



Hardwicke House Group Practice

Patient Partnership Group (PPG) Newsletter – Summer 2017

Message from the PPG Chair

Our Patient Partnership Group (PPG) held its Annual General Meeting in February this year and I feel very honoured to have been voted in as the Chairperson for the coming year. I am delighted to be joined by Diane Middlemiss, Vice-Chair, and Phil Worsley, Secretary. We were sorry that John Swan (Clare) and Mick Cornish (Great Cornard) have resigned from the PPG and thank them for the valuable contributions they made.

Hopefully you will see from our newsletters and the minutes of our meetings on the Hardwicke House website, the range of our groups' activities. This information is also available on the PPG Notice Boards in all five surgeries.

As a group representing the views of patients we really do want to hear from you; what do you think of the provision of health services in our area? We feel that our remit goes beyond the GP Surgeries, therefore, we are always ready to hear of your experiences both good and bad of all health-related provision in West Suffolk and beyond.

Sylvia Bambridge, Chair, Hardwicke House Group Practice PPG.

Practice Updates

2017 Patient Survey - In July, it is planned to hold another patient survey. This is your opportunity to give your views on the practice and how it communicates with you. Survey forms will be available in surgery waiting rooms, or on line at <http://www.hardwickehousesurgery.co.uk/>

Dementia Friendly Practices - Hardwicke House Group Practice, including branch practices, are working with West Suffolk Clinical Commissioning Group (WS CCG) to become Dementia Friendly. This involves each practice carrying out a King's Fund Assessment of the overall environment and types of support given to patients and their carers with dementia. Each area is reviewed and suggestions are given to help make improvements where needed. Staff undertake Alzheimer Society Dementia Friends training, and each practice has a Dementia Lead/Champion that links with their counterparts in other practices to share good practice and create links with the WS CCG. After the practice has undertaken these three steps they will receive a certificate from Dr Roz Tandy, WS CCG Clinical Lead for Dementia who is leading the Dementia Friendly Practice initiatives.

Joint WSFT/HH Information Sharing Pilot - Hardwicke House now shares information electronically with the West Suffolk Hospital (WSH). This enables the WSH to look at the record your GP holds about you, and vice versa. This pilot will be rolled out to other GP practices in West Suffolk in May and June.

NHS Medical Equipment

Are you storing equipment that you no longer use or need? Items such as crutches, walking frames and walking aids, chairs, commodes and mattresses can all be recycled and reused, saving the NHS money. Items issued by Medequip will have a label attached and they can be returned by contacting the telephone number below. Some items given out by Hospitals can be returned to where they were issued including Orthopaedic Departments and Physiotherapy Clinics. All items (not just those provided by Medequip), can be taken to the Medequip Centre, Unit 3, Bunting Road, Bury St. Edmunds IP32 7BX (nearest centre for Sudbury and Area), or if you are not able to return items of equipment yourself, they can be collected by Medequip: Tel: 01473 351805 or e-mail suffolk@medequip-uk.com

St Nicholas Hospice Care Open House "Drop In" Session

Every Monday (except Bank Holidays) 10 am to 12 pm starting Monday 8th May 2017.

The Stevenson Centre, Great Cornard, CO10 0WD.

Open House is aimed at people facing long-term and life threatening illnesses, their loved ones, carers or those coping with bereavement. The drop-in sessions offer the chance to meet others facing similar situations in a comfortable and relaxing space (as well as tea, coffee and biscuits!). Open House is an opportunity for you to get advice, information, and peer support, with the Hospice on hand if needed. No need to book a place, just drop in, and you can bring a friends or family members too.

Free Health Walks

One Life Suffolk (formerly Livewell Suffolk) organise a programme of Health Walks throughout the year in the Sudbury area to suit all abilities. All walks are led by qualified walk leaders. Copies of the "Stepping Out In Suffolk" walk booklet is available from your local library or on can be downloaded from <http://onelifesuffolk.co.uk/wp-content/uploads/2016/06/Spring-2017-Health-Walks-Brochure.pdf>

- **Sudbury Short Walk** alternate Tuesdays starting from the Kingfisher Leisure Centre at 1200. A 30-minute leisurely walk along the Railway Walk and Friars Meadow. June 13th, 27th, July 11th, 25th, August 8th, 22nd, September 5th, and 19th.
- **Great Cornard Walking Group** - First Wed. of month, 10 am from Great Cornard Sports Centre. Walks 30 – 60 mins on paths. For more information, Tel: 01787 315195.

Know the Signs of a Stroke – Think and Act F.A.S.T

You could save your own or someone else's life, or help limit the long-term effects of stroke.

F.A.S.T. or **Face-Arms-Speech-Time** is easy to remember and will help you to recognise if you or someone else is having a stroke.

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| Face | Has their face fallen on one side? Can they smile? |
| Arms | Can they raise both arms and keep them there? |
| Speech | Is their speech slurred? |
| Time | Call 999 if you see any single one of these signs of a stroke. |

There are also other symptoms that may occasionally be due to stroke. They include:

- Sudden loss of vision or blurred vision in one or both eyes.
- Sudden weakness or numbness on one side of your body (including your leg).
- Sudden memory loss or confusion.
- Sudden dizziness, unsteadiness or a sudden fall, especially with any of the other symptoms.

Why Act F.A.S.T?

If you notice any single one of the signs of stroke, call 999. The faster you act, the better the chance of recovery.

Read more at <http://www.nhs.uk/actfast/pages/know-the-signs.aspx#zdee9HUBDI44FcRQ.99>

Open The bag and look inside !!

NHS West Suffolk and NHS Ipswich and East Suffolk clinical commissioning groups are encouraging people who get prescription medicine to open their prescription bag at the pharmacy counter or in front of the delivery driver, and hand back anything they don't need.



It is estimated the cost of wasted medicine annually is £1.3 million in West Suffolk, and includes:

- **Left unused in people's homes** – £390K.
- **Returned unused to pharmacies (but can't be re-used)** – £481K.
- **Thrown away unused by care homes** – £221K
- **Medicine wasted in other ways, including the cost of safe disposal** – £212K.

Once you've taken prescription medicine away from the pharmacy or from the delivery driver, National Department of Health rules mean for safety reasons the medicine cannot be used by anyone else, even if the packet is unopened. If you hand it back straight away it can be dispensed again by the pharmacist, avoiding unnecessary cost and waste.

WS CCG Patient Revolution Wed. 12th July, 2 – 5 pm, The Athenaeum in Bury St Edmunds.

This is an opportunity for anyone to go along and air their views on Healthcare provisions in West Suffolk. Representatives of community, voluntary and charitable organisations, as well as people who have no links with health organisations are all welcome.

To reserve your place call 01473 770014 or email getinvolved@westsuffolkccg.nhs.uk

For more information about the Hardwicke House Patient Partnership Group please contact; Phil Worsley Tel: 01787 370978 Email: philip.worsley@tiscali.co.uk