

Newsletter



Welcome to edition 10 of the Patient Participation Group Newsletter.

We hope you all had a very Merry Christmas and a Happy New Year. Now the festivities are over the group would like to update you on the latest news happening in the surgery and in our locality within the NHS.

Please note that the information provided in this newsletter is purely from an laypersons point of view and may not be 100% factual.

CQC Inspection in November



The group met at the beginning of December and Suzanne (the Practice Manager) updated us on the recent inspection that took place on the 5th November.

The Inspectors were a team of 4 people and spent the whole day there. The team was made up of a chief inspector, a doctor, a practice manager and a layperson which they call an expert by experience. They split up and spoke to staff individually on matters that were pertinent to them individually. The practice manager spent all day with Suzanne, the layperson spoke to patients and reception staff (including Alan), the doctor spoke to the clinical staff and the chief inspector concentrated on all areas of the practice. Suzanne said the feedback at the end of the day was very positive, the inspection team had a lot of very good things to say about the overall quality and care. There were a couple of minor issues where there was room for improvement and Suzanne reports that they are easily fixed. The inspectors also commented that they were please to see a very active PPG group in the surgery.

A full report will be available soon, they estimated early January. The report will be available for public viewing and Suzanne said it will be published on the surgery's website also.

<http://www.cqc.org.uk/>

The PPG group

Friends and Family Test

NHS England have asked NHS Services to implement a feedback mechanism for patients. GP practices were instructed to roll this out from 1st December 2014. The surgery has cards in the waiting room to complete and there is a specific box to post your card into. The questions are also on the practice website and you can submit it electronically. The surgery would like to know what you think whether its good or bad.

Surgery Website link: <http://www.aspullsurgery.co.uk/>

The PPG continue to represent the surgery in the various patient groups and would welcome to learn of any issues you would like us to raise on your behalf. For confidential reasons we cannot deal with any personal problems.

On the day access

As many of you are aware, the surgery listened to your comments and have been running pilots in collaboration with us (the patient group). From June 2014 the surgery have been operating on the day appointments for people who feel they cannot wait for the next bookable appointment and we have had very positive feedback from this pilot. The PPG met in October 2014 and decided to ask the practice to keep with this system. The GP's and staff agree this seems to be the best system so far from both patient and staff prospective. **Please remember these appointments should not be used for routine problems as they are short appointments. You may be asked to book a routine appointment if the doctor feels your problem can wait.**



Service User Experience– The practice has been asked to collect comments about experiences within all NHS establishments. The information that is collected and submitted to Wigan Borough Clinical Commissioning Group is anonymous and can be anything such as a great experience at a hospital appointment or that you feel waiting times are too long for a certain clinic that you attend. If you would like to share your comments please let the surgery staff know. Thank you

WINTER PRESSURES



Winter is upon us and there is always more demand to see a GP in the winter months.

Our GP's have provided extra appointments each week to help with this demand. Please ask the receptionists for details of these appointments.

Are you a Carer

If you look after your partner, or a relative or friend who is ill or disabled, you are a carer, even if you don't think of yourself that way.

There are many ways that you might care for someone.

For instance you might:

- be on hand 24 hours a day to provide care
- arrange hospital appointments for someone
- drop round each day to keep someone company or cook their dinner
- visit a relative who lives far away once a month to see how they're doing.

Whether you've cared for the person for a long time, are temporarily helping them (for example, while they recuperate from an operation), or have just become a carer, take time to review your options and find out what support is available to you.

Pick up a carers leaflet in surgery today and register as a carer. There is help out there if you are struggling!

Over 75 patients

All patients over the age of 75 should by now have received a letter from the surgery informing them of a named GP. You will also receive an invitation to have a full health check to help you remain as healthy as possible. If you are 75 and have not received a letter please contact the surgery.

Many of us notice that our memory gets worse as we get older, but it can be difficult to tell whether this is a sign of an underlying condition like **dementia**. You may have been asked by one of the nurses if you are worried about your memory. This is because the surgery is trying to help to find patients who may have early signs of this condition. If you have problems with your memory or any of your friends and family have noticed a difference in your memory, its probably worth you get it checked out because there are lots that can be done to help people with early onset Dementia. For more information pick up a leaflet from the surgery or go to: <http://www.alzheimers.org.uk/memoryworry> .

If you were aged 70,78 or 79 on 1st September 2014 ***Did you know***

You will be eligible for a free vaccination against shingles. If you haven't responded to the letter or telephone/text message make sure you book in with the nurse before August. Don't miss out because after this year you will not be eligible.

that people aged 65 and over are eligible for a vaccination against pneumonia? The nurse will often ask you if you have had a pneumonia jab during the flu clinics but you can have a pneumonia vaccination any time in the year. You only need one vaccination to cover you against pneumonia for life. Book your appointment with the nurse or Health care assistant asap.



Holiday Vaccinations

Please be aware that not all travel vaccinations are provided on the NHS. The practice has a page which explains more about it on their website.

<http://www.aspullurgery.co.uk/clinics-and-services.aspx>

Update from Alan Blood– Chair person of the PPG

There are current plans for a pilot to help provide GP services over 7 days in Wigan & Leigh. This is because of the government drive for GP practices to stay open 7 days per week. In order to be able to do this, practices will work together to provide services after normal closing time of your surgery i.e in the evenings and at weekends. How it is to be organised is still to be agreed. The plan is that you will be able to make an appointment in the evening and weekends for urgent and necessary conditions but you may have to go to a surgery situated centrally. The doctor you see could be one from our own surgery or from another surgery as the practices will be on a rota basis. These new surgeries will initially only provide immediate and necessary treatment but it is expected as the service becomes established; appointments for routine matters will be available like smears, diabetic checks and blood pressure checks. It is expected that the current GP out of hours service will continue to be provided although its hours could change in the future. The governments aim for these new hours is to hope that people will use the services provided by your doctor rather than going to A&E with trivial non –urgent conditions as they should be doing now.

Next edition: April 2015