

# Practice News

Summer 2014



STAG MEDICAL CENTRE  
&  
ROSE COURT SURGERY



## It's celebration time!

Our PPG has won a top national award for being the best in the country! The 2014 Corkhill Award is given annually by the National Association of Patient Participation (NAPP) to the patient group they feel has done most to help patients at their practice bring about improvements.

A special plaque and £600 to spend for the benefit of patients were handed over at the annual conference of NAPP held in Leeds.



Chair Jenny Drew accepting the award

The Stag Medical Centre PPG, which also covers Rose Court Surgery at Wickersley, was formed two-and-a-half years ago. We have a core membership of 14, as well as more than 60 'virtual' members. The core group meet regularly with the practice manager to raise issues from a patient perspective.

Achievements include three surveys with patients resulting in a range of improvements such as a better appointment system, more comfortable waiting room environments and better access to buildings for people with limited mobility and parents with prams.

We are campaigning for Admiral Nurses to support families living with dementia, and promoting exercise and cycling groups to improve patient health.

Chair, Jenny Drew, said: "We're delighted to win this award which recognises the progress we've made since the PPG was set up. We've moved on from the trouble-shooting phase to a much more informing and recommending role for both patients and staff in relation to the quality of services the practice offers."



Practice Manager, Chris Thompson, said: "The PPG has been going for almost three years now, and in that period it has developed into a real partnership. I feel this award is a recognition of the good work that has been done for patients and staff at the practice, and is a credit to the hard work that a lot of people have put in."

## Welcome to our fourth edition of the PPG newsletter.

### In the Spotlight.

### Inside: Meet Tracey Ingram Finance and Admin Manager for the Practice.



# PPG's presence in the surgeries

## PPG Awareness Week

A five pound lump of fat was the star attraction at the surgeries during National Patient Participation Awareness Week.

It was part of a table top display showing healthy foods together with healthy sized portions, and a reminder of the number of units in alcoholic drinks.

The fat was a warning to illustrate the extra weight we could be carrying around as a result of eating and drinking too much.

This is the second National Patient Participation Awareness Week and the aim is to raise the profile of PPGs across the country and highlight the importance of patient participation in achieving excellence for all patients. The first PPG was started in 1972 by GPs, and there are now PPGs in dental practices and pharmacies.

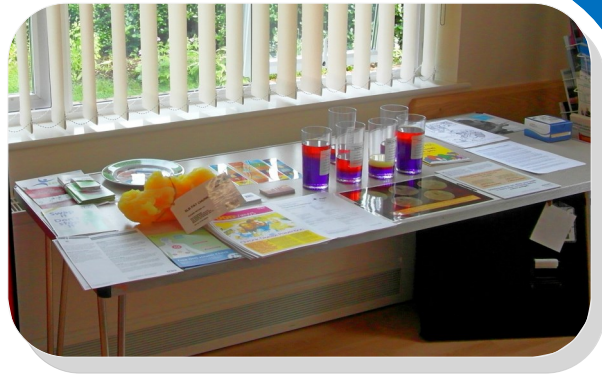
PPG members were on hand at The Stag and Rose Court surgeries to talk to patients and explain the work of the group.

New members are always welcome and anyone interested in joining should email [ppg.stagmedical@gmail.com](mailto:ppg.stagmedical@gmail.com), or drop in a note at reception marked for the attention of the PPG.

## Sun safety tips

- Use sunscreen with a sun protection factor (SPF) of at least 15. The higher the better
- Don't spend any longer in the sun than you would without sunscreen, and try to stay in the shade between 11am and 3pm
- Water washes off sunscreen so re-apply after swimming
- If you do get sunburn, use painkillers such as paracetamol or ibuprofen. Sponge sore skin with cool water then apply soothing aftersun or calamine lotion. If you feel unwell or the skin swells badly or blisters, seek medical help. Stay out of the sun until the redness has gone
- Use a high factor sunscreen on children, and apply it to areas not protected by clothing, such as the face, ears, feet and backs of hands. Children should wear sun hats at all times when out in the sunshine.
- If you have lots of moles or freckles, you need to take extra care. Keep an eye out for changes to your skin and report these to your doctor without delay

Heat exhaustion occurs when the body cannot lose heat fast enough. It's not treated quickly, it can lead to heat stroke, which is a much more dangerous condition. Signs of heat exhaustion include faintness, dizziness, palpitations, nausea, headaches, low blood pressure, tiredness, confusion, loss of appetite and hallucinations. Sufferers should rest in a cool place, drink plenty of water, and cool the skin with cold water.



