



DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER September 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.**

E-mail addresses, Mobile Phone Numbers and Supporting Carers

The practice collects addresses and mobile phone numbers for all patients. These are used to share updates on items of interest and to distribute this newsletter which also serves as the practice's easy conduit to patients. *It does not share this information with any other party.*

There are over 10,300 patients BUT we only have 9% registered for e-mails!

**IT IS EASY TO REGISTER – JUST ASK AT RECEPTION OR SEND YOUR NAME, DATE OF BIRTH
AND EMAIL ADDRESS TO wamccg.datchetreceptionist@nhs.net**

'As I see it' – Michael Shefras

I am a patient like 10,300 others served by the Datchet Health Centre. I got involved with the PPG because reading the newsletter I was led to complain and before I knew it I was the chair. Was it a good move? Well I think that the PPG is doing a good job. What it has been doing is listed in another article.

There have been several good testimonials recently suggesting that DHC is delivering good service. From close experience of talking with the doctors, nurses and receptionists, I know that, without exception, DHC staff do the best they can for their patients.

Yes, like all of you I lose patience when trying to phone for an appointment. But I take a deep breath and try again. At 0830 it is like getting a 'quart' into a pint pot. There are only so many sessions available. Some are kept for the same day appointment, others allow people to book ahead. There has to be a balance.

When we hear the stories from other practices about not being able to see a doctor for days, even weeks we must appreciate DHC ethos of service and medical help. If you have a serious problem, and I mean a serious problem, DHC patients can be assured of being seen on the same day.

I have a vision of making the DHC PPG one of the best in the country. I am backed by a great team of volunteers listed elsewhere in this letter. We welcomed a new member Margaret Holme-Pickering and there is another lady about to join us.

If all who are now registered and actually read this letter were active members, if they joined with us and actually elected the committee, and if they assisted us in being the link between the practice and the patients, we would finish up with an even better practice.

SIMPLE QUESTION – DO YOU THINK COULD THIS WORK?

Michael Shefras MBE
Chair DHC PPG

PRIME MINISTER'S CHALLENGE FUND

For the non-initiated GP, Nurse and HCA appointments at the weekends and evenings are now available at King Edward VII.

Appointments can be booked through the DHC in the usual way. They are intended primarily for those who are not able see a GP during the day.

**LOOK FOR "SEVEN DAY ACCESS TO
ROUTINE PRIMARY CARE SERVICES"
LEAFLETS IN THE SURGERY.**

PLETHORA OF NHS GROUPS

At the PPG meeting on 10 September, the reports below were shared from many different groups.

E-Bulletin from the National Association for Patient Participation (Issues 97 & 98)

NICE – National Institute for Health and Care Excellence.

PMCF – Reported above

JOINT- CO-COMMISSIONING COMMITTEE

HEALTH WATCH – July/August Newsletter

HEALTH PLEDGE – An initiative of Thornley House PPG

NEWS FROM THE CCG –Newsletter dated August to allow PPGs to keep abreast of developments in Windsor & Maidenhead CCG
NHS – Free Courses for volunteers.

It is a massive reading challenge and a lot of effort goes into the production of the material. PPG will endeavour to find how it might affect DHC.

Where possible DHC PPG is represented. This supports our patients.

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

<p>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</p> <p><i>Note that these sessions vary due to holidays, training commitments and other duties.</i></p>	<p>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</p> <p>Extended Hours 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.</p>
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"Carers Update"

Thank you to the carers who completed and returned our carers survey carried out in July. Your input has been very helpful and the practice is incorporating your suggestions into our Carers Pack and feeding back information to Berkshire Carers. Changes will include a list of other useful agencies such as Cross Roads and Talking Therapies and information for Young Carers.

Some carers on our survey wanted to know more about carers networking groups. There is a Carers Support Group that meet at the community centre in Datchet. The next meeting is on the 30th September at 10.30am till 12noon. These meetings often include guest speakers. For further information please contact Berkshire carers on 0800 988 5462. For the more IT savvy carers there was a recommendation for an online social networking group and we have fed this back to Berkshire Carers.

So why are we at the practice making an effort to reach out to our carers? Firstly we are very grateful to the hard work carers put in and the government recognises this too. The Care Act 2014 has for the first time made it a legal right for carers of any kind to be entitled to an assessment and support. We feel it is our duty to identify who our carers are so we can help to provide, and signpost them to, support.

