

Aspull Surgery

Patient Participation Group



Welcome to the December edition of the
Patient Participation Group Newsletter.

The group would like to wish all the patients, doctors and staff
at Aspull Surgery a very happy Christmas and a Healthy New
Year.

It has been a challenging year due to all the changes that have happened
over the year in the NHS but hopefully the NHS will start to listen to pa-
tients views and we can help to make a change for the better.

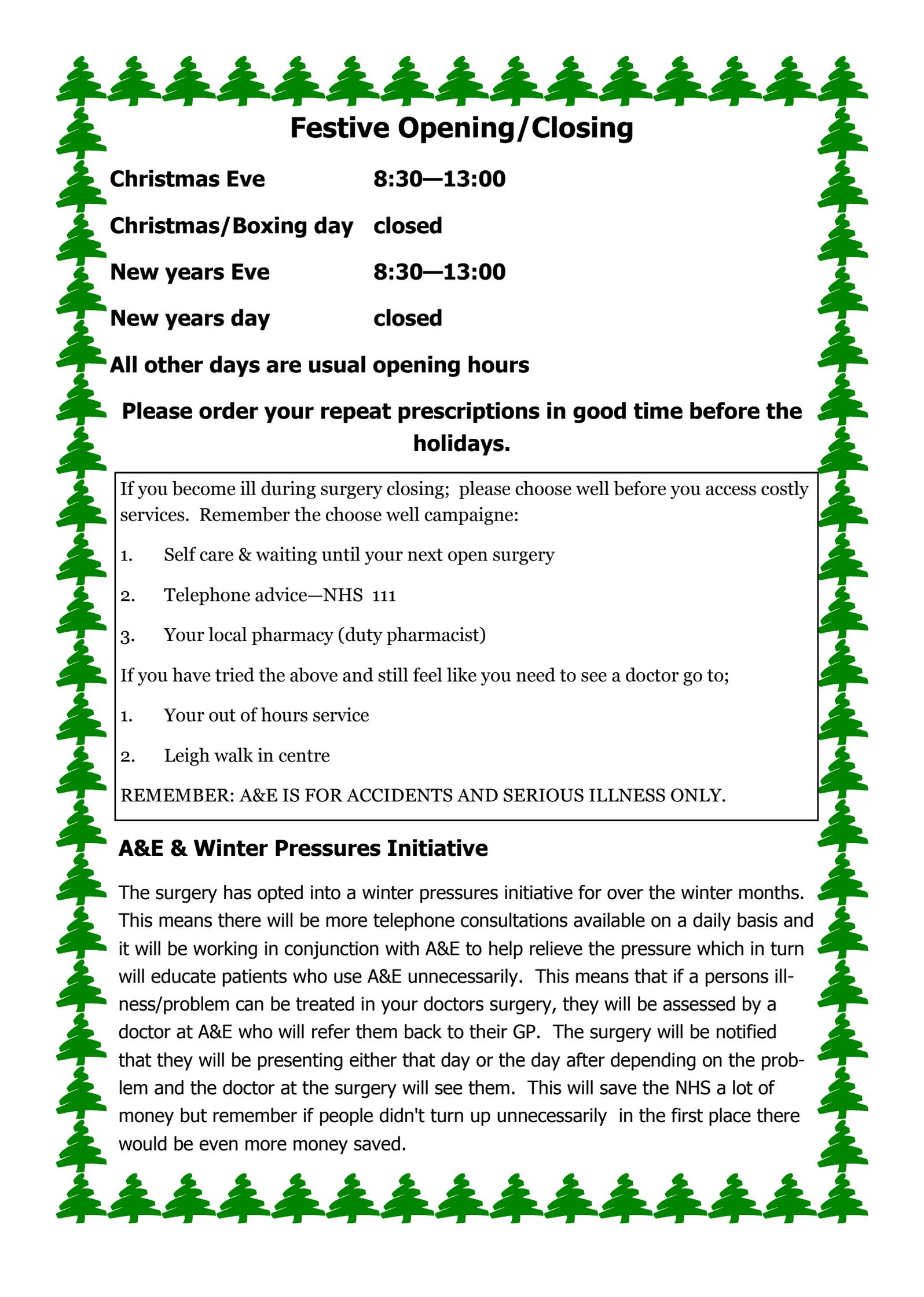
Alan Blood—Chair of PPG

In this edition I will give you information on:

- Christmas and New year Opening/Closing
- Hints and tips on what you could do if you are ill during surgery closing
- A&E and the winter pressures initiative
- Update on the CCG patients forum meeting
- Current patient survey

Welcome Mr Graham Lowton to the committee. The patient participation group is pleased to welcome its newest member and is looking forward to the contribution he can make.

Needless to say we are always looking for new members. **Can you help??**



Festive Opening/Closing

Christmas Eve 8:30—13:00

Christmas/Boxing day closed

New years Eve 8:30—13:00

New years day closed

All other days are usual opening hours

Please order your repeat prescriptions in good time before the holidays.

If you become ill during surgery closing; please choose well before you access costly services. Remember the choose well campaign:

1. Self care & waiting until your next open surgery
2. Telephone advice—NHS 111
3. Your local pharmacy (duty pharmacist)

If you have tried the above and still feel like you need to see a doctor go to;

1. Your out of hours service
2. Leigh walk in centre

REMEMBER: A&E IS FOR ACCIDENTS AND SERIOUS ILLNESS ONLY.

A&E & Winter Pressures Initiative

The surgery has opted into a winter pressures initiative for over the winter months. This means there will be more telephone consultations available on a daily basis and it will be working in conjunction with A&E to help relieve the pressure which in turn will educate patients who use A&E unnecessarily. This means that if a persons illness/problem can be treated in your doctors surgery, they will be assessed by a doctor at A&E who will refer them back to their GP. The surgery will be notified that they will be presenting either that day or the day after depending on the problem and the doctor at the surgery will see them. This will save the NHS a lot of money but remember if people didn't turn up unnecessarily in the first place there would be even more money saved.



Wigan Borough clinical commissioning group

Patients Forum

In addition to Aspull surgery having a participation group, there is a patient group that represents the whole borough which meets every 3 months. We have representation on this forum. It is a good opportunity to meet with the clinical commissioning group (CCG) for Wigan to have an input. The CCG updates members on current projects that need involvement on things such as self management and self care, shared decision making and remote monitoring plans. For an up to date list of involvement opportunities you can visit the CCG website www.wiganboroughccg.nhs.uk. There has also been an update on the work of medicines management to explain how they focus on quality, safety and cost of prescribing. There is a problem currently regarding wastage of medication and PPG members felt there is a role for them to help support and advise patients and generally get the message out.

There is a forum meeting on 15th January– if there are any issues you want raising (not personal health problems) please come to the next Aspull PPG meeting on 14th January and we can discuss this.

If you are interested in becoming involved just speak to me (Alan) or Suzanne– the practice manager and we can point you in the right direction.



Dont forget we will be starting the surgery walks in the new year. The walks will be local and all have been checked out to ensure they are safe. The walks will be supervised by staff of Active Living until they get fully established then we will be relying on volunteers to keep it going. So, watch this space! After Christmas you may feel like you have over indulged and if that's the case you could consider joining.

The patient survey has been distributed online, by email and in the waiting room since September. It is very important to have your say so if you haven't done so already please take a few minutes to complete one. The results will be collated at the end of December and a action plan will be produced in January by the patient participation group and the practice.