



Hardwicke House Group Practice

Patient Partnership Group (PPG) Newsletter – Autumn 2017

Message from the PPG Chair

The group has been busy since our last newsletter. In July three members attended the annual West Suffolk Clinical Commissioning Group (WS CCG) Patient Revolution. This event provides patients with the opportunity to meet other patients and share experiences. It is hoped the patients who took part can influence some of the decisions the WS CCG makes in the coming year. Three members have been actively involved with the WS CCG developing PPGs in GP Practices across West Suffolk. Some Practices are in the early stages of development and have looked to the Hardwicke House PPG for guidance. Another member attended the Annual Conference of the National Association of Patient Participation Groups to which we are affiliated. Our representation at these events gives us the opportunity to identify and discuss areas of concern that we have in common, and to share our patient's experiences. Some issues patients raise can be easily resolved, whilst others take a little longer. Please bring your concerns to our attention - we are here to represent your views.

Our next meeting is on Friday 6th October from 1300 – 1530, in the Meeting Room, Hardwicke House Surgery, Stour Street, Sudbury, CO10 2AY.

Sylvia Bambridge, Chair, Hardwicke House Group Practice PPG.

Practice Updates

- **2017 Patient Survey** – This will take place 4th - 7th September and 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/>.
- During survey week members of the PPG will be available in surgery waiting rooms to tell you about the group and encourage you to complete the survey. Please help the Practice by completing the survey forms - this is your opportunity to make your views known.
- **Dementia Friendly Practice Update** - The Hardwicke House Group Practice has now been accredited as a Dementia Friendly Practice. Maggie Woodhouse, Dementia Trainer Practitioner will be attending our next PPG meeting on 6th October to talk about people with dementia visiting the West Suffolk Hospital.
- **Long Term Conditions** - A 12-month plan has been started to review and streamline recall procedures for all long-term conditions. Diabetes is the first, and by month 3 (the end of October) it is hoped sufficient lessons will have learnt for other long-term conditions to be reviewed. One of the objectives it is hoped will be achieved is that patients with more than one long term condition will only be recalled once.

Summary Care Records

A Summary Care Record is a secure electronic summary of a patient's key health information that is available to authorised healthcare staff treating them in the NHS across England. It will initially have information about current medications, allergies and any bad reactions to medicines.

Additional information may be added over time if a patient gives their consent.

Summary Care Records are especially useful if you visit a different doctor or hospital in the evening, in an emergency or at the weekend, or if you are away from home.

More Information and Summary Care Consent Forms can be found on the WS CCG web site; <https://www.westsuffolkccg.nhs.uk/your-health/health-campaigns/summary-care-records/>

Completed forms should be handed in to your local GP surgery.

Big success for NHS equipment amnesty

The campaign to encourage people in Suffolk to return equipment they no longer require has been a huge success. The month-long amnesty led to the return of more than 8,500 items with an estimated value of £800,000. Items returned included crutches, commodes, wheeled frames, and air mattresses. Items can still be returned to the Medequip collection depot in Bury St Edmunds.

To arrange collection Tel: 01473 351805 or email suffolk@medequip-uk.com

PPG Notice Boards

Our group has 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.

Flu clinics

This year's Flu clinics are being held on Saturday 23rd Sept. and Saturday 7th Oct. from 9 am to 1 pm. You are eligible to receive a free flu jab if you:

- are 65 years of age or over,
- are pregnant,
- are obese,
- are immunosuppressed'
- have certain medical conditions,
- are living in a long-stay residential care home or other long-stay care facility,
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

For more information: <http://www.nhs.uk/Conditions/vaccinations/Pages/who-should-have-flu-vaccine.aspx>

Citizens Advice Bureau

For 75 years, the Citizens Advice service has provided free, confidential advice on a wide range of issues - Benefits, Debt, Relationships, Family, Work, Housing, Consumer, Immigration, Education. They can even help you find your best energy deal

Drop-in: Mondays, Tuesday, Wednesdays and Thursdays 10.00am - 1.00pm.

Telephone: Mon -Thur. 10am till 3:00pm.

Reception: Opens at 9.30am.

General Advice and Money Advice appointments as appropriate.

Note: There is no public parking, the nearest parking is the Girling Street car park. There is limited parking for those with mobility issues, please phone or email to book a disabled parking space.

Sudbury & District Citizens Advice, Keyse House, Acton Lane, Sudbury, Suffolk. CO10 1QN.

Tel: **01787 321400**, Email: advice@sudburycab.org.uk

Active 10 – A Free App

A brisk 10 minute walk every day can make a big difference to your health. **Active 10** is free App that has been developed by the NHS to give a quick visual indication of how much exercise you are doing each day. Read more at: <https://www.nhs.uk/oneyou/active10/home#pVhP01SfWIZ5RXvj.99>

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.

Sept. 5th, and 19th, Oct 3rd, 17th, 31st, Nov 14th, 28th, Dec 12th.

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.

Sudbury Health Centre - 3rd Wed. of month, 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.

All walks are led by qualified Health Walk leaders.

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

Breathe Easy (A British Lung Foundation Support Group)



Meetings on 1st Wednesday of every month from 2 – 4 pm

**Stevenson Centre, Stevenson Approach,
Great Cornard, CO10 0WD**

Come and join us for a cup of tea and chat ?

For more information contact Ron on 01787 310479

Breathe Easy Sudbury is your local, friendly support and information group for anyone affected by a lung condition. Family, Friends & Carers are all welcome. This British Lung Foundation support group offers;

- Mutual Support and Understanding
- Friendship,
- Information and Education.

For more information about the Hardwicke House Patient Partnership Group please contact;

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