

## PATIENT REFERENCE GROUP (PRG) – BADDOW VILLAGE SURGERY



Newsletter – Edition 8, September 2014

*This newsletter is edited on behalf of Baddow Village Surgery PRG. It is not the mouthpiece of the Baddow Village Surgery which is run by the Practice partners. Whilst the two groups work in close co-operation and on a mutual agenda of improvement of patient services, any views expressed are those of the editor and PRG and should not be interpreted as those of the Practice.*

### **Introduction.**

Welcome to issue 8. The main features in this edition are the advent of the influenza campaign, the next Practice survey, the new Friends and Family test, some information about future patient information evenings, how to find out about the structure of the NHS and the latest pen portrait of a PRG member. There is also an invitation to join us at the AGM or perhaps more regularly. You will be most welcome.

*Ken Edwards, Editor*

### **News from the PRG.**

Since the last edition meetings of the Group have discussed the appointment system, future topics for patient information events and tightened up the survey questions. We have also devoted time to thinking about how to recruit new members as several people are standing down at the AGM having served for several years.

### **News from the Practice.**

Quite a few new faces have appeared over recent weeks, so here is a round up. The new nurse – Julia, who specialises in diabetes and asthma and the new HCA, Judith have now started as have two new lady registrars Drs Boon and Saraf. You may recall that as a teaching practice we benefit from the services of fully qualified registrars who usually go on to become GP's after 12-18 months.

### **Date for the diary**

The Patient Reference Group gives notice of its

**AGM to be held on Tuesday 28<sup>th</sup> October starting at 7.00pm at the surgery.**

This is an open meeting when the committee for next year will be also elected. Please join us.

### **Are you interested in joining us?**

We are a voluntary group of patients of the practice whose aim is to represent its patients, gathering and collating opinion from patients and working with the practice to improve the patient experience. We meet for an hour roughly every six weeks. If you are interested why not come along as an observer to a meeting and then decide? You can also contact the Surgery who can provide more details - 01245 473251.

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### **Influenza campaign.**

We look here firstly at the national campaign and then what is happening at our own surgery.

#### ***Nationally***

Winter last year was a good one for flu in that there was less of it about, but we must remain vigilant - as recently as 2012-13 we saw 11,000 deaths attributable nationally to the disease.

In 2014/15 the following people are eligible for flu vaccination:

- those aged 65 years or over (here defined as those born before 31<sup>st</sup> March 1950).
- those aged six months to under 65 in clinical risk groups including diabetes, chronic respiratory, liver, kidney, spleen, heart and neurological disease. There are also some special less common cases.
- pregnant women.
- all two, three and four year olds (here defined as having a date of birth between 2<sup>nd</sup> September 2009 and 1<sup>st</sup> September 2012), subject to them not being aged 5 or over when the vaccine is administered. NEW.
- school-aged children in pilot areas BUT ONLY IN PILOT AREAS – WE ARE NOT.
- those in long-stay residential care homes.
- carers.

Take up of vaccinations nationally last year varied across the categories from 73.2% for over 65's down to 39.8% for pregnant women so there is ample scope to improve.

#### ***At Baddow Village Surgery***

Adult Surgery Flu clinics are to be held on:

Saturday 20<sup>th</sup> September, Saturday 27<sup>th</sup> September and Saturday 4<sup>th</sup> October.

If you are over age 18 and think you fit into one of the risk categories and have not yet been invited to attend, please contact the Surgery – 01245 473251.

At time of printing the availability of vaccine for children and adolescents has not yet been advised to the Surgery. It is therefore suggested that you contact them from late September.

The message is if you are eligible or invited by the surgery to come in for a jab, please do so.



### **Practice Survey launched.**

This year's annual survey has been brought forward to coincide with the flu campaign and is being launched in September. Prepared in partnership between the PRG and the Practice it provides from the patients a wide ranging view about the Practice and how it is meeting patient needs. It is available on-line at the Practice website and in the surgery as a paper document. Please, please do complete one and help us beat last year's 305 responses.

### **What is the 'Friends and Family test'?**

In recent years the NHS has become more active in seeking feedback from patients. One way to do this is to use a consistent and simple question on a regular basis. So the FFT – Friends and Families test – was developed and is now in regular use in hospitals and some other areas. From December it will become a regular feature at GP surgeries.

In order to be comparable the same question will be asked at all surgeries as follows: *'We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?'* The permitted answers are one of - extremely likely; likely; neither likely or unlikely; unlikely; extremely unlikely.

We are pleased to say the PRG here already included a similar question in our last Practice survey in February 2014 where on a 1-10 scale over 75% of responses scored the Practice at 7 or above against the question - 'How likely they would be to recommend the surgery'.

So please look out for this question and give honest feedback, because it will be used next year, on a regular basis, both in the full survey and whenever you visit surgery.

### **Do you understand the new structure across the NHS – No? Then read on.**

NHS England has produced a new guide to Understanding the NHS which outlines the organisations and systems that define, sustain and regulate the NHS. In fifteen pages and using graphics it describes how all the parts come together.

It can be downloaded at <http://www.england.nhs.uk/2014/06/26/understanding-nhs/>

### **Patient information evenings.**

The PRG has now organised two such events and due to their success is looking to set up a series on various topics.

After much discussion and taking advice from the Practice we have settled on the following subjects we would ideally like to cover over the next year or so  
– dementia, asthma, heart disease and a repeat of the one held recently on diabetes.

Watch out for more details of these in the newsletter and on the Practice website.

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### PRG member pen portrait – Geoff Ireland.

Having spent 30 years in the catering equipment industry working for a company in the Thorn Industries Group, I then bought a company from them and with my wife ran it until I retired in 1992.

Since then I have given my time to working for charity. With the encouragement of the Deputy Chief Constable, I set up the County Neighbourhood Watch Association and have been County Co-ordinator ever since.



For 41 years until I gave up last year, I chaired the Works Committee at Chelmsford Cathedral which was responsible for the maintenance of their properties which included the cathedral building and the 7<sup>th</sup> century chapel at Bradwell on Sea etc. This meant that from time to time I was running contracts worth over a million pounds.

I have acted as a driver for the local Community Care Group taking patients to hospital and doctors' surgeries taking this over from my wife when she died thirteen years ago. Away from working for charitable organisations I have acted as social secretary for the Probus Group that I belong to organising Monday outings and two holidays per year. It is keeping me busy but is very rewarding.

### And finally - some foreign proverbs with a vague connection to health and well being.

- One shouldn't think about it too much when marrying or taking pills. *(Dutch)*
- More people are drowned in the glass than in the sea. *(Latvian)*
- Everything forbidden is sweet. *(Egyptian)*
- A healthy poor man is half a rich one. *(Indian)*
- Rhubarb and patience work wonders. *(German)*
- Early to bed, early to rise, ain't never no good if you don't advertise. *(North America)*
- There's a cure for everything except stark dead. *(Scottish)*
- If you are feeling nice – keep quiet. *(Polish)*
- An apple a night puts the dentist to flight. *(English!)*

*That's all for now folks!*