

Patients in Partnership

enhancing the patient experience



In this Newsletter: News from the Chair. PiP membership. Surgery News. DNA. PiP's Postbag. Fund-raising for PiP. Special Awareness Weeks. Open Meeting 30 June. Contact List.

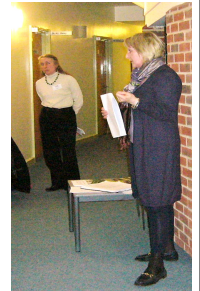
Issue 3
Summer 2011

News from the Chair - Chris Storey

Welcome to our Summer Newsletter; it only seems like yesterday that I sat down to put pen to paper for our Spring edition!



I was delighted to see so many of you at the Open Meeting in March at the Wallingford Medical Practice (WMP), when Janet Newman, the Practice Manager fielded a Question and Answer session on how the practice works. It was also an opportunity for her to shed some light on how the NHS changes are likely to impact on the service provided to us in the future. In particular she explained that there will be a requirement for medical practices to have a Patient Participation Group under their new contracts; indeed I have since learnt that PiP is the first to be registered under this new regime.



PiP's next **Open Meeting** entitled "**Living with Dementia**" will be on **Thursday 30 June at Westgate House** in Wallingford. Dementia is something which touches almost all of us, sometimes in unexpected ways; so do please put a note in your diaries to come and listen to and ask questions of the people who work in and run the Care Home. The enthusiasm with which Westgate House staff embraced us approaching them has certainly whetted my appetite! **SEE PAGES 3 & 4**

On 12th May a meeting was held in Benson Parish Hall to discuss **The Future of GP Commissioning**. Three members of PiP Core Group, two Doctors and three PiP members were present. **Dr Andrew Burnett, GP Lead South East Locality** opened the meeting by explaining that Oxfordshire GP Consortium is made up of six 'Localities' and that we are in the South East Locality. This consists of 9 practices serving a population of 78,102. **Dr Stephen Richards, GP Lead for Oxfordshire Consortium**, spoke of the difficult present situation whereby the White Paper has been put on hold whilst the government reconsiders some of the aspects of the intended changes to the NHS. Those attending the meeting had hoped to hear more about how the changes might affect the practices and the patients; although there was a robust Q and A session, the speakers were not in a position to give meaningful answers in many cases, whilst waiting for the government's reconsidered plans.

PiP Membership Update - Ellen Emberson, Membership Secretary and Treasurer

PiP has been established with the aim of representing all patients of Wallingford Surgery. We are keen to involve any patients who are interested in our activities and may want to play an active part in the patient aspects of the practice. In order to communicate with as many patients as possible, PiP newsletters, such as this one, are distributed to all those who have provided email addresses to the surgery; we also have printed copies available from the Surgery. Our meetings are open to all patients, not just members.

However, having a membership base demonstrates support for PiP to the surgery team. It allows us to communicate further information such as messages from the PCT, details of patient consultations and external meetings requiring input, as well as the activities of the PiP Core Group. For confidentiality reasons, PiP Core Group is only able to contact people directly, whether by email, phone or letter, if they are PiP members.

PiP currently has 52 members and we would like to expand this to all who are interested. If you would like to become a PiP member—it's **free**—just complete the attached membership form and email it to pipwallingford@hotmail.co.uk or hand it in to the reception team at the surgery. **See Appendix Page 5 for Application form.**

GIVE THE SURGERY YOUR EMAIL ADDRESS TO RECEIVE FUTURE NEWSLETTERS

**Become a member of PiP to share your ideas and concerns
and to receive notice of consultative meetings— see above**

SEE CONTACT LIST page 4




Surgery News


Dr Paul has been running a depleted appointment service over the last quarter. This has been due to his commitment to cover essential services to Wallingford Community Hospital (WCH). Dr Paul's appointment levels will revert back to normal as from the 1st of May when **Dr Henry** will take over the care of WCH for a further 3 months. Please be aware that this will also affect the level of appointments the surgery can offer with Dr Henry. Your patience and understanding regarding this is appreciated. We all know what a valuable facility the WCH is to our area.

If you have any problems or concerns regarding this or any other practice-related matter, please contact the Practice Manager. (See Page 4)



Dr Davina Miller left the practice in April and has relocated to Australia with her family .

Dr Simon Morris has been appointed to take over Dr Miller's list of patients from 3 August 2011. In the interim **Dr Henry Hoy** will be looking after Dr Miller's patients.

