



Hardwicke House Group Practice

Patient Partnership Group (PPG)

Newsletter – Winter 2018

Message from the PPG Chair

Your Patient Partnership Group continue in their efforts to try and follow through concerns that you the patients have brought to our attention. We have recently taken to task yet again those who provide the Phlebotomy service at the Sudbury Health Centre, we have been assured that by the end of January there will be three phlebotomists on duty. Those who have to travel to West Suffolk Hospital to collect prescriptions for certain medications have also sought our help, this matter is ongoing but one that we are determined to resolve for the benefit of the patients we represent.

During the Autumn, we were pleased to welcome two new members to the Group: Lisa King from Sudbury, and Eric Catton from Clare; both have special areas of interest in health matters adding to the diverse range we already have in our membership to represent your views.

On behalf of the Patients Group I should like to wish you all a very Happy and Healthy New Year.

Sylvia Bambridge, Chair, Hardwicke House Group Practice PPG.

What is a PPG ?

The Hardwicke House Group Practice Patient Participation Group (PPG) has been in existence for at least 7 years and comprises members of the Practice team and patients. A PPG aims to involve patients in the way the Practice provides health care to the local community. It represents the views of the patients, bringing them to the attention of the Practice team: It also helps the patients understand how the Practice functions and assist in presenting health information to the community.

A PPG needs to be represented by all groups in society - all age groups, and all lifestyles.

If you are interested in the provision of health care in your community and are a patient at a Hardwicke House Surgery in Bures, Clare, Great Cornard or Sudbury, please contact the PPG Secretary.

Email: hhgp-ppg@outlook.com, Tel: 01787 370978.

Practice Updates

SMS text appointment reminders - Last year the practice sent out 28,000 text messages to remind patients of their appointments. Text messaging is an excellent way of reminding you of your appointments. Sign up by contacting a surgery receptionist.

On Line appointments - Booking an appointment on line is a good way of avoiding difficulties of phoning the practice at busy times, it also enables you to see which doctors are available at practice surgeries. Sign up by contacting a surgery receptionist.

If more patients book online, more appointments will be assigned for online booking.

Electronic Prescription Service (EPS) went live on 25th January. With EPS, no paper is produced and prescriptions are sent electronically to either one of the Hardwicke House dispensaries or to your nominated pharmacy. EPS reduces workload, printer ink and paper, and means GPs can more easily authorise several months repeat prescriptions.

Patients need to sign up to take advantage of the new system by using a form available from your surgery reception, or downloaded <http://www.hardwickehousurgery.co.uk/prescriptions.php>

Dispensing Patients - patients who collect their prescriptions from the Hardwicke House Practice.

Non-Dispensing Patients - patients who collect their prescriptions from a High Street pharmacy.

2017 Patient Survey

Many thanks to all the patients who completed the patient survey in September.

- 96% were happy with surgery opening times.
- 97% said they would recommend the practice to other people.
- Only 30% used the Hardwicke House web site, a useful source of information and easy means of booking appointments and ordering repeat prescriptions.
- 85% said they would register a concern if they had one, but only 35% said they knew how to do so!
- Only 11% have completed the "Friends and Family" survey available in each surgery.
- 9% were carers, but only 15% of those had registered with the practice and Suffolk Family Carers.

- 63% were aware they had a choice in deciding their place of treatment when referred to hospital or other services.
- 59% said they were given a choice of where they went for treatment.
- Only 33% were aware of the existence of the practice Patient Partnership Group.
- Only 58% knew who their named GP was.

It's good to see most patients were very happy with the practice's opening times and would recommend the practice to others. There were, however, areas where work is required to raise the awareness of patients to services provided by the practice.

Ways to register a concern or even a compliment

- Practice Manager at Hardwicke House, Stour Street,
- PALS (Patient Advice and Liaison Service) West Suffolk Clinical Commissioning Group.
Freephone: 0800 389 6819 (option 1), Email: wscq.pals@nhs.net
Address: PALS, Endeavour House, 8 Russell Road, Ipswich. IP1 2BX.
- PALS West Suffolk Hospital
Tel: 01284 712555 (24-hour answerphone), Email: pals@wsh.nhs.uk

More information on registering a concern can be found on the NHS Choices web site
<https://www.nhs.uk/nhsengland/complaints-and-feedback/pages/nhs-complaints.aspx>

Family Carers

Many Family Carers do not realise they are Carers or aware of the support available to them. Many do not see themselves as Carers - *"I don't regard this as caring, it's just something we do as man and wife". "I don't look at myself as a carer – we are partners and we just get on with it".*

A Carer is anyone who cares, **unpaid**, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

If you are a Family Carer ensure you register with your GP that you are a carer, and also with Suffolk Family Carers by contacting your surgery receptionist, or Suffolk Family Carers 01473 835477.

PPG Notice Boards

Take a look at our PPG notice boards in each of the surgeries. These notice boards are regularly updated with useful information for patients, and information about the Patient Partnership Group.

Free Health Walks

Sudbury Short Walk - Alternate Tues. starting from the Kingfisher Leisure Centre at 1145 for 1200 start. A 30-minute leisurely walk along the Old Railway and Friars Meadow.

Feb 6th & 20th, March 6th & 20th, April 3rd & 17th.

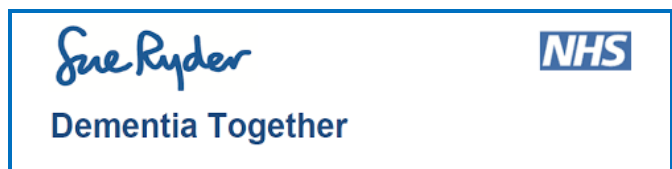
Sudbury Health Centre - 3rd Wed. February and March, 1030 for 1045 start. Short leisurely walk approx. 1.5 miles in the Chilton Hall and Chilton Church area. The walks are mainly on grass paths and through woods, which can get soft after wet weather, so sensible walking shoes essential.

Great Cornard Walking Group – 1st Wed. of month, 10 am from Great Cornard Sports Centre. Walks 30 – 60 mins on paths. For more information, Tel: 01787 315195.

Copies of the "Stepping Out in Suffolk" walk booklet are available from your local library.

Sue Ryder Dementia Together

Dementia Together provides practical information and support for people living with dementia and their carers in Suffolk, exc. Waveney.



Dementia is an illness that affects individuals in different ways over time. If you are living with dementia or caring for someone with dementia, you will have concerns and want to know more about the condition and how to access the different types of support needed. Often people who have been diagnosed with dementia and their carers have no idea what to do next.

Dementia Together offers a single point of contact via a helpline so that people only have to tell their story once and works together with local community services to provide co-ordinated, responsive support for individuals at every step of the way – whether that's information about dementia, connecting with others who understand, or planning for the future.

Howard Lowe, a volunteer with Dementia Together, will be joining us at our April meeting to tell us how Dementia Together can improve the lives of people with dementia and assist their carers.

For more information about the Hardwicke House Patient Partnership Group please contact;
The Secretary Tel: 01787 370978 Email: hhgp-ppg@outlook.com