

# ***Patient Participation Group Newsletter Winter 2017***

Welcome to the winter edition of our newsletter. It doesn't seem long ago we were looking forward to the summer, and here we are now with the nights fast drawing in and getting colder. Remember this is also the time for colds and flu. If you are over 65 or in a vulnerable group or have a long term condition, please make sure you have your flu vaccination. Just ask at the reception and they will make an appointment for you with a nurse as soon as possible.

During the week of 18th to 24th September our members were in the waiting rooms promoting National Eye Health Week. We spoke to over 300 patients during the week and I thank you for your patience and sharing your experiences with us, it was much appreciated.

*Pete Taylor PPG Chair*

*Tim Williams, a member of the Patient Participation Group, in discussion with a patient during National Eye Health Week.*



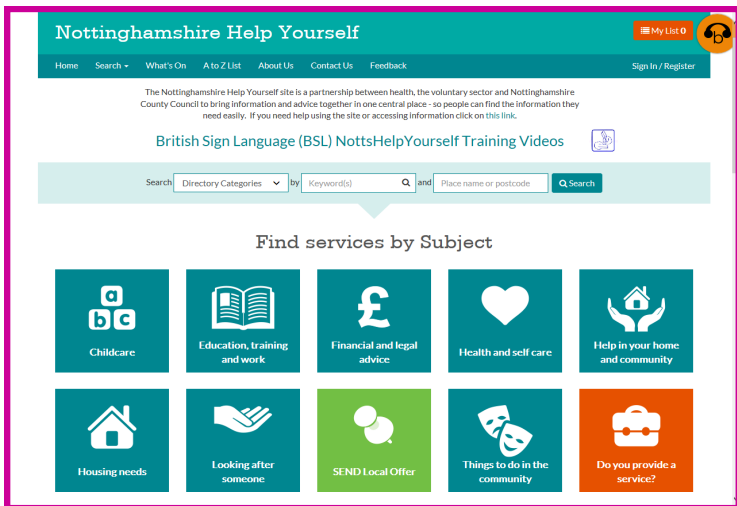
## **Nottshelpyourself Website;** [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)

There is a website called 'Nottshelpyourself' which is a site that brings information and advice together in one central location, so it is much easier for people to find relevant information or advice.

There is all kinds of different information including; Childcare, Health & Self Care, Housing Needs, Parent/Carer Zone, and many more. You can find services by Subject, Age, Supported Condition and District.

There are contact providers available to arrange your own support / get more specific information on what is provided.

This website is Nottinghamshire based managed.



The screenshot shows the homepage of the Nottinghamshire Help Yourself website. The header is teal with the site name and navigation links. Below the header, there is a search bar with options for 'Directory Categories', 'Keywords', and 'Place name or postcode'. The main content area is titled 'Find services by Subject' and features a grid of ten teal-colored buttons with white icons and text: Childcare (cubes), Education, training and work (book), Financial and legal advice (pound symbol), Health and self care (heart), Help in your home and community (hands holding a house), Housing needs (house), Looking after someone (hands), SEND Local Offer (SEND logo), Things to do in the community (masks), and Do you provide a service? (first aid kit).

## **Carers Federation;**

Are you caring for a family member who would struggle without your support?

You can get access information and support through your medical practice or by contacting Margaret (Maggie) support worker. You can speak to Maggie by calling 07739237443 or she will be in Ruddington Medical Centre on the first Tuesday of each month between 11am -12noon.

Alternatively if you need help or support, you can speak to nurse Jo Sansome who is the carers champion for the practice.





**East Midlands  
Ambulance Service**  
NHS Trust



NHS England has announced a new set of performance standards for ambulance services.

In most **999** calls the ambulance services know the best clinical outcome for patients is not about the fastest response by the nearest vehicle, but the most appropriate one.

These changes focus on making sure the best and most appropriate response is provided for each patient first time. They are designed to change the rules on performance standards so that they are met by doing the right thing for the patient rather than trying to 'Stop the clock'.

There are now four categories, which are as follows;

Category one — for calls about people with life-threatening injuries and illnesses. These will be responded to in an average time of **seven minutes**.

Category two — for emergency calls, these will be responded to in an average time of **18 minutes**.

Category three — for urgent calls, in some instances you may be treated by ambulance staff in your own home. These types of calls will be responded to in an average time of **120 minutes**.

Category four — for less urgent calls, in some instances you may be given advice over the telephone or referred to another service such as a GP or pharmacist. These less urgent calls will be responded to in an average time of **180 minutes**.

*Pete Taylor*

## **Practice Nurses;**

We would like to say good luck and congratulations to one of our practice nurses Bethan Faflik, who is off on maternity leave.

Whilst Bethan is on maternity leave we welcome Nurse Liz Lewis from Keyworth, She will be working on Thursday afternoon's and Friday Mornings.

*The chair of the PPG along with two nurses from the QMC hospital preparing to teach resuscitation techniques to year 8 pupils at West Bridgford school as part of Restart A Heart day.*



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 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*