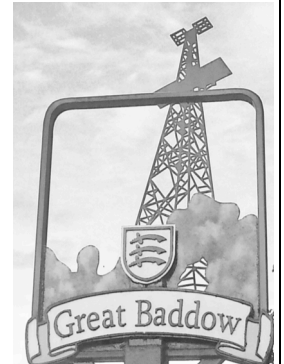


# Baddow Village Surgery Patient Reference Group (PRG) Newsletter - March 2016

This newsletter is issued on behalf of Baddow Village Surgery PRG. Its purpose is to keep patients informed about recent changes and upcoming events at the practice. We have included links to internet-based articles where they may be of interest or provide additional information and we welcome your feedback about this newsletter and any suggestions for future topics that may be of interest.



## News from the PRG

We held our annual general meeting (AGM) at the end of November and considered what went well in 2015 and started planning for 2016. Existing members were re-elected and we welcomed back Patrick Innes who re-joined the PRG after a year's absence.

We would welcome new members who have the energy and some spare time to help make a difference and to support further improvements at the surgery or to represent surgery patients or carers – if you are interested please get in touch via e-mail at [baddow.prg@nhs.net](mailto:baddow.prg@nhs.net).

## News from the Practice

**Temporary patient list closure:** Owing to increasing and unprecedented demand on services and a partner serving notice to leave, the practice is temporarily closing its list to new patients, with few exceptions. Existing patients are unaffected and more details are available on the practice website. <http://www.baddovillagesurgery.co.uk>

**The Care Quality Commission (CQC)**, the independent regulator of health and social care in England completed its first inspection of Surgery and published its report in December, rating the practice “good” overall and for each of the five key areas reviewed; Safe, Effective, Caring, Responsive, and Well-led. It also considered the following dimensions for specific patient groups – older people, people with long-term conditions, families, children and young people, working age people, people whose circumstances make them vulnerable and people experiencing poor mental health. Staff were interviewed, records reviewed and in each of the dimensions, the Surgery was assessed as “Good”. Other possible ratings were Outstanding, Requires Improvement and Inadequate).

Our congratulations and thanks to our GPs, Nurses, Pharmacy and Administrative staff for this result and best wishes for the future as we all seek to maintain or improve upon this rating. The CQC's full report can be found on the CQC website by searching for Baddow Village Surgery or use the following link. <http://www.cqc.org.uk/location/1-581797350>

### Staff changes:

Dr Russell is now working 50% of his time at the Practice and many of his regular patients have been advised by email that they will now be seen by Dr Bryony Standen; a new partner at the Practice.

Alana Shears is our new practice manager who started with the Practice in January and is working with the practice staff and the PRG as we roll out 2016 plans.

Danielle Playle one of our five practice nurses began her maternity leave in February and Tracy Howard will provide cover.

We would like to extend a warm welcome to Alana, Dr Standen and Tracy and best wishes to Danielle.

## 2016 Patient Information Evenings

The PRG met with the Practice in February and agreed a programme of four patient information evenings during 2016. The proposed topics for these evenings are: Diabetes awareness, Stroke awareness, Minor Illness in young children (aimed at new mothers), and planning to maintain or

## **Baddow Village Surgery Patient Reference Group (PRG) Newsletter - March 2016**

improve general Health and Wellbeing. Please plan to support these evenings if you or a friend or relative could benefit from attending any of these topics. We will advise dates for these events shortly. Please let us know if there are other topics you would like us to consider in the future (please e-mail your comments or suggestions to [baddow.prg@nhs.net](mailto:baddow.prg@nhs.net))

### **GP survey results:**

The national survey of all practices was recently published. The practice scored an 88% favourable score overall which is better than average for Mid-Essex CCG (84%) and the national average (85%)

### **What this practice does best**

- **70%** of respondents with a preferred GP usually get to see or speak to that GP - Local (CCG) average: 61% National average: 59%
- **79%** of respondents describe their experience of making an appointment as good - Local (CCG) average: 71% National average: 73%
- **92%** of respondents were able to get an appointment to see or speak to someone the last time they tried - Local (CCG) average: 86% National average: 85%

### **What this practice could improve**

- **48%** of respondents usually wait 15 minutes or less after their appointment time to be seen - Local (CCG) average: 64% National average: 65%
- **81%** of respondents find the receptionists at this surgery helpful - Local (CCG) average: 86% National average: 87%
- **90%** of respondents say the last nurse they saw or spoke to was good at listening to them - Local (CCG) average: 93% National average: 91%

The full GP survey is available at: <https://gp-patient.co.uk/practices/F81114?term=Baddow+Village+Surgery>

How our neighbouring practices are doing is summarised in a recent Essex Chronicle article: <http://www.essexchronicle.co.uk/REVEALED-best-worst-GP-surgeries-area/story-28732407-detail/story.html>

## **Mid Essex Clinical Commissioning Group (CCG) Update**

The Mid Essex Clinical Commissioning Group or CCG is a statutory body set up from April 2013 to deliver local health services to the people of Maldon, Braintree and Chelmsford, including Great Baddow. Our CCG is one of three areas identified to receive additional management support under a "Success Regime" to improve the quality of our local services notwithstanding funding challenges. You can find updates including references to public engagement events on the CCG's plans on the Mid-Essex CCG website and in the national press.

