

Patient Participation Group Newsletter Spring 2018

Welcome to the Spring edition of our newsletter. Hopefully the worst of the winter weather is behind us and we can look forward to longer warmer days. Since our last newsletter there have been some changes to your Patient Participation Group. Peter Taylor has stepped down as Chair of the Patient Group but will continue as Vice Chair and I was delighted to be able to support Peter and the other group members by agreeing to take on the Chair's role.

Like Peter, I have been a member of the Patient Participation Group since the beginning in 2010 and I joined the group because I am passionate about people, communication and building positive relationships. With a working background in the Arts and being fortunate enough to be a "healthy patient" I am definitely a health service novice! However, with such a great group of patient members and a very supportive practice team I am confident that the good work of representing the patients will continue.

2018 is a big year for the NHS as it celebrates its 70th birthday on 5th July. We are looking for ideas about how we can celebrate this at the Ruddington Medical Practice so if you have any stories, memories or pictures of "how things used to be" either as a patient or health professional in Ruddington we'd love to hear about them. You can drop anything off at reception or email rmc.ppg@virginmedia.com

Annie Scally PPG Chair

Flu Vaccinations

Over the winter the number of 'flu vaccinations given by the practice was 1,587. They were also notified that approximately 100 patients had received vaccinations elsewhere.

Although Patients may find it more convenient to go elsewhere, they are reminded that at the practice we hold your full medical records, allowing us

Protect yourself, your family and your patients - be a flu fighter



to see if there are any overdue checks on blood pressure, diabetes, etc. If any overdue checks are flagged up, appointments can be arranged while in the surgery for the flu vaccination.



ARE YOU MAKING THE MOST OF YOUR GP SURGERY?

When Aneurin Bevin set up the NHS in July 1948 his aim was good health care for all, no matter whatever the patient's social status, or income from the cradle to the grave.

We at the Ruddington Medical Centre endeavour to provide you with the best medical care possible and part of our mission statement is "to provide care which is safe and of high quality". We provide a range of services and our aim is to keep you as fit and healthy as possible and manage any long term conditions so you have the best quality of life possible.

We believe prevention is often better than cure so we offer a range of services such as contraception, vaccinations and health checks such as the heart check for over 40's to pick up any health problems early so the appropriate treatment can be started as soon as possible. Please have your annual flu jab if indicated and attend all your routine check-ups.

We now have in house services such as ultrasound, so no long journeys to the QMC!

Our aim is to keep you out of hospital wherever possible. Accident and Emergency is there to provide vital care for life-threatening emergencies such as loss of consciousness, suspected heart attack, breathing difficulties or severe bleeding that cannot be stopped. If you aren't sure and we are open please call so we can offer you advice and direct you for the most appropriate treatment, after all we are the health professionals who know you best and have access to your medical records. Otherwise visit a walk in centre, minor injuries unit or urgent care centre if you have a minor illness or injury that can't wait until your GP surgery is open.



YOUR NHS & WHAT IS COSTS

www.nhs.uk

Did you know that it can cost **your NHS** approximately...

- **£247** to call out an Ambulance
- **£124** for a single visit to A&E
- **£32** for an appointment with your GP
 - **£16** to call NHS 111
- **£0.46** to click onto NHS Choices Website



STOP

THINK

CHOOSE

HELP US, HELP YOU!

STOP, THINK & CHOOSE WELL

Make the right decision

NHS



**Need help fast and it's not an
emergency?:**

Unwell? | Confused? | Need help?

NHS111



NHS Prescription Charges from 1st April 2018

Prescription charges have been increased by 20 pence from £8.60

to £8.80 for each medicine or appliance dispensed. To ensure that those with the greatest need, and who are not already exempt from the charge, are protected the cost of the prescription prepayment certificates (PPC) has been frozen for another year.

The 3 month PPC remains at £29.10 and the cost of the annual PPC will stay at £104. Taken together, this means prescription charge income is expected to rise broadly in line with inflation.

Charges for wigs and fabric supports will also be increased in line with inflation.

New SMS/Text Service

We are delighted that we are upgrading our 'text/sms' service. Patients will continue to receive a text reminding them of any face to face appointments, but from April they will be able to text us if they cannot attend their appointment. This will then make the appointment available for other patients to use.



In time, we are also planning to invite patients to use an 'app', allowing a more refined communication between us and patients. From patient feedback we know that being able to speak to patients when we are open is not always convenient. By using a better text service and apps we are hopeful that this will expand our communication channels and allow us to deliver a better service.

Liz Yeatman – Practice Manager