## Doctor retires

One of the longest serving GPs at Stag Medical Centre has retired.

Dr Chris Proctor joined the practice more than 25 years ago. His speciality was dermatology and he carried out minor operations both at Rotherham District General Hospital and at the surgery.

No decision has yet been made on his replacement.

# Admiral Nurse for Rotherham

## Admiral Nurse campaign

The campaign continues to secure the services of two specialist dementia nurses for Rotherham.

Presentations have now been made to Rotherham's Older People's Mental Health Group and the Health and Wellbeing Board by the PPG along with Chief Nurse of Dementia UK, Hilda Hayo, and Business Manager, Wendy Weidner.

They put the case for £100,000 to employ two nurses as well as covering set-up costs and an evaluation by the University of Sheffield.

PPG member Len Wilson has spearheaded the campaign by Rotherham Rotary Club, for GP practices in Rotherham to join forces with the Rotherham CCG to find the necessary funding for two Admiral Nurses dedicated to Rotherham.

Admiral Nurses work with families, carers, and people with dementia in their homes and in the community.

- PPG chair Jenny Drew has trained as a Dementia Friend Champion and may hold sessions to raise awareness about dementia care amongst all staff at the practice.
- For more information on how to become a Dementia Friend visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk) Dementia Friends is a national initiative that is being run by them and aims to improve people's understanding of dementia and its effects .

## Please can we have your mobile number?

If you've not already done so, we'd be grateful if you would let reception know your mobile 'phone number.

Many of you already have, so thank you. It enables us to send an automated SMS text message reminder about appointments, and this has considerably cut the number of missed appointments.

Practice manager, Chris Thompson, said: "Every time a patient misses an appointment, it is an appointment which could have been made available for another patient.

"We would also like to extend this texting service where possible to invite patients to the surgery for things like check-ups, vaccinations etc, as it's much more cost-effective and efficient than sending letters."

## In the Spotlight

### **Tracey Ingram is Finance and Admin Manager and her work “in the backroom” ensures that the practice runs smoothly.**

“I joined the practice 28 years ago as a receptionist working at what older patients will remember as ‘the bungalow’ at the top of Herringthorpe Valley Road. It was Dr Daly and Partners then, and was so different to how it is today.

Then there were just three or four receptionists (we have 14 now), no computers, and prescriptions were written by hand, doing copies using carbon paper. All patient notes were on paper, and they were stored on shelves in reception.

A couple of years after I started we moved to where we are now at The Stag. The building was originally a house, but obviously it’s now been extended and changed a lot.

I made a move over to admin from reception, and then gradually took over more and more of the running of the financial side of the practice. At first I did miss contact with patients. We have some lovely patients and you got to know them all. Now although I don’t meet the patients, I feel as though I am working on their behalf in the backroom.

We’ve got 11,300 patients and 40 staff, so we’re one of the bigger practices in Rotherham and it’s one of my tasks to make sure staff, including doctors, get paid. I do the accounts, and I do the doctors’ rotas ensuring we always have cover at both surgeries.

Another part of my job is working with Clinical Manager Jean Toner to trawl through records to identify patients who need to come into the surgery at regular intervals for a particular reason – it could be cardio vascular patients for instance, or patients with chronic health problems.

We begin work on the ‘flu clinics now in the summer, sending out letters to people who are eligible. This includes anyone over 65, but also other groups of people including pregnant women, people with diabetes and asthma etc. There is also now a pneumonia vaccine for patients aged 65 and over, and a shingles vaccine for patients aged 70, 78 and 79.

I’m also involved with the Patient Participation Group which I think has been a really good thing for the practice because it helps us know what patients want.

A lot of things which affect my work have changed since the Primary Care Trust was abolished. We now need to work to three bodies, the Clinical Commissioning Group, NHS England and NHS Rotherham.

