

Patient Reference Group (PRG) Newsletter

Baddow Village Surgery - Summer 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.

News from the PRG

Health and Wellbeing Evening - We held a patient information evening in the Parish Hall on May 17 where we had local health professionals discuss 4 topics - out thanks to the providers and patients who attended. We got some great advice on the benefits and practical considerations of a balanced diet, how yoga can bring improvements in physical and mental health, how to deal with depression, anxiety and other [mental health disorders](#) and a presentation from a Public Health registrar explaining the national "[one you](#)" healthy living campaign.

The Practice offers mental health services on site or patients can self-refer directly to the Mid-Essex services provided by local mental health psychological services provider ([mental health link above](#)).

The [balanced diet](#) and [Yoga](#) presentations offered real and accessible opportunities for improving our lifestyle, managing rehabilitation periods or managing long-term health conditions. Eating well and taking some exercise appear to be the best choices most of us can make to live a healthy life or manage long-term conditions (click on the links above to see further information).

PRG Patient Survey Feedback - in the last newsletter we shared the national GP survey results. We conducted a local PRG patient survey to determine where we should focus improvements with the Practice. The survey results overall remained very positive with high scores for clinicians' listening, involving patients in decisions and responding in a way that patients understood. Reception staff were also rated highly. Progress was noted on seeing the health professional of choice and explaining appointment delays and same day appointments remain challenging. A more detailed report is available on the Practice's website. As we publish this newsletter the latest national GP survey is now available - please see the Practice website for these results.

PRG volunteers needed: Do you have the energy and some time to work with the PRG. We are a small group (seven part-timer's) and need new members. We are looking for people from all ages who may have some capacity to research, liaise and commit some time to drive improvements for patients. If you are interested or wish to learn more please send an email with subject PRG INTEREST to the PRG mailbox at the surgery and we'll be in touch - please email baddow.prg@nhs.net

News from the Practice

Temporary patient list closure; The practice-list remains closed temporarily owing to staff changes and high levels of patients wishing to transfer to the practice. Details appear on practice website.

Practice Staff changes: Dr Sara Luck who has been with the Practice as a registrar since 2015 is joining as a full time GP from this month. New starters: we have two new apprentices and two new receptionists; Hayley Copeman and Ellen Staines and Emily Warren and Shevonna Timmins respectively. Welcome to the Practice, we are looking forward to your contribution and hope you all enjoy working at the Practice. Our thanks and best wishes to Dr Standen and Margaret Knight (reception) who have recently left the practice.

Dementia Friendly Surgery: The practice is working through two initiatives with the Chelmsford branch of the Alzheimer's Society charity. The first of these is to ensure that all Practice staff are

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trained to better understand the requirements of patients with dementia and their carers, and to make physical changes to the surgery rooms to make them more dementia friendly.

The practice is introducing a monthly clinic offering one-to-one support for newly diagnosed dementia patients and their partner or carer to help understand and manage this debilitating condition.

2016 Patient Information Evenings – Coming Soon

Following the May 17 evening we have additional patient information evenings planned as follows; September 6 -- An insight to living with Diabetes, October 11 An insight to avoiding or living with Stroke, both events to take place from 7pm to 9pm at the Great Baddow Parish Hall. We are also planning an event related to minor illness in young children (aimed at new mothers) and will advise the date for this event shortly.

Please let us know if these events are interesting or useful and advise any other topics you would like us to consider in the future (please e-mail your comments or suggestions to baddow.prg@nhs.net)

Mid Essex Clinical Commissioning Group (CCG) Update

As we advised in our March Newsletter Mid Essex Clinical Commissioning Group is undergoing quality reviews including what services are provided in Basildon, Broomfield and Southend hospitals. Progress updates, including references to public engagement events are hosted on the Castle Point and Rochford CCG's website: "[Success Regime Explained and Updates](#)"

Helping Ourselves and helping the Practice – some thought-starters:

This section contains links to reliable on-line resources that offer advice related to keeping ourselves informed (and healthy) and to get the most from our visits to the Practice

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

NHS Choices source of information to live well: <http://www.nhs.uk/livewell/pages/livewellhub.aspx>

Essex CC –services for residents: <http://www.essex.gov.uk/pages/A-Z.aspx>

British Dietetic Association provides food facts over a range of conditions and life stages: "[foodfacts](#)"

❖ When possible book your non-urgent appointments and your repeat prescriptions on-line to free-up practice staff for urgent calls. 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.

❖ GP appointments are routinely 10 minutes only – make sure you get the most from these visits and help the practice staff to help you. These two articles from Patient may help us get the most from our visits and help the GP's better understand our concerns;

TV's Dr. Sarah Jarvis on how to get the best from our GP visit [how-to-get-the-best-from-your-gp-consultation](#), and a second article on planning for your visit [11 tips to make those 10 minutes count](#)

Closing Thoughts – Thank you for your on-going support, please get in touch if you want to know more about volunteering or if you want us to focus on a particular Practice related general interest topic in our meetings or newsletter. Have a great summer.

Patrick Ruddy -- PRG Newsletter Editor