You may now ask yourself "do I qualify as a carer?" A carer is anyone who helps another person, usually a relative or friend, in their day-to-day life. If you fall into this category you are entitled to an assessment and may be entitled to support yourself. As a registered carer at our practice you will be invited to have an annual health check so please do register!

We are continuing to take feedback on how we are doing in this area. Feel free to drop the practice an email or letter with suggestions. *Dr Zara Usmani and the team at Datchet Health Centre*

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

Why not join the practice at our MacMillan Coffee morning on Friday 25 September, 2015

There will be cakes!

(Those eligible can have their Flu vaccine at our walk-in clinic between 1030 – 1230 on that day).

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

Bill Joy

Anita Kapur

Rowena Mignot

Margaret Holme-Pickering

Vivien Walton

From the practice

Graham Box – Practice Manager

DNA –

'DID NOT ATTEND' THEIR APPOINTMENT

The number of patients who do not attend for their booked appointment continues to be high.

In the month of August, 88 Doctor and 73 nursing appointments were missed by patients.

DO WE THINK THAT THIS IS ACCEPTABLE?

Please make every effort to let the practice know if you cannot make your appointment so that it can offered to someone else.

As well as phoning on 01753 541268, you can also cancel by texting your name, date of birth and details of your appointment to 07815 006900. Thank you.

**Let's talk about organ donation says
Jayne Crampton, HonSec PPG**

On average, three people die every day because there just aren't enough organs available. One day, it could be you or someone you love that's in need of an organ transplant.

You can add your name to the organ donor register and help save others after you're gone. The organ donor register is confidential and secure.

Medical staff consult it to see if a patient has made the decision to be a donor. Anyone can register as an organ donor, at any age.

www.organdonation.nhs.uk – 0300 123 23 23.

PRACTICE MANAGER MOVING ON

Graham Box is leaving the practice for personal reasons. PPG will miss his major contribution which has aided their work over the past months. We wish him well as he moves on.

Comment at PPG meeting and from personal experience highlighting improvements at Wexham Park Hospital This is good to hear and will be covered in our next letter.

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.

SILVER FORTNIGHT

Launched in 2012 after more than a third of people over 75 said they were lonely. Older Peoples Day is on October 1st. More on www.olderpeoplesday.co.uk

Local organisations supporting older people in the Windsor and Maidenhead area

Age UK Windsor – info@ageconcernwindsor.org.uk

Keep Safe, Stay Well – keepsafestaywell@mihomecare.com

Repair with Care – repairwithcare@housingsolutions.co.uk

Older Persons Advisory Forum – info@opaf.ork.uk

PICK UP A LEAFLET IN DHC

FLU SEASON 2015-16

In line with national guidance, the Health Centre advises all of our patients in 'at risk' groups to have an influenza immunisation. Together with those aged over 64 and a half, the vaccines are free of charge.

This year, the Department of Health has recommended that GP surgeries give the flu vaccine to children who are (a) over the age of six months and have a long-term health condition or (b) healthy and aged 2, 3 or 4.

As in previous years, we have organised clinics in Wraysbury and Old Windsor, as well as a Saturday morning clinic at the Health Centre. For more information about our clinics and how to book appointments, please visit

<http://www.datchetdoctor.co.uk/website/K81021/files/Flu%20campaign%202015-16.pdf>

The practice acknowledges the contribution of the PPG over the last 12 months. They said PPG has helped and challenged the practice in a number of areas:

- Producing regular, quarterly newsletters that are distributed electronically and in the waiting room
- Designing the 2014 patient survey and proposing an action plan based on the views of 232 patients
- Encouraging the practice to focus on improving signposting and support for carers
- Meeting with the CQC inspectors and providing a vital patient perspective to their report
- Reviewing the 'new' website in considerable detail, identifying numerous issues to be addressed before going 'live'.
- Providing feedback both at the meetings and between the meetings on the experiences of patients and carers using our services.
- Organising a well-attended and well-received dementia awareness health promotion evening
- Promoting improvements to the practice noticeboards, voicemail messages and telephone music while waiting.
- Contributing to the practice and wider discussions about the introduction of evening and weekend appointments.