

# ORDSALL HEALTH SURGERY

## PPG Newsletter

September – December 2018 Edition

### MISSION STATEMENT

Ordsall Health Surgery Patient Participation Group aims to act as a bridge to achieve a better quality service with more equality and a better all-round patient and staff experience.

### TERMS OF REFERENCE

- 1) The P.P.G. is not a forum for complaints or individual issues on health.

Full terms of reference are available on website or in the surgery

<https://www.ordsallhealthsurgery.nhs.uk/ppg/>

### Who are we, what we Do

#### P.P.G Stands for Patient Participation Group

This surgery has had a P.P.G. for a considerable length of time, but since April 2016. It has become a contractual obligation every practice in England should have one.

There is a National Association of P.P.G. of which we are a member.

P.P.G groups are a valuable platform for patients to work together with Doctors and staff. It gives people an opportunity to share their experience of being a patient at the practice and to put forward their thoughts on what works well and what they think doesn't and how can things be improved.

Minutes for Ordsall Surgery PPG meetings can be found on the Practice website

It is available to all patients registered with the practice

### CHAIRMAN'S WELCOME

Hello and welcome from me the chair .

If you are reading this then you are reading the PPG newsletter.

I am Wendy the chair of the patient group here at the practice I've been involved in this for around fifteen years but in recent years we have been more proactive with the practice which continues to grow and expand , and have liaised with other health professionals ,

I have worked within health care all my life and I've had a an excellent working relationship with the practice over time .

I am passionate about GP services and patient experience within health care .

We all deserve to have our voice heard and listened to be it good or bad .

As a group to want to steer patients to be involved but we are not a complaints group this has to be done through the correct procedures.

Please feel free to ask about coming to one of our meetings ,just contact myself my vice chair or the practice direct and may I thank you for taking the time out to read this .

Kind regards

Wendy



## ADVICE AND GUIDANCE FOR PATIENTS

### MINOR AILMENTS TREATMENTS AVAILABLE AT CHEMIST'S

This is a service available to anyone who does not pay for their prescriptions.

The Pharmacy First Service means that you can get some treatments from the chemist without seeing the Doctor. Examples of the most frequently used in the practice, such as Constipation, Diarrhoea, Sore Throat, Cold sores, Vaginal and Oral Thrush, Conjunctivitis, Thread worm, Hay fever Headache/migraine/earache.

There is a full list in the surgery and at the Chemists.

### ON LINE PRESCRIPTION SERVICE



You can now register and order repeat prescriptions on line, which means you do not have to come to the surgery and the prescription can be sent electronically to the chemist of your choice

You can order a controlled drug on-line; however, you will have to ring the surgery so they can send a written prescription to the chemist.

The procedure to register for On-line services is simple and can be done in the surgery

### COULDN'T GET AN APPOINTMENT WITH A DOCTOR OR NURSE? THIS COULD BE WHY



Some patients do not attend for their appointments because they no longer need them, but they do not let the surgery know so nobody else can be seen at that time.

The practice now offers text message reminders for appointments- Please make sure you keep your contact numbers up to date and please let the surgery know if you are not going to attend.

You can also now book and cancel your appointments on line if you register for the service.

**Information is available on how to do this at the surgery**



## FLU JABS

### WHO SHOULD GET FLU JABS

Anyone over 65 and over

Pregnant women

Children and adults with an underlying Health condition (such as Heart or lung disease or Diabetes)

Children and adults with a weakened immune system

Children age 2 to 3 years

Children in School years 1 to 5

Clinics are usually drop in so you won't need to make an appointment

The times will be displayed in the Surgery or you may get a remainder if you are in any of the groups listed above. (for more information about the vaccine visit NHS Choices) or speak to a member of staff. The flu jab is important and could stop you become seriously ill.

Influenza Vaccines is also available to everybody at participating Chemists there may be a charge for this service.

## CANCER SCREENING

### Are YOU up to date?

You are sent an invitation to take part in Free Cancer Screenings, Bowel, Breast and Cervical (Smear).

### Catching cancer early Saves Lives!

#### Bowel Aged 60- 74 years

Both Male and Female every 2 years

Screening Kits are sent to you direct to your home. Please complete and return in the freepost envelope.

#### Not got a kit? Call 0800 707 6060

#### Breast Screening 47-74 years

Women are called to attend the screening unit in your area every 3 years

#### Missed an appointment call 0161 291 4444

#### Cervical Screening

Women Aged 25 to 50 (every 3 years), 51 to 64 (every 5 Years)

#### Not had a screening?

**Make an appointment with the nurse**

## USEFUL TELEPHONE NUMBERS

**NHS DIRECT 111**

**SALFORD ROYAL HOSPITAL 0161 789 7373**

**A & E**

**Children's Panda Unit reception**

**0161 206 0660**

**Adults reception**

**0161 206 4841**

One our PPG members attended the Citizen Panel  
Event here is their report

### Salford Clinical Commissioning Group - CCG

In April 2013, the NHS went through the biggest changes to its structure during its 65-year history. Clinical Commissioning Groups were introduced giving GPs responsibility over the majority of local health services.

'Clinical commissioning' means planning, buying and monitoring health services. Each CCG is an NHS organisation made up of local GPs who, with support of other healthcare colleagues, decide how to spend the NHS budget on health services for their own local area. It is up to the CCG to make sure that the health services it commissions meets the health needs of the local population and must keep checking that the best possible treatment and care is being provided for the people who need it.

The Salford CCG holds Citizen's Panels every 4 months for people in Salford to express their views on local health and social care services. The latest one was held on the 18th July 2018 at the Lighthouse Church, Eccles, where there were various presentations from senior health officials in Greater Manchester. The main themes to emerge from the day's event were:

An emphasis on more collaborative working between the CCG, the City Council, and other health and social care agencies

Greater efforts to provide the health and social support needed to enable people to stay at home rather than go into hospital

Some of the issues discussed at the last Citizen Panel meeting held on 18<sup>th</sup> July"

- Improving the health of the very young - a "healthy child is a health adult"
- Workshop on shaping decisions affecting Health and Care for the C.C.G and Salford City Council from April 2019
- Efforts provide health and social support needed to enable people to stay at home rather than go in to hospital

You can find out more about and get involved with the Salford CCG by clicking the link below <http://www.salfordccg.nhs>.

### Mental Health issues

This poem was written by a member of the PPG  
**Lest we forgot take care of those around you**

BROKEN BRANCH.

Broken branch,  
The loss of chance,  
Unspoken words,  
They linger;  
Evoking thoughts,  
Those tides that caught  
My friend  
And sent them under.  
The wind had changed,  
My face was stuck,  
The day I heard the news -  
My friend,  
who was my friend for  
years,  
Was now from earth  
removed.  
I shed a tear,  
Lamented long,  
And thought of the affects,  
The butterfly,  
The six degrees,  
The hours I did reflect.  
Eventually I realised,  
Out of more than just  
respect,  
I owed it to my friend now  
gone  
To fight and not regret,  
Never to forget,  
Always in loving memory,  
Of all the broken branches  
And all the fallen trees...