Probably the worst thing about my job is all the changes we keep having to respond to. Each year everything changes so much and it seems you have to start again and do things in a different way. It’s a real challenge. The best thing about my job is that I enjoy what I do, and we work well as a team.

It’s a very busy job, but in my spare time there are two things I love – caravanning and cycling, and we were lucky enough to go to North Yorkshire and see the Tour de France set off. It was brilliant!”





# Keeping fit and active

## Fit and active

Support for keeping fit and active has stepped up a gear.

As well as promoting the Active Always (AA) scheme, the practice and the PPG is now backing Skyride Local, which organises group cycle rides on safe courses.

Keen cyclist and PPG member Elaine Laurie has undergone special training (including first aid) to lead the rides which are tailored to different levels.



Elaine Laurie

Elaine is a former member of Rotherham Harriers, but switched to cycling to ease pressure on her knees. She cycles a couple of times a week herself and has completed some challenging long distance rides, including coast to coast.

"Cycling is fantastic exercise, it keeps you fit, gets you out in the fresh air, and it's enjoyable and fun," she said. "All you need to do is go to the website, check out a ride you want to do and sign up. Skyride is a national scheme as well, so if you work away or are on holiday, you can log onto Skyride, put in the area and postcode and find a ride for you or your family wherever you are in this country."

The AA campaign is a programme of physical activity which helps improve health and well-being. The Rotherham-wide programme is co-ordinated through Rotherham Borough Council Sports Development in partnership with several NHS Rotherham services and community partners.

Trained instructors help people choose the class which is right for them, from gentle keep moving activity to more energetic sports like bowls, swimming and badminton.

Elaine and PPG vice-chair Chris Peters attend AA sessions with patients and are keen to stress the benefits for health and well-being.

Said Chris: "All evidence suggests that we can reduce our risk of and help us manage our cancer, cardio-vascular conditions, dementia, diabetes, and depression. We can be happier, stronger, more mobile and live better quality life with just 30 minutes of gentle/moderate physical activity like walking, gardening, dancing etc five times a week – so little to achieve so much!

"The sessions are easy, cheap, fun, and friendly, and are held at venues across the borough, including Wickersley Community Centre and the Garden Room, Clifton Park.

"Active Always and Skyride leaflets are on display in Stag and Rose Court surgeries, so why don't you try it? The Skyride scheme is free, and the first Active Always session is free if you bring the leaflet along."

For more information about Skyride Local, go to [www.goskyride.com](http://www.goskyride.com) where you can see the local rides available and sign up for the one you want to go on.

To take part in an Active Always session, just turn up on the day in some comfortable clothes and footwear.



Chris Peters, Iris Wilde and Elaine Laurie

**Stag Medical Centre**  
**Rose Court Surgery**

**01709 364990**

**01709 541982**

## Quality control

Expertise from Stag Medical Centre PPG has been used to develop a blueprint to help other GP patient groups to be successful.

The new framework has been drawn up by the umbrella organisation, the National Association for Patient Participation (NAPP), in partnership with NHS England.

The first of its kind, it sets out the criteria needed for general practice PPGs to be good and effective. Characteristics of the most successful PPGs are:

1. An inclusive and representative membership
2. A clear understanding of their purpose and role
3. Effective and sustainable processes and operation
4. A strong, supportive mutual relationship with their practice and a receptive practice culture.

The framework is to be rolled out nationally. This project aimed to develop and test an assurance framework for healthy patient participation/PPGs in support of NHS England's Patient Participation Enhanced Services Scheme.

Chair, Jenny Drew, said: 'I am proud to think NAPP has recognised our Practice as being able to support this work and we look forward to contributing to the rollout of the Framework Nationally.'



Chair Jenny Drew

## Stop Press

Please sign up online to join our virtual PPG. Go to: [bit.ly/stagmedical](http://bit.ly/stagmedical)

The PPG is also 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:- August 14th, October 16th, November 6th, December 4th 2014
- The next Rotherham PPG Network meeting on Wednesday 3rd September 2-4pm 2014 at Rotherham Town Hall in the John Smith Room
- On 26th September there will be a fundraising coffee day to coincide with the Flu Clinic. Funds will be raised for Macmillan Nurses, Rotherham Cancer Care and Talking Newspaper



**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.**

