



DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER JUNE 2017

This update is brought to you by the Patients Participation Group (PPG). Which is an independent patients group financed by the DHC Practice with the aim to provide an interface between patients and the practice

AS I SEE IT – Michael Shefras - Chair DHCPPG

Our PPG appears to function relatively well – well I would say that wouldn't it! Perhaps though it is how DHC patients see it as probably I am much too close to judge.

I can see that this newsletter now goes out to nearly one third of the patients registered. That is up from the circa 700 when we commenced campaigning to build up this register – so plus we can say conceivably a 'Brownie' point!

Whether or not the 'one third' read this update is yet another story – my own daughter a patient tells me that she has not time to read it – how many more are like her I always have to wonder. Nevertheless we have to work harder to get the messages out to all patients and hope they find what we impart is of value to them.

Our PPG does it as best as they can – remember we are all volunteers. There is no budget to deliver glossy photographs. So please take this for what it is. A communication from the Practice via the PPG.

You will find messages in this issue and no doubt life will never be the same – NHS is facing a metamorphose and we have to do our best to keep up with all of it.

Michael Shefras MBE - Chair

IN THIS ISSUE.....

- ❖ Introducing a new appointment system
- ❖ Welcome to the new para-medic Andrew Windsor
- ❖ Dr Watts comment on the PSA Test Report on the Cancer Health Evening held on 7 June
- ❖ What is happening with the NHS
- ❖ Doctors availability
- ❖ PPGs in other surgeries in Windsor area
- ❖ In House clinics

WE ARE THE DATCHET HEALTH CENTRE PATIENTS PARTICIPATION GROUP

**Michael Shefras MBE
Chair**

Ernie Addicott

Jayne Crampton

Pam Curry

Romola Gangull MBA

Suresh Gogna

Elizabeth Hattersley

Patricia James

Helen Jenkins

Anita Kapur

Rowena Mignot

Margret Holmes-Pickering

Vivien Walton

And from the practice

Mary-Rose Simpson

(Practice Manager)

**Plus a partner Doctor from
DHC**

PPG'S WORKING IN SURGERIES IN THE WINDSOR AREA

Clinical Commissioning Groups the heart of NHS planning decisions (CCGs introduced a few years ago) introduced The Windsor and Maidenhead (WAM) PPG Networking Group.

DHC PPG are one of the eight surgeries from the seventeen that regularly attend the network meetings. Attending these meetings we learn what is happening locally and nationally. Through the medium of this Newsletter we can impart the information gleaned.

Currently the forward organisation of this group is under review. DHC PPG are taking a central point in this work. DHC PPG is always prepared to listen how we can improve contact with the patients and learn from other well managed PPGs.

CONTACT THE PPG CHAIR
Michael@shefras.demon.co.uk

MAKE IT A TWO WAY 'DEAL'!

Why don't you tell us how we are doing?

What more can we do to recommend to the practice to improve the patients experience?

NEW PATIENT APPOINTMENT PROPOSALS

Following extensive consultation with patients through the PPG and the practice a new appointments system will be introduced from Monday 19 June, 2017. This is to improve the patients experience when seeking appointments. The basis for the new system is:

- For urgent appointments call on the day from 8.30am.
- For appointments for any other day please call after 10am. It is now possible to book three weeks ahead
- Your consultation might be with a GP or Paramedic Practitioner in the surgery or by telephone conversation.
- After discussion patients might be advised to visit the pharmacist or at the Walk In Centre. Alternately an appointment with a GP at King Edward Hospital. Evening and weekend appointments are available

To make this new procedure succeed we seek the cooperation of our patients. The reception team have now been tasked to seek basic details from you. This will enable patients directed to most appropriate service, DHC will ensure you see the correct clinician. This will also avoid unnecessary trips to the practice. It is vital that we utilise the entire team so we can see and treat as many patients as possible.

We trust that patients will find this new arrangement makes your patient experience more acceptable – please do let us know.

PPG HEALTH EDUCATIONAL EVENTS

The annual evening event this year took place in the Datchet Village Hall. A reasonable number of attendees listened to the principal speaker who was the cancer lead for the East Berkshire area.

He was augmented by three ladies from Cancer Research UK, Macmillan Berkshire Rehabilitation service and Macmillan Learning and Development Manager.

Our own Dr Watts delivered continuity and it was chaired by Michael Shefras. Thank you to PPG Ladies who delivered refreshment at the end of the evening. Our acknowledgment to the Tesco local convenient store manager who provided the biscuits as a donation. We are indebted to Ewart Larcombe a Datchet and Wraysbury Councillor. He managed the hall and provided the very good amplification system –

Put all of this together delivered a very useful evening!

THE 'NEW' ANSWER MACHINE MESSAGE

From 8.30am "Datchet Health Centre for urgent appointment today please stay on the line

For other appointments for any other days call back between 10am to 6pm

For test results please call after 2pm or access your results on line

Repeat prescriptions can be requested on line, by requesting the practice, or from the local Pharmacy. Allow 48 hours to be processed.

