



NEWSLETTER November 2013



Autumn PPG Public Meeting

The Autumn public meeting held at Fordingbridge Town Hall took as its main theme Caring and Carers.

Visiting speakers from New Forest Dementia Friendly Communities, The Princess Royal Trust, Dementia Advisers New Forest and New Forest Young Carers covered an array of topics including advice, consultation, benefits and the solution of practical problems such as transport, paperwork, respite care, emergency cover, access to support groups and more. Presentations illustrated typical problem settings and routes to finding support when needed, for example through care-in-the-community schemes.

Support may be needed from the surgery or from other agencies – or both. Dr McGee explained that the Surgery had this year been concentrating on dementia patients and the implications for those affected directly and indirectly by the condition, but that other agencies provided valuable help. The value of the meeting lay in bringing together and publicly linking the services of these agencies. Dr McGee thanked the speakers for the supportive work of their agencies

Members of the PPG Steering Group have been active in supporting the work to identify patients or their carers who need help now or might in the future. There is an open invitation to register with the Surgery. Informal ‘consultations’ are also available to complement this process.

Many questions were answered, a large display of published information was available and leaflets and other guidance was provided in an informal ‘networking’ session. John Hickman thanked all the speakers for their contributions and linked the responses to a number of questions by explaining that the PPG was aiming to bring much of the information on agencies together in single source, ideally within the Surgery Web-site, so that it would be more readily available.

Data Sharing. Mick Smith, the Surgery IT manager briefed the meeting on the national Summary Care Record and local data sharing scheme and opting-out for those patients who so wished. A discussion and question session followed in which examples of the benefits were described by Dr Downes and John Hickman. Leaflets were distributed and are also available at the Surgeries

“Have your say.” In an Open Forum a lively questions session included Dispensary matters, Blood tests, the “Family Doctor” ethos – which Dr Downes affirmed was a concept that the Surgery worked hard to sustain – and the out of hours service. Dr McGee sympathised with patients’ concerns and explained that the current system had been imposed by government policy some years ago and was equally frustrating for Doctors.

John Hickman, in closing the meeting, urged everyone present to let the Steering Group know of topics they wished to see dealt with and any ideas for PPG attention – **it is, after all, YOUR PPG.**



**New (EXTENDED)
Dispensary
Opening Hours**

Monday	8.30am - 7.30pm
Tuesday - Thursday	8.30am - 6.30pm
Friday	8.30am - 6.00pm



The surgery will commence the vaccination clinics for patients eligible for the shingles vaccination programme (Zostavax) during early 2014. This link takes you to the surgery website for further information.

<http://www.fordingbridgegps.co.uk/info.aspx?p=17>



Calling ALL Carers

If you provide support to a partner, dependant, relative, friend or neighbour who could not manage without your help due to their age, physical or mental illness, addiction or disability you may wish to be registered as a carer with the Surgery so that you can be supported.

Kate Stone of the Princess Royal Trust For Carers has a regular Carer Clinic at the surgery offering support, advice and information on what help is available. She can be contacted through your GP or directly on 01264 835246.

November 29th, from 10am until 12.00 noon



The Princess Royal Trust
for Carers in Hampshire

The Patient Participation Group and The Princess Royal Trust For Carers will be holding a coffee morning at **Avonway Community Centre, Fordingbridge** as part of **National Carers Rights Day**. This is an informal opportunity to drop in and pick up useful information and to tell us about your experiences. What kinds of support have you found the most valuable? In what areas do you think changes or improvements could be made to better support you in your caring role?



Fordingbridge Surgery
Barton Road
Fordingbridge
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SP14 1LQ

The Practice Team aim to provide the highest standard of care. Patients' views are important to help the Trust to identify areas for improvement. Your opinion can be valuable to us.
Please answer ALL the questions that apply to you by putting an 'X' in the box, unless more than one answer is allowed. There are no right or wrong answers and we are at the Surgery with all staff to identify your individual answers unless you wish to get your answer at the end.

Thank you

Receptionists and Appointments

Q1 How helpful do you find the receptionists? Very helpful Fairly helpful Not at all helpful No opinion

Q2 How easy is it to get through to someone on the telephone? Very easy Fairly easy Not very easy Very difficult No opinion

Q3 How easy is it to speak to a doctor or nurse on the telephone? Very easy Fairly easy Not very easy Very difficult No opinion

Q4 How important is it to you to be able to book an appointment more than two weeks ahead? Very important Fairly important Important Not important No opinion

Q5 How easy is it to book an appointment more than two weeks ahead? Very easy Fairly easy Not very easy Very difficult Never used No opinion

Q6 How do you normally book your appointments? Please fill in an appointment card By telephone In person at reception On line www.nhs.uk

Q7 Please fill in an appointment card By telephone In person at reception On line www.nhs.uk

Q8 If you have had any blood tests at the Surgery during 2013, please insert the NUMBER in the appropriate boxes:

Referred (Chronic illness, eg Diabetes)

Requested by doctor/nurse at the Surgery

Requested at a hospital visit

Q9 If appointments for a doctor or nurse were available on line, would you book on line? Yes No

Q10 How quickly do you usually get that appointment? Next day 2-4 days 5 days or more Have never asked

Q11 How do you rate that? Excellent Very good Fair Poor Very poor Not applicable

Q12 How quickly do you usually get that appointment? Next day 2-4 days 5 days or more Have never asked

Q13 How do you rate that? Excellent Very good Fair Poor Very poor Not applicable

Patient Survey 2013



West Hampshire Clinical Commissioning Group

The PPG now has dialogue with the West Hampshire Clinical Commissioning Group (CCG) because some questions cannot be solved by the Surgery alone. Examples include: future funding for blood test services;

pressing patients' views on out of hours service; patients concerns arising from hospital care – all of which depend upon policy across the region, if not the National Health Service. There is limited progress. A 'patient engagement' officer has been appointed and met the PPG Steering Group. The CCG intends to trawl for patients' experiences via focus groups. So far, we are aware of three such trawls – on dermatology; ophthalmology and patient transport provision. If you are interested in being kept informed about this process – or you know someone who is - and would be prepared to be contacted for relevant future trawls, please email Poppy.Mouland@nhs.net or leave a message at Reception for her, referring to CCG Focus Groups.

The Surgery/PPG Annual Survey is running now.

We need your input.

PLEASE complete a survey. You can obtain a form from either of the Surgeries, or by emailing poppy.mouland@nhs.net
An important section for Carers is included.



It is not too late, book now!

If you haven't already had your flu vaccination (and are eligible) please book an appointment at the Surgery now!

Next PPG Public Meeting on Tuesday 8th April 2014



Surgery / Dispensary email addresses

SURGERY is : whccg.fordingbridgesurgery@nhs.net

DISPENSARY is : whccg.fordingbridgesurgery-dispensary@nhs.net

www.fordingbridgegps.co.uk