## **How will the CCG plans affect me as a patient with the Surgery?**

There are a number of initiatives in the national and local Five Year Forward View plan that may affect us all over the next few years. These include a move to help us all become better informed in order to prevent avoidable conditions and to be better able to manage our own health for some conditions. The plans are designed to make the various elements of the health service work better together and to relieve some pressure on existing services. If you want to catch-up on what's behind and included in this plan you can access a 30 minute video at the following link where the NHS leaders explain the Five Year plan: <https://www.youtube.com/watch?v=hGT93tI8ms4>: or you can read the Five Year Forward View and updates by searching for it on-line

# Baddow Village Surgery Patient Reference Group (PRG) Newsletter - March 2016

## As a patient - how can I help myself, my family and the Surgery?

1. Go on-line. Information including access to Essex County Council services, local and surgery events and daily news is available on-line. To take advantage of these changes we each need to become confident Internet users. Getting on-line allows us to gain access to advice and information that will help us to maintain or improve our own health and independence or that of a cared-for person. Examples include access to condition specific support groups, local events at favourite places, on-line appointments and travel plans, and sharing news with family and friends. NHS Choices recently ran support courses to help people get access to on-line services and to become confident Internet users. More help can be accessed through the Great Baddow Library.

The following NHS Choices and Essex County Council sites have useful information about local services for health and social care:

<http://www.nhs.uk/livewell/pages/livewellhub.aspx>

<http://www.essex.gov.uk/pages/A-Z.aspx>

Have you registered your E-mail details with the Surgery – please do this to ensure you are kept up to date with events at the practice.

2. Have you considered booking your GP appointments on-line. We were surprised to hear from the Alzheimer's Society that their recent survey of clients and carers identified that on-line was now the preferred way to access services. If you are on-line why not book all your non-urgent GP appointments this way and free up the surgery phone-line and front desk staff for urgent appointments and those patients who do not have use of the internet. You will be able to book at anytime of the day or night at a time that is most convenient to you. Presently only 26% of practice patients have requested access to use online booking.

Please consider requesting access to on-line booking the next time you visit the surgery (and on-line repeat prescribing, and access to your summary medical record). You will need take photo ID with you and to ask for access at reception – the photo ID is a security measure in your own best interest)

3. Be in charge of your own health: If you have complex health needs please consider keeping a record of your medications, allergies and any specific care-plan requirements – this is important because not all NHS services are yet joined-up or have access (or been authorised by you) to see your care and medical records held by your GP. You or the person you care for will be safer and potentially get better care if you are ready and able to share this medical information when attending any new services at the hospital, using Out of Hours or with community services to which you have been referred.
4. Eat well, exercise and look after your own health. There is a lot of guidance and information on-line. The attached advice and tools are from a reliable source and may be of interest (from NHS Choices)

<http://www.nhs.uk/tools/pages/toolslibrary.aspx>

- Over 100 tools to help you live healthier
- Smart phone apps (these will also work on most i-pad or android tablets)
- BMI (Body/mass index – a measure used to assess under/over weight) calculator
- Pregnancy Planner
- Fitness planners

## Baddow Village Surgery Patient Reference Group (PRG) Newsletter - March 2016

5. Try to make use of the wider NHS services to access the right care service when needed – see the following NHS Choices guidance “which service should I contact” to help you to identify where to seek safe and appropriate medical advice or care. Choosing which service is right for you for each circumstance may not always be easy – often you have more than one option. Use the NHS Choices checklist on the next page to guide you.

For information about specific conditions and treatments, including when to contact your GP please see the NHS Choices guide to conditions -- <http://www.nhs.uk/Conditions/Pages/hub.aspx>

### Which NHS service should I contact, and when?



Call **NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.



Call **999** if someone is seriously ill or injured and their life is at risk.



**Ask your local pharmacist for advice** – your pharmacist can give you advice about many common minor illnesses, such as diarrhoea, minor infections, headaches, sore throats, or travel health.

Your pharmacist is also expert at understanding how multiple medications may interact with each other. This may be useful when say you have received prescriptions from hospital and from your GP for example.



**Make an appointment with your GP** if you are feeling unwell and it is not an emergency.

See the A-Z guide above if in doubt about when to consult your GP

**Closing Thoughts** – Improving services through patient feedback. Healthwatch Essex is an independent voice for the people of Essex. They gather and represent the people who use health and care services to reflect patients' voices in order to help CCG's and health providers' improve their services. Please see how Essex Healthwatch is interested in your experiences:

<http://www.healthwatchessex.org.uk/what-we-do/>

Thank you for your on-going support

Patrick Ruddy -- PRG Newsletter Editor