Home bound patient visits should be requested before 11am

From 10am "Thank you for calling Datchet Health Centre. One of our team will be with you shortly.

Repeat prescriptions can be requested on line, by requesting the practice, or from the local Pharmacy. Allow 48 hours to be processed.

Other routine medication queries

HEALTH EDUCATIONAL

Not so successful! There was not enough support to deliver the 'in house' talk covering 'Falls' We will attempt to deliver this again in September. It will take place in the afternoon and in the surgeries' meeting room. Date to be announced. For all those who are now not so steady on their feet.

WHAT ACTUALLY IS THE 'NATIONAL HEALTH SERVICE'?

Much maligned! Continually 'spun'..... Very, very expensive and it all comes out of our taxes: and from our weekly 'stamp'. I know this is an incorrect statement – but I am sure you know what I mean....) In the main living in the Datchet, Wraysbury, Horton locality despite our well known aggravation on appointment availability we have to say that we are as well served by our DHC Surgery.

Wexham has improved measurably and from personal experience it is not all bad in A&E and very good in the X-ray department.

Under the heading of Sustainable Transformation Plan (STP) through the local CCG we are kept continually advised on the progress of this plan. Very difficult to understand unless you were born to live and work under the NHS umbrella but we will try and keep our DHC Patients advised.

Windsor and Maidenhead CCG through a comparatively new programme they call 'Health Connect' PPG's are now being advised what is proposed. We take notes of what we hear – available to patients by request. **Starting in our next update we will report to make sense of what is in store for all of us.**

DOCTORS AVAILABILITY

(Basic Surgery Times 0830 – 1130 a.m and 1430 – 1730 pm)
EXTENDED HOURS

Early and late appointments are delivered by the practice – days vary from week to week
EVENING AND WEEKEND APPOINTMENTS
Provided via DHC Surgery at King Edward VII hospital Windsor

Dr Watts	Mon, Tue, Wed a.m, Thurs, Fri a.m.	Dr Gill	Mon, Wed, and Thu p.m.
Dr Wallbank	Mon, Tue p.m., Thurs	Dr Kalirai	Wed, Thu, Fri
Dr Ferguson	Tue, Wed p.m., Fri	Dr Satpal Chaggar	Mon, Tues, Wed, Fri
Dr Bijjala	Mon, Tue, Thu, Fri	Para-Meic	Andrew Windsor

DR WATTS - PSA testing leaflet for men

GPs have received expert guidance, from the UK and the US, that they can *'improve the health of their patients by advising them AGAINST having the PSA test'*. This is because, based on research involving hundreds of thousands of people over many years, we now know that:

- The test is unlikely to prevent you dying from prostate cancer over the next 10 or 15 years or help you to live longer
- Elevated PSA levels are common and lead to additional tests which can be harmful
- PSA testing finds cancers which may never cause problems. But once these cancers are found it is hard not to treat it. These treatments can result in significant side effects such as impotence and urinary incontinence

By choosing not to have a PSA test you can have a similar length of life and avoid the potential harms associated with tests, procedures and treatments

For every 1,000 men who are screened with a PSA test

- 1 death from prostate cancer will be prevented
- 100 will receive a false positive and will need prostate biopsy
- 100 will be diagnosed with prostate cancer and most likely receive potentially harmful treatment, which they may never have needed
- Biopsies and treatment are associated with significant harms

This UK view agrees with [US Screening Recommendations 2012](#) which *does NOT recommend screening for prostate cancer at any age* as the benefits of screening for prostate cancer by measuring PSA does not outweigh harms.

If despite this advice, you still want to have a PSA test then it is recommended that the test is restricted to men aged from 55 to 69. If your PSA test is found to be low (2 or less) no further PSA testing is recommended, as your lifetime risk of developing significant prostate cancer is very low and continued testing is more likely to cause you harm. If your PSA is found to be greater than 2, you may benefit from continued screening.

NATIONAL PATIENTS PARTICIPATION GROUP AWARENESS WEEK!

Your DHC PPG organised an open day on Tuesday 20 June. Members of the PPG attended the surgery and talked to patients.

Was it useful? Only the patients we talked to can say. One practical outcome was that we registered 24 new e-mail contacts – If you got this you are on the list – but the practice has only one third of patients on the list – more to do on this front!

This is what we told patients on the Open Day.

We are the Patients contact with the practice

We listen to patients and convey their concerns

We work to improve the patients experience

We deliver a quarterly News-Letter (Out this week)

And we are pleased to talk whilst you are waiting PPG is seeking a patient who would be prepared to take the position of Vice Chair

Andrew Windsor joined the practice in June.

With a background as an experienced man delivering para-medical assistance through the Ambulance service he is going to be a real asset to DHC and is already busy treating patients. More next issue.

Chair e-mail: michael@shefras.demon.co.uk