed atmosphere where friendships are formed and information is exchanged.

**Are you a carer?** Why not come along to your local Carers Support Group or contact us by phone. We provide advice and information on a whole range of issues affecting carers including:

- Help with information about benefits
- Information about health and social care services
- A free quarterly newsletter
- Help with Carers Assessments and form filling
- Carers support groups
- A friendly listening ear
- An email helpline

The Datchet Carers Support Group is a friendly, small group of (about eight) people who meet monthly at The Day Centre, Horton Road (beside Datchet Hall), Allen Way Datchet ,SL3 9HR on Wednesdays from 10.30am to 12.00pm.

For more information, contact the **Berkshire Carers Service on 01628 777217**

Email; [prtcarserservice@btconnect.com](mailto:prtcarserservice@btconnect.com) and [bcswam@btconnect.com](mailto:bcswam@btconnect.com)

**JC**