



New faces in the team

A warm welcome to Dr Sally Bell a new partner and three GP trainees.



New GP partner Dr Sally Bell joined our Practice in February 2013. She was born in Cheshire and studied medicine at the University of Sheffield. Her speciality is in women's health and she will be closely involved in baby clinics.



Dr Nicholas Baker is a GP Registrar under the tuition of Dr Qureshi. Originally from Suffolk, he studied medicine at Manchester. He has an interest in languages and chose to complete his final year in Switzerland.



Foundation level doctor, Mark Graham, is a local boy who has returned to his hometown as a qualified doctor. He is in his second year and started GP training at the practice in April. Mark is from Kimberworth in Rotherham, and now lives in Sheffield.



Foundation level doctor, Sarah Pinnity, is also beginning her GP training. She lives in Derbyshire with her husband and three sons. The family travel to India regularly with the charity they run which has established a children's home and a number of projects for tribal villages.

Dr Graham and Dr Pinnity will be under the tuition of Dr Muthoo.

Welcome to our third edition of the PPG newsletter.

Inside: Practice Nurse Jean Toner in the spotlight, reveals who the most important person at the surgery is!



PPG's presence in the surgeries



PPG Awareness Week - 3rd - 8th June 2013

Working in partnership with GPs and practice teams, Patient Participation Groups ensure the patients' perspective is at the heart of local provision so that services are of high quality and continuously improve. Groups also provide practical support in the surgery, foster improved communication between the practice and its patients and help patients to take more responsibility for their health.

There will be a national media campaign lead by the National Association of Patient Participation (N.A.P.P.) and a local campaign lead by PPGs in communities supported by a N.A.P.P. resource pack.

During the week, Patient Participation Groups across the UK will be holding a wide range of events to increase public and professional awareness, including working with local media organisations to spotlight success in patient participation.

N.A.P.P. have been fortunate in securing the support of Dr Phil Hammond, media GP and broadcaster, to raise the profile of patient participation in the national media

This is the first ever N.A.P.P. Patient Participation Awareness Week. At a time when the NHS in England is undergoing its most significant change in decades, we aim to highlight the importance of patient participation to achieve excellence in care for all patients.

The week will culminate in the N.A.P.P. annual national conference, this year held in Bristol, entitled 'Primary Care in the digital age: What does this mean for patients, quality and continuity of care' which will explore the impact of new technology on patients' relationships with health services, and highlight best practice in patient participation.



Watch our new PPG notice boards in both surgeries for further information about our contribution to the week

Care Quality Commission (CQC)

The practice is now registered with the Care Quality Commission (CQC) and will be inspected at some point in the future.

Information about the profile of the practice can be found in the CQC Directory of GP practices at www.cqc.org.uk/directory/1-199713203, and further information will be available in each surgery. Chair Jenny Drew has worked with the CQC to produce A Quick Guide to Inspections and what to expect which is currently being piloted before being distributed to surgeries nationwide.

Admiral Nurse for Rotherham



Photograph with kind permission of Dementia UK [www.dementiauk.org]

Admiral Nurse at work

The PPG is backing a campaign to get the services of a specialist dementia nurse for Rotherham.

Admiral Nurses work with families, carers and people with dementia in their homes and in the community, but there are only a handful in Yorkshire and none in South Yorkshire.

A survey conducted by the Rotary Club of Rotherham found that approximately 3,500 people in Rotherham are known to be suffering from various types of dementia, including Alzheimer's. The true figure is thought to be much higher. The age of sufferers ranges from mid thirties to eighty plus, with the vast majority living in the community.

Rotherham Alzheimer's Society provides valuable facilities such as Memory Cafes. Dementia UK is a national charity which works in partnership with the NHS, local authorities and other organisations and trains and employs Admiral Nurses.

A proposal has been put forward by PPG member Len Wilson for GP practices in Rotherham to join forces with the Rotherham Foundation Trust to find funding for an Admiral Nurse dedicated to Rotherham.

PPG chair, Jenny Drew, said: *"We are supporting the PPG Network, which is made up of PPG representatives from all the Rotherham GP practices with a PPG, to raise awareness that there is no access to any Admiral Nurses in our area. This will enable it to be raised with the Clinical Commissioning Group (CCG) for them to consider funding for the provision of this service which would be such a big help to dementia sufferers and their carers."*

Access to your medical records

By 2015, all NHS patients will have access to their personal GP health records online if they want it.

Patients already have the right to ask for their records, but this is normally in writing and there could be a cost involved. The new access will be online and free of charge.

Further information will be available on PPG notice boards and in the surgeries very soon.

Results of the Second GP Practice Survey

There was a mainly positive response to the follow-up survey carried out by members of the PPG between mid December 2012 and mid January 2013.

More than 90 per cent of respondents would recommend the surgeries to other people, and there was particularly high praise for the nursing staff.

The survey was available online as a link from the practice website, and loaded on to four hand held tablets for PPG members to carry out face-to-face interviews with patients at both surgeries at key times.

An action plan has been drawn up as a result of the survey to address key issues where improvements can be achieved. These include work to change the inner doors at each surgery to automatic ones to assist patients and staff with mobility problems. We are also trialling chair raisers for use in treatment and consulting rooms.

