

# Grove Road Surgery

# PPG Newsletter

Volume 1 Issue 2 Summer 2019

## Editor's Comments (David Bell, PPG Chairman)

Welcome to the summer edition of our PPG newsletter, and apologies for the delay in producing this. I hope you have been enjoying the late summer heatwave and have been keeping hydrated.

### APPOINTMENTS



The practice has joined a Primary Care Network which allows extended hours appointments to be offered at the surgery on Thursdays between 18:30 – 19:00, telephone consultations on Tuesdays and Thursdays after 18:30pm and blood tests from 07:30 on some mornings.

Additionally the practice has joined a hub which enables some appointments to be made for evenings, weekends and bank holidays. These will be at another local surgery and, subject to availability, may be offered to patients who call in after normal appointment slots are filled.

All GP appointments can now be booked on line.

### MISSED APPOINTMENTS

Missed appointments at GP practices cost an average of £30 which is wasted if a patient does not attend. Nationally the total comes to more than £216 million

each year – a staggering waste of money!

The PPG is very concerned about the number of our patients who fail to keep appointments without bothering to cancel (1433 in the last year). Amazingly some people are serial offenders. **Apart from the cost, this has an impact on other patients who are denied the opportunity of getting an appointment.**

Whilst there may be a good reason for people missing an appointment on some occasions, we believe that in most instances it is simply a lack of understanding of the cost and the impact on others or, in the case of serial offenders, a total lack of consideration. **We urge all patients to call in and cancel if unable to keep an appointment so that the slot can be freed up for someone else.**

If there are exceptional circumstances which prevent you doing so, please let the surgery know afterwards – so that we can explore if there is anything that the surgery can do to avoid a repeat.

**The PPG has requested that this message be sent to all those who have failed to keep an appointment without cancelling.**

### LIVI APP



Patients registered at Grove Road Surgery can now see an

NHS GP by video for medical advice or prescriptions using the LIVI app.

LIVI are a CQC-regulated digital healthcare provider who provide GP appointments by video through the LIVI mobile app or tablet app. With patient's consent, LIVI will be able to access patients medical records and be able to offer a considered in depth diagnosis based on your medical history.

Get the LIVI app in the app store or visit [www.livi.co.uk](http://www.livi.co.uk)

### CARE NAVIGATION



'Care Navigators' can play a crucial role in helping people to get the right support, at the right time to help manage a wide range of needs.

When you request an appointment the receptionists have been specially trained to ask for a brief outline of your symptoms to be able to direct you towards the right service which could be the Doctor, Paramedic, Nurse, your local Pharmacist or another service.

*This is not the receptionist being nosy. It is simply to try to make the best use of stretched NHS resources*

Pharmacists are highly trained and equipped to deal with

medication needs and are often a quicker alternative than ringing the Surgery.

## **COMMUNITY CONNECTORS**

### **Southdown**

Every Monday we have a Community Navigator from Southdown Mental Health Recovery Services available in the surgery. Adults (16+) experiencing issues affecting their mental health and wellbeing will be supported to develop and action a personalised wellbeing plan, including help to connect to relevant services and activities in their local community. People may self-refer or may be referred by their GP or other health professional. Pick up a leaflet or ask at reception for further information.

### **FLU CLINICS**



We are now booking flu jabs in advance of the winter. Sufficient vaccine has been ordered to enable us to cover all our eligible patients. Please book an appointment at one of the special clinics or ask for your jab if seeing a GP, Paramedic or Nurse for any reason. Vaccinations available from mid September for patients over 65 years and from 11<sup>th</sup> October for our patients who are between the ages of 18 years and 64 years. Please note that it does not help the surgery if you have your flu jab elsewhere. That would just mean the vaccine ordered for you will be wasted.

**Please book your flu jab with us:**  
**18<sup>th</sup> September – Over 65's**  
**15<sup>th</sup> October – 18 yrs- 64 yrs**

**More clinics will be available shortly.**

## **NHS APP**



The surgery is connected to the NHS App which allows anyone aged 13 or over registered with the surgery to:

- check your symptoms – find reliable NHS information on hundreds of [conditions and treatments](#), and get immediate advice
- book appointments – search for, book and cancel appointments at your GP surgery
- order repeat prescriptions – see your available medications and request a new repeat prescription
- view your medical record – get secure access to your GP medical record
- register to be an organ donor – easily manage your preferences on the [NHS Organ Donor Register](#)
- choose how the NHS uses your data – register your decision on whether it can be used for research and planning

## **DO YOU LOOK AFTER SOMEONE?**



### **Let the surgery know if you are a carer.**

Carers are people who provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age.

The surgery needs to know if you care for someone to ensure you are supported effectively.

## **PRESCRIPTIONