



## Flu Days Success

Members of the PPG once again rolled up their sleeves to turn two busy 'flu clinic days into successful fundraising events for two charities.

More than 3,300 patients were vaccinated and over £1,500 raised for good causes.

Raffle prizes, teas, coffees and cakes raised £851 for MacMillan Cancer Support and £714 for Rotherham Cancer Care.



PPG Chair, Jenny Drew presenting a cheque to Chris Peters for MacMillan

Patients arriving for their 'flu vaccinations were able to chat to PPG members about the work of the group. Many expressed their appreciation for how the days had been organised.



PPG members Heather Hind, along with Elaine Laurie and Jenny Drew presenting a cheque to David and Vanessa Mosley from Rotherham Cancer Care

*"I had a really lovely day," said one. "I had my 'flu jab, a cup of tea, a chat to some really nice people, and it's all for a very good cause."*

Practice manager, Chris Thompson, said: *"The PPG do a great job on these days. They create a very friendly, almost a party atmosphere which is very relaxing. There was a real buzz about the place."*

Welcome to our fourth edition of the PPG newsletter.

Inside, Ian Burkinshaw is in the Spotlight.

Find out what job he does at the Stag Medical Centre.

He has worked there for the past 10 years.



# PPG's presence in the surgeries

## New GP Practice Survey

This will be launched in the New Year and the results submitted to the Clinical Commissioning Group by 31st March 2014.

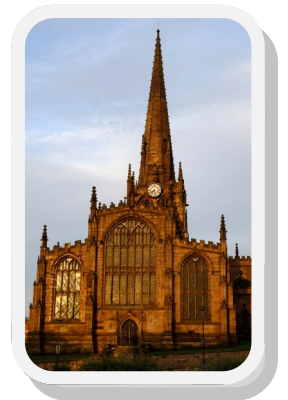
It will be available online, there will be paper versions in both surgeries, and PPG members with hand held tablets will be on hand to help patients who would like assistance answering the questions.

This will be the third GP Practice Survey carried out by the PPG. As with the previous two, an action plan will be drawn up to address key issues raised in the survey.

## The big picture

This picture of Rotherham Minster is one of a series of canvas prints showing Yorkshire at its best which will soon adorn the walls at both surgeries.

It was taken by PPG member Peter Appleby. Other pictures in the series were taken by Peter, Tony Drew and Dr McWhinnie.



## Calling all carers

The practice is keen to identify patients who are carers, in order to make sure they have the help and support they need.

Questions aimed specifically at carers will be included in the next GP Practice Survey being launched in January.

A register is being compiled of carers – who can be people of any age who provide unpaid support to family or friends who could not manage without this help. There is a carers' corner in each surgery where resources and information is available.

## New look website

A new scheme offering patients the opportunity to book GP appointments online has been a big success since it was launched in September.

A limited number of on-line appointments are available for each GP and can be booked up to two weeks in advance. Patients can already order repeat prescriptions on-line, but for both services, they need to register their details in advance.

A new user-friendly Home page for the practice website makes it easier to find the information you need. There are also more links to a range of health and support services available in Rotherham, together with useful telephone numbers. The website address is [www.stagmedicalcentre.co.uk](http://www.stagmedicalcentre.co.uk)

## Missed appointments

Computer generated text messages are now routinely being sent to patients to remind them about their appointments at the surgery.

The move is aimed at cutting the number of missed appointments.

*"It's a huge problem for us," said practice manager Chris Thompson. "Just the other day in the 8:30am to 10am session, one of our GPs had nine appointments, and four people didn't show up. We were really busy that day, and that's four appointments which could have been offered to other patients."*

If you would like to receive the SMS reminders, please give your mobile telephone number to reception to be added to your details.

# Admiral Nurse for Rotherham

## Admiral Nurse campaign

Our PPG campaign to secure the services of a specialist dementia nurse for Rotherham will step up a gear in the New Year.

A formal request will be put to the Clinical Commissioning Group for an Admiral Nurse to work with families, carers, and people with dementia in their homes and in the community.



PPG member Len Wilson has spearheaded the campaign for GP practices in Rotherham to join forces with the Rotherham Foundation Trust to find the necessary funding for an Admiral Nurse dedicated to Rotherham.

Chair of the PPG Jenny Drew will formally raise the issue at the next Rotherham PPG Network meeting on January 21st 2014 at the Rotherham Town Hall.

The Practice, along with members of the PPG, have also signed up to be members of the Dementia Action Alliance in Yorkshire & Humber, which aims to challenge the stigma of dementia and provide practical ways to help.

## You told us what you think!

Lots of suggestions are received in the "Tell us What you Think" boxes in both surgeries.

These are emptied regularly and every suggestion is read, considered, and acted on if possible.

Below are a few recent examples from the Rose Court suggestion box:

*"Chairs would be better in rows, like at The Stag. Everybody is looking at each other in silence!!!"* We will include question about seating in both surgeries in the next GP Practice Survey.

*"Reception staff are very pleasant"* Nice to receive a positive comment.

*"Need music in waiting room"* This suggestion has been made before. The Practice does not hold a broadcasting licence therefore it is not possible to have any music in the waiting rooms. Another reason is that the hard of hearing may not hear when they are called or hear the Jayex board beeper.

*"Difficulty making appointments for workers. Had numerous problems when trying to get appointments."* We are aware of the needs of workers and do leave a few appointments for this reason in the early morning and evening.

*"Wanted to say how much easier it seems to get an appointment lately."*

*"More raised chairs for waiting room."*

*"Shouldn't people be swabbed before injections?"* GPs and Practice nurses were asked to respond to the last question about swabbing to disinfect the skin before an injection. The answer is that there are conflicting medical views on whether swabbing is necessary or advisable and there is no clinical evidence that it prevents infection. The decision, therefore, is left to the individual practitioner.

## In the Spotlight

**Ian Burkinshaw is the man we have to thank for keeping Stag Medical Centre spotlessly clean. He's a vital part of the team, and it's a job he's done for the last 10 years.**

*"I come in at 3 o'clock every weekday afternoon and work through each room, leaving about 7.15pm. The work includes wiping down, mopping the floors, cleaning toilets, sinks etc, cleaning telephones. Mopping the floors is the biggest task, especially after the building work about four years ago which changed the flooring from carpet to lino for hygiene reasons. I have mops, but sometimes the best way is to get down on my hands and knees and scrub!*



*It's one of the biggest practices in Rotherham, which means there are about 25 rooms, maybe more, two staircases and five toilets at the Stag building alone. Getting round them every day to clean them certainly keeps me fit!*

*(Another cleaner is responsible for Rose Court).*

*My tools of the trade are my buckets - four of them in different colours - blue and green for use in the kitchen, red for the toilets and yellow for medical rooms. I clean, polish, empty medical waste bags, dispose of needles in a special bin, mark the waste bags to show they've come from this surgery, and the bags and needles are collected every Tuesday.*

*I know some people think it's strange, but I absolutely love cleaning! I do all the cleaning at the house I share with my girlfriend Josephine, and all the ironing. I can't understand why people say they hate ironing, I love it! Josephine tells me off for hoovering at home all the time when it doesn't need it. I suppose I am a bit obsessive, I think I got it from my mum, who is exactly the same. I get a lot of satisfaction out of it. I've been like this since I was 14, I always liked my clothes to look nice so I ironed them myself. I used to clean my bedroom at home without being asked to. I even love the smell of bleach!*

*I'm very happy with my job and the work I do, which I take pride in. Because it's a doctors' surgery, everything has to be ultra clean. I'm definitely not a moaner. What is there to moan about?"*



# Keeping fit and active

## If you've never exercised before, it's not too late to start!

The practice supports Active Always (AA), a programme of physical activity which will help improve your health and well-being, and a funding application from Sports England is currently being explored.

The Rotherham-wide programme is co-ordinated through RMBC Sports Development in partnership with several NHS Rotherham services and community partners.

Trained instructors will help you choose the class which is right for you, from gentle keep moving activity through to sports like swimming and badminton, and some activities include a chance to meet people, socialise and enjoy refreshments after each session.

AA works with surgeries across Rotherham for patients needing help getting mobile. The Otago exercise programme is specially designed to help rehabilitate older people who have experienced a major health issue, such as a stroke, coronary heart disease, or a fall, and can be prescribed by doctors.

Rose Court patient Cynthia Varo was referred by a practice nurse. She has poor mobility because of severe arthritis, and foot drop caused by nerve damage during back surgery several years ago.

Said Cynthia: *"I've little or no control over my left foot and lower leg and, therefore my balance is poor. I've fallen many times over the last few years because of these problems."*

*"I attended the Otago group for 12 weeks, which I did feel was very beneficial with my balance. I would have liked to carry on, but the course is only for 12 weeks, so I started attending the Active Always group."*

*"I find this really good. As the title infers, the class is to keep us oldies moving, which it does. As well as feeling better for doing the exercises, I've met and made friends with all the people in the group and look forward very much to seeing them each Thursday at the Garden Rooms in Clifton Park."*

*"Our leader is Kevin Parkin, who is very kind and loves a joke. The class at the moment consists only of ladies, so you can imagine how we tease him, but he takes it all in good part and still makes sure we work hard. "You could call it an enjoyable sociable event, with serious medical undertones!"*



For more information, go to [www.rotherham.gov.uk/activealways](http://www.rotherham.gov.uk/activealways) or telephone 01709 822453.



**Stag Medical Centre**

**01709 364990**

**Rose Court Surgery**

**01709 541982**

## **PPG Progress Report from Chair Jenny Drew**

Our PPG was launched at the end of 2011 and since then has gone from strength to strength. To use Bruce Tuckman's 1965 Forming-Storming-Norming-Performing team development model, we have formed, stormed – always in a teacup – normed, and now we're performing expertly.



At the fund-raising days held at the Flu Clinics in September and October, I was extremely proud to be chair of our PPG. Group members gave freely of their time and efforts to help make these days such a success and more than £1,500 was raised over the two days.

Earlier this year we were shortlisted down to the last six PPGs in the country for a national award from the National Association of Patient Participation, and my aim for 2014 is to win this award. Secondly, we hope our campaign to secure the services of an Admiral Nurse for Rotherham is successful. This is being spearheaded by a committed member of the PPG, and as chair of the group I will be promoting this to the Clinical Commissioning Group which sanctions all patient services for Rotherham.

I would like to thank everyone for their help and support throughout the year. We have a dedicated team of people who work closely with our practice staff to achieve excellent services for our patients.

May I wish you all a merry Christmas and a happy and healthy New Year.

## **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.

- Future dates of PPG Meetings to be held at the Stag Medical Centre at 5:30pm in the upstairs meeting room:- January 16th, February 13th, March 13th, April 10th, May 15th, June 12th, July 10th, August 14th, September 11th, October 16th, November 6th, December 4th 2014
- The next Rotherham PPG Network meeting on January 21st 2014 [2:30—4:30pm] at Rotherham Town Hall in the John Smith Room
- A limited number of on-line appointments are available for each GP and can be booked up to two weeks in advance. Patients can already order repeat prescriptions on-line, but for both services, they need to register their details in advance.



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