More details of the survey results can be found on the website at www.stagmedicalcentre.co.uk



To gather patient's views and requests for change on an on-going basis we now have a **'Tell us what you think'** suggestion box in each surgery. Comments will be collected each month and reviewed by the PPG and then taken to the Practice Manager and Partners to consider any actions that can be achieved. Actions will be published on the PPG notice board every month.

Please **'Tell us what you think!'**

"Tell us what you think" - Your questions answered

A common query from our "Tell us what you think" suggestion boxes is why receptionists ask the patient the reason for wanting to make an appointment.

Practice manager, Chris Thompson, explains: "Receptionists aren't clinicians but they are trained and they do have guidelines to follow when a patient calls with symptoms.

"The reason they ask the question is to enable them to direct the patient to the most appropriate person and ensure adequate time is set aside for the appointment. It may be that an urgent appointment is required, or a routine appointment, or a call back from a doctor to clarify the symptoms which may not need a face-to-face appointment. Or it may be more appropriate for the patient to see a nurse.

Giving the reason for the call for an appointment is for guidance and help to make sure the patient gets the right management in the right time frame."

In the Spotlight

Nurse Jean Toner was a sister in the intensive care unit at **Rotherham District General Hospital** before joining the practice 23 years ago. She is part of a five-strong team of practice nurses and four health care assistants.



“There is one big similarity in the work I used to do in intensive care and the work I do here – both involve establishing a one-to-one relationship with patients, which is very different from working on a general ward in a hospital.

But in another way it is very different – in intensive care you come in at the end of the process when things have gone wrong and the damage done. In general practice we have an opportunity to get in right at the beginning and prevent it getting to that end stage, which is really rewarding.”

New thing

“When I first arrived here, practice nurses were a very new thing. Now nurses attached to general practice are the norm, and we play a key role in the care of patients.

Tasks we carry out are management of chronic diseases such as diabetes, asthma, COPD, heart disease and kidney disease. We monitor things like cholesterol and blood pressure and adjust medication. We look after ear care, dressings, suture removal, smear tests, contraceptive advice, phlebotomy, care of wounds, travel advice, vaccinations, dietary advice and baby clinics.

Computers are very important these days, but I always make a point of having a face-to-face conversation with patients instead of peering over the top of a computer. This gives them an opportunity to tell you what they feel their problems are.”

Most important person

“I remember when I was doing my training, a very senior person asked us who was the most important person in a hospital? We said specialists, consultants perhaps? He said, no... the patient. I’ve never forgotten that advice and I always use it when I’m training other people.

Now patients are much more involved, and that’s really important. I think the Patient Participation Group is a really good idea. It’s brought some changes which benefit the patient. One example is having PPG members at ‘flu clinics. They seemed to change the atmosphere and made it much more friendly.

The best thing about my job is the satisfaction when you know you’ve done something good for someone.

The worst thing is the pressure of trying to fit everything in that I want to do.

Oh, and giving injections to babies. The injections are vital, but we all hate doing it!”

Stag Medical Centre

01709 364990

Rose Court Surgery

01709 541982

Carers' Corner

The work carried out by carers is vital and the PPG plans to create a Carers' Corner in each surgery where resources and information will be available for carers of all ages.

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.

This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

A survey will be carried out in the future to identify carers within the practice.

National Carers' Week 2013 takes place from 10th to 16th June. For more information visit the national website www.carersweek.org

Measles alert

The MMR vaccine should be given to all unvaccinated schoolchildren aged between 10 and 16 as part of a national catch-up campaign announced by the government.

Health experts say a generation of children, born between 1997 and 2003, could be unvaccinated or only partially vaccinated against the disease, following a scare caused by a now discredited piece of research.

Many people mistakenly assume that measles is an unpleasant but harmless childhood disease. But this is not the case, as it can lead to serious complications including hearing loss, learning difficulties, epilepsy, cerebral palsy and vision loss.

Around a million at-risk children have been identified using GP records etc, and letters are to be sent to their parents recommending that they get their children vaccinated.

But you do not have to wait to be sent a letter to get your child vaccinated. If you are worried about your child's vaccination status, please contact your surgery.

Information edited from NHS Choices.

Stop Press



The PPG is now on Facebook. You can keep up to date with the latest developments by going to the website and clicking on the Facebook icon.

- This year some 'flu clinics may be held on Saturdays in order to make it easier and more convenient for patients to attend.
- Future dates of PPG Meetings to be held at the Stag Medical Centre at 6pm in upstairs meeting room, 16th May, 20th June, 11th July, 15th August, 5th September, 10th October 2013.
- The next Rotherham PPG Network Meeting will be held at Rotherham Town Hall, John Smith's Room at 6pm on 10th July 2013 where it is hoped that Michael Morgan, interim chief executive of Rotherham NHS Foundation Trust, will be in attendance to answer any questions from PPGs in Rotherham.



This newsletter is produced by the Practice and the Patient Participation Group. You can contact the PPG at:- ppg.stagmedical@gmail.com or by writing to the surgery.

