

ST MARTINS GATE SURGERY

Issue 29

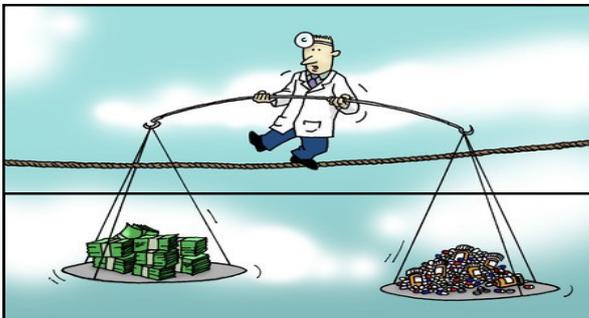
April 2017



Please note that both ST Martins Gate & St Peters surgery will be closed on Good Friday 14th April and Bank Holiday Monday 17th April.

If you need to be seen when we are closed, please use the **Out of Hours Service 111**. Also remember that your local pharmacist can offer advice and no appointment in necessary, see the link on our website for South Worcestershire GP Services.

***** Please note that the surgeries will also be closed on Bank Holiday Monday 1st May*****



Please remember that from 1st April, prescription charges will have increased from £8.40 to £8.60 for each item or appliance dispensed.

Charges for pre-paid prescription certificates are unchanged.

You may have noticed that we have a new Health Care Assistant, Nicola. She will be working with us on a Tuesday, Wednesday and a Thursday, with the hope she will be working one morning a week at St. Peter's Surgery.

We also would like to welcome our new apprentice Georgie and our 2 new members of Admin / Reception team; Louise and Tina.

We wish them every success in their new roles.



People with Parkinson's need a breakthrough and we won't wait any longer. That's why this Parkinson's Awareness Week we're asking the public to support our research. Only with your support can we develop better treatments, faster.

The last significant drug discovery for Parkinson's was over 50 years ago. We know Parkinson's drugs aren't good enough. They don't stop, slow down or reverse the condition or its effects. They can only mask some symptoms for a time - and they can have distressing side effects.

WORLD PARKINSON'S DAY

This year World Parkinson's Day falls during Parkinson's Awareness Week on Tuesday 11th April 2017. The day marks 200 years since Parkinson's was first recognised as a medical condition. To mark this day, Parkinson's UK are teaming up with European Parkinson's Disease Association to #UniteForParkinsons. They are asking everyone around the world to unite and raise awareness on a bigger scale than ever before.

GET INVOLVED

Head over to www.parkinsons.org.uk and order your supporter pack with everything you need to create an awareness stand or hold a fundraising activity and support the campaign.

To join and #UniteForParkinsons, find out how you can get involved both online at www.worldparkinsonsday.com

Patient Participation Group

“Some things we have been doing on your behalf in the last 12 months...”

As patients, like yourselves, our unpaid role is to provide feedback of patients concerns and act as a “critical friend” to the GPs and staff.

To do this we regularly are in the Reception area to talk to and help patients with any of their concerns over the way the services are provided by the practice. We can be identified by our blue sash or if not around, we are also contactable on-line just email our chairman on colin.major@tesco.net.

Checking in for appointments:- To help free the Receptionist’s time to deal with patients queries we have encouraged patients to use the touch screen to check in for GP and Nurses appointments and are delighted to say that usage has doubled in the last two years.

GP Appointments:- Are you having difficulty in getting an appointment with a GP? Then perhaps you have suffered from the blocking of the system, with over 90 patients in one month who ring up and book an “urgent on the day” appointment and then not attending. This prevents those who genuinely need to see a GP urgently from getting an appointment.

We are keen to encourage the use of the surgery website which not only provides useful information on your health, but can also be used to book appointments with the GP or cancel it. The site also enables those needing repeat prescriptions to order them. Members of the Patient Participation Group are in the surgery every week to show you the website and you in any way.

Flu Saturday in October - We are there to help on this busy Saturday and also serve coffees, teas and cakes in aid of charity,. Last year £422 was raised for Breast Cancer. Over a thousand patients were vaccinated on the day and in all some 2,280 patients were vaccinated last autumn.

Changes in the way the NHS in Worcestershire is organised have been of concern, especially the proposal to ration Hip and Knee replacement operations to only those suffering extreme pain. NHS England frequently uses the term “patient focussed care” and these proposals are driven by the need to cut expenditure rather than what was best for the patient, as they would severely impair a patient’s quality of life and increase pain. Through the local Patients Groups in Worcestershire we were significant in leading a campaign to reverse this policy and were rewarded by NHS England issuing a letter stating this was unacceptable and this process has now been put “on hold” by Worcestershire NHS.

Patient Participation Group are still holding their drop in sessions. These are a great way to get your opinion across on how we can improve our services to benefit you, the patient.

Why not pop in, say hello and see if they can help you in anyway. They are available in reception to speak to you on the following dates:

- **Thursday 6th April - am**
- **Friday 7th April - am @ St. Peters**
- **Tuesday 11th April - am**
- **Wednesday 19th April - am**
- **Monday 24th April - pm**

**No Need to Knock
Come on In!**

Patient Participation Group members will have access to a computer just off Reception. This will enable them to help you with any queries you may have with regards to using online patient access for booking or cancelling appointments, ordering prescriptions etc. Together with our new “Care Navigator” they may also be able to provide you with the relevant help links on our website and patient information about services that are available to you for

example if you need help accessing services such as Age UK, Worcestershire Association of Carers or help with services for dementia.