

# Grove Road Surgery

## PPG Newsletter

Volume 1 Issue 1 Autumn 2018



This is the first newsletter produced by the Patient Participation Group to help ease the workload of our very busy practice staff. We hope this is the first of many and would welcome any assistance that any of our patients can give. Do you have a talent for conveying information in a concise and attention grabbing manner? Are you prepared to volunteer some time to assist? If so we want to hear from you! See email and postal addresses later.

### STAFF NEWS



After a difficult few months from February, due to a shortage of doctors, it is pleasing to be able to welcome Dr D Grant back to the surgery; working Mondays and Tuesdays. It is also a pleasure to announce that a new Partner, Dr I A Bandara, joined the Practice on 1<sup>st</sup> October 2018 to work 4 days a week. Dr Raya left after a short absence on 27<sup>th</sup> June 2018 and Dr Bruuns left on 28<sup>th</sup> September after a long absence.

Paul Spencer, Extended Scope Paramedic joined on 6<sup>th</sup> August 2018 to work alongside Sarah Dumelow, Paramedic Practitioner who joined in March 2018. Sarah holds clinics while Paul undertakes most of the home visits and is well supported by the GPs. Stuart Rutland left on 14<sup>th</sup> September 2018 to develop his acumen in an acute clinical environment. We wish him well in his future career and are grateful for his excellent work whilst with us. We also have three new receptionists, Jemma, Janice and Lucy, together with a new practice cleaner, Tina. All are welcomed.

### APPOINTMENTS



You may be aware of the difficulties in obtaining an appointment over recent months as a result of Dr Raya and Dr Bruuns absence prior to their departures. Whilst the situation eased somewhat with Dr Grant's arrival there remained fewer slots than before. Everyone's patience and understanding during this difficult period is greatly

appreciated and we are particularly grateful to Dr Luke and Dr Nayak for undertaking additional clinics to help make up the shortfall. Dr Bandara's arrival will mean there will be more available appointments but demand remains very high and all patients are asked to consider whether they really need to see a GP or if they could be seen by one of our excellent Paramedics or Nurses or, indeed, if a visit to their nearest pharmacy may suffice.

### DID NOT ATTEND



The issue of people failing to keep appointments continues to be a problem. Whilst there may be good reasons for a patient being unable to keep an appointment we plead with everyone to call in and cancel at the earliest possible opportunity. The slot can then be allocated to another patient in urgent need rather than going spare. Surprisingly, some non-attenders have booked their appointment earlier in the day and some are repeat offenders. It is difficult to think of any reasonable excuse in either case.

## FLU VACCINATIONS



Despite the surgery's excellent forward planning, efforts have been thwarted somewhat by a change in recommendations for vaccine type. The surgery has enough vaccine for patients aged 64 years and under who are in the at risk groups and will continue with the vaccination programme for them. Vaccination for patients aged 65 years and over will have to be staged to match demand with vaccine availability. The practice is hoping to take delivery of the aTIV (vaccines for 64 years and over) over the next few weeks.

## OCCUPATIONAL THERAPY POP UP CLINIC



Thursday 18<sup>th</sup> October 2018

Come in and meet the Occupational Therapists.

*So what do Occupational Therapist do?*

Occupational Therapists help people to live life their way. When physical or mental illness, or the effects of ageing stop you doing some activities – whether it's getting washed or going back to work, or doing the fun things such as socialising – this affects your health and wellbeing. We can

work with you to find different ways of carrying out activities to help you live life your way and we will be bringing some of our small equipment to your surgery in the morning to show you how. Drop in and say hello and find out about our service.

## PATIENT PARTICIPATION GROUP



The Practice has a volunteer patient group currently consisting of 12 patients and they are your representatives to the Practice. The PPG meet regularly (five or six times a year) along with the Senior Partner and Practice Manager.

The PPG is not a complaints forum; nor is it for delivering personal or government agendas. Indeed the independence of the PPG is one of its major strengths. The PPG helps to influence the way local healthcare is organised and delivered.

The current members of the PPG are 2 male and 10 females, of mixed ages from different backgrounds and experiences. Each member brings something different to the group which helps shape the Practice and the services provided.

For practical reasons (space and control of meetings) membership is currently limited to 12 people with a number of others on a reserve list. If you wish to join the group, we would like to hear from you. Please write to the

PPG (see below) giving your name, address, telephone number and e-mail address (if you have one) with just a few lines, to tell us a little bit about yourself and what you feel you can bring to the group. You will then be placed on the reserve list and considered for membership when a vacancy arises.

Meanwhile, the Group is keen to receive comment and input from as many patients as possible so that it can reflect, as much as possible, their views and wishes in discussions with the Practice on delivering the best possible healthcare. To that end a Virtual Patient Participation Forum (VPPF) has been set up to allow an easy online exchange of information through the following email address: - [ppfgroverd@outlook.com](mailto:ppfgroverd@outlook.com)

If you do not have an email address and would like to contact us please write to:

Patient Participation Group  
c/o Grove Road Surgery  
59–63 Grove Road  
Eastbourne  
BN21 4TX.

### **And finally**

A big thank you to all the staff who do fantastic work and make every effort to provide us with a first rate service

### **One last finally**

Malicious gossip has been spread that the surgery will close. **NOT TRUE!!!!**