Did Not Attend !!

Between **1 January and 31 March 2011** there were

621 Missed Appointments !

207 were with **Doctors** - of which **77%** were pre-booked and **23%** (48) booked on the day.

255 were pre-booked with the **Practice Nurses**.

159 were pre-booked with **Health Care Assistants**

If for any reason you are unable to attend the surgery for an appointment, *please* telephone the **cancellation line 01491 821780**

Every missed appointment prevents another patient seeing a member of the practice at the time you have booked; this is costly and a waste of everybody's valuable time.

So **please** don't become a **DNA statistic!**

!!


PiP's Postbag




Q. Why is it more difficult to get an appointment on a Monday?

A. New health problems arise over the weekend when the surgery is closed, so on Monday morning there are likely to be more people wanting an appointment. This situation tends to worsen after a Bank Holiday weekend, when the surgery has been closed for three / four days. If you do require a doctor or advice about a medical problem over the weekend, contact the Out-of-hours service on 0845 345 8995. You could help yourself and maybe others if you are able to delay your request for an appointment until further into the week.

Q. If I want to ask the Receptionist a question in private, is this possible?

A. Yes. Just ask to be shown to the interview room adjacent to the Reception Desk.

Q. I've heard the expression 'palliative care' several times recently. What is meant by it?

A. Palliative care is medical and other care that is designed to lessen the pain and distress caused by an illness that is terminal. Palliative care is appropriate when the cause of the condition is no longer treatable. We shall be looking at this subject, and the related topic of hospices and the care that is offered by them, in a future edition of the newsletter.



Fund-raising for PiP

Charles Harrison

Charles.harrison@catent.co.uk

07989 983232

It really feels as though PiP is moving forward and the turnout at the meeting on 15 March was great. PiP Core members generously give their time to organise the meetings, produce the newsletters and participate in the many consultations. We try to minimise the costs in everything we do, but we still need to raise some funds..

Our main fund-raiser at the moment is the monthly prize draw which now has 27 members, but we would really like to get that number up to 50 by the middle of the year. If you have thought about joining the draw but not done anything yet, please contact me for a form. Gladys Sadler has been a staunch supporter of PiP from the beginning, so I am delighted that she was the winner of the March Draw. Jeff Rubery was our April winner. The May prize goes to John Tobias.

The Christmas Number Cruncher was very popular so we are already planning another quiz and a Christmas Raffle for this year - details in future newsletters. If anybody has any ideas for fund-raising activities please let me know.

LOOK OUT FOR PiP AT WALLINGFORD CARNIVAL!



SPECIAL AWARENESS WEEKS

Throughout the year various illnesses and diseases are highlighted for a particular week. Information about some of these weeks is highlighted on the WMP website. For those attending the surgery and who do not have access to a computer, there is a display on the board alongside the reception desk.



DIABETES WEEK 12 - 18 JUNE

NOT JUST FOR DIABETICS

My connection with Wallingford Medical Practice is because I am a diabetic and I have to say the support offered at WMP is fantastic. Unfortunately more and more resources have to be allocated to the disease and I hope that Diabetes Week starts to get people thinking about what they can do to improve their diets and reduce the risk. It is a simple fact that too much sugar is a bad thing so I would like to make a couple of suggestions to everybody - particularly parents - as my contribution to Diabetes Week.

I have always been into fizzy drinks - my problem was I chose the wrong ones! If you are going to have a fizzy drink or give one to your children make sure it is a diet one. I was basically addicted to Cola and argued that the diet version didn't taste the same - I was wrong. I now think it tastes better and I am pretty sure I wouldn't have diabetes if I had made the switch years ago. My other suggestion is simply don't add sugar to tea or coffee. When I stopped putting sugar in hot drinks it only took a couple of days before I found preferred them without sugar.

I am sure that most people think that my suggestions are pretty obvious and they are correct. However every time I go into a supermarket I am amazed at the array and quantity of full sugar fizzy drinks that are available. Clearly not everybody has got the message so I want to use Diabetes Week to push it. If you have any questions on Diabetes please contact WMP where I know somebody will help you. Also visit www.diabetes.org.uk

CARERS WEEK 13—19 JUNE

The true face of carers—supporting the UK’s 6 million carers

Three MPs have spoken out in support of Carers Week 2011. The Parliamentary ambassadors say the awareness week is an opportunity to make people realise they're not alone in caring for a loved one.

Kate Green MP (Lab. Stretford and Urmston) Laura Sandys MP (Con. South Thanet)and Mark Williams MP (Lib Dem.Ceredigion) all have different reasons for backing Carers Week this year.

Mark recently introduced a Bill that would improve the rights of carers to request flexible working from their employer. Laura was voted into Parliament last year, and used her maiden speech to support carers. Kate was also elected in 2010. She is heavily involved in opposing cuts to carers services in her local area.

There is much, much more online... Google **Carers Week 2011**

DEMENTIA WEEK 3—9 JULY

820,000 people are affected by dementia in the UK

“Living with Dementia”

is the topic for our next **Open Meeting on Thursday 30 June.**

DETAILS ON THE NEXT PAGE

Come and learn more about this topic which may one day affect your life and join in the question time.

HELPFUL INFORMATION...

Visit www.dementiaweboxfordshire.org.uk

Telephone: The Oxfordshire Dementia Information Line on 01993 700061 Monday—Friday 9am—7pm

Weekends and Bank Holidays 10am—6pm

Here you will find out about the affects of dementia and where to turn to for help and advice,

as well as talking to your GP.

**Have a break...
have a picnic**

Help us celebrate Carers Week with a picnic with friends and family during 13-19 June.
Register your picnic at www.carersweek.org and be part of the activities taking place across the UK.
More information and picnic ideas www.dementiauk.org
Contact fundraising@dementiauk.org or call 0207 874 7203

Have a Picnic, Make a Difference, Tell Everyone!

Registered Charity Number 1030404

Living with *DEMENTIA*



You are invited to



PiP's OPEN MEETING at Westgate House

on Thursday 30 JUNE 2011 at 6.45 pm for 7.00 pm

A panel of experienced practitioners will talk about...

What Dementia is

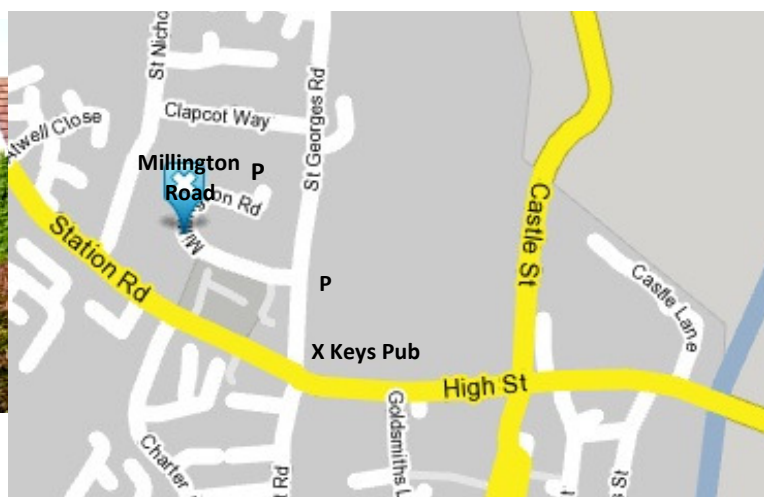
How it affects the Patients and the Carers

How to manage at home

What a Care Home has to offer



**WESTGATE HOUSE CARE HOME
MILLINGTON ROAD, WALLINGFORD**



How to get there: Turn into St Georges Road by the X Keys Pub; take the first turning Left; then follow the road round to the back of the playing fields. There is limited PARKING at the home and there is also PARKING on the right before turning off St Georges Road. Please be careful not to interfere with the local residents' access.

HOW TO CONTACT

- **PiP (Patients in Partnership) :** Email: pipwallingford@hotmail.co.uk Chair: Chris Storey 01491 838942
- **Wallingford Medical Practice :** Website: www.wallingfordmedicalpractice.co.uk
Email: wallingford.practice@gp-k84037.nhs.uk Tel: 01491 835577
(Appointment cancellation line: 01491 821780)
- **GP Out-of-hours service:** 0845 345 8995
- **Health Visitors:** 01491 833191
- **First Aid Unit:** 01491 208513 No appointment necessary 8.30 - 18.30 Mon - Fri ex. Bank Hols
- **Wallingford Volunteer Centre:** 01491 836345 Weekdays 9.30 - 11.30
- **Cholsey Community Car Scheme:** 01491 651768 Mon, Wed & Fri 4.00 - 6.00