

# Patient Participation Group Newsletter Summer 2017

Welcome to the summer edition of the Patient Participation Group newsletter. When thinking of summer your mind turns to the thought of holidays. If you are thinking of travelling abroad you may need vaccinations! If so you will need to collect a travel questionnaire from reception at least **five weeks** before you go.

Please make sure you book your appointment with the nurse to allow at least **two weeks** before you travel, for the vaccinations to take effect.

Happy holidays

*Pete Taylor (PPG Chair)*

Did you know that as Rushcliffe residents you can now benefit from additional GP appointments?

These additional evening and weekend appointments are available at: East Bridgford Medical Centre, Castle Healthcare Practice on Wilford Lane, West Bridgford and Keyworth Medical Practice.

These appointments are available between 6.30pm and 8pm in the evening on weekdays and between 8.30am and 12.30pm at weekends.

If you request one of these appointments, you will be offered a slot at one of the three locations mentioned with either a Rushcliffe GP, Nurse or Healthcare Assistant, depending on your problem.

Please remember that this is not a walk in service. All extended hours appointments are pre-bookable only by contacting your own GP Practice.

*Pete Taylor (PPG Chair)*



"Huge Congratulations go to Emma Downs who has just completed her Intermediate Level Apprenticeship in Business Administration. Emma has worked extremely hard over the last year to achieve this success, which included production of an extensive portfolio of evidence across a wide variety of categories and also being observed delivering a presentation to her colleagues at the practice.

Liz Yeatman (Practice Manager) comments "We are extremely proud of Emma's success. The categories of the apprenticeship fitted perfectly with Emma's administration role. We are

seeing the benefits of her learning as she continues to add value to the team and is constantly able to assist us with our I.T challenges! We are delighted that she has chosen to continue to the next level of her Apprenticeship and will continue to support her, whilst she balances her daily work activities as well."

### **Patient Participation Group (PPG)**

Due to long term illness and members relocating we are currently four members down on our committee. The PPG is a link between the patients and the practice, our aim is to inform the practice of any issues we as patients ourselves recognise need attention. This is not a forum for individual complaints but a means of ensuring the smooth running of the practice by understanding and mutual respect. We also help out whenever possible at events such as the annual flu vaccination clinics as well as running various awareness campaigns such as the Bowl Cancer screening programme we have just finished and Self Care week to name a few.

To enable younger people to have an input and to gain the opinion of as many patients as possible we have set up what is called a 'Virtual Group' whereby patients do not have to attend meetings but are emailed the minutes and other relevant paperwork, keeping them informed and giving them the opportunity of responding to matters that have been discussed. We will also use members of the Virtual Group as a sounding board for projects we undertake, questionnaires etc.

This then gives us a wider representation of patient opinion, which is a benefit to patients and the practice.

Pete Taylor (PPG Chair)



# GP online services

## Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

### GP Online Access

Did you know you can access GP online services? Here you can:

- Renew and order your repeat prescriptions
- Book/cancel GP appointments

It really is that simple! Speak to our GP, nurse or reception team for more information.

OR - Visit us at: [www.theruddingtonmedicalcentre.co.uk](http://www.theruddingtonmedicalcentre.co.uk) or

### **How can I start using GP online services?**

Follow the steps below to sign up for GP online services:

1. Tell your GP practice that you would like to start using their online services.
2. A member of the practice will then ask you to fill in a short registration form.
3. You will have to provide photo ID and proof of address. If you do not have any ID then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record.
4. Once you have signed up, you will receive a letter with your unique username and password and a link to where you can log in.

The aim is to make it easy to manage routine appointments and long term prescriptions. If you feel your appointment is urgent, then contact the surgery for on the day advice over the phone or face to face.

*Bethan Faflik (PN)*

April was Bowel Cancer awareness month. If you visited the surgery during the month, you will have probably noticed the Bowel cancer screening display in both waiting rooms.

Members of the PPG were also present during the first week of May to talk to patients and help raise awareness of the importance of completing the test. I would like to thank patients for their openness and honesty in explaining why they had or had not completed the test after receiving it.

A number of patients were worried about their partners and parents who refused to complete the test. I sincerely hope that the literature given to these patients helped to persuade their loved one's to think again.

All patients from 60 to 74 years of age are eligible to have the test.

If you are in this age bracket and haven't received a kit, or are 75 and over and wish to carry on with the testing, please ring the bowel cancer screening helpline on this number **0800 707 6060**. More information can be found at [bowelcanceruk.org.uk](http://bowelcanceruk.org.uk)

*Pete Taylor*

## **Sun Safety Tips From Your Ruddington Nursing Team**

### **Make sure you:**

- Spend time in the shade between 11am and 3pm March to Oct.
- Make sure you never burn.
- Cover up with suitable clothing and sunglasses.
- Use at least factor (SPF) 15 sunscreen UVA protection indicated on bottle.
- Take extra care with children i.e. 50+SPF.
- Apply 30 minutes before going out to all areas of exposed skin.
- Reapply after being in the water even if states "water resistant".
- Protect your moles – check for new moles or changes to size, shape or colour. If worried then check with you GP.

### **How to deal with sunburn;**

- Sponge sore skin with cool water, and then apply soothing after sun or calamine lotion.
- Painkillers such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn.
- Seek medical help if you feel unwell or the skin swells badly or blisters. Stay out of the sun until all signs of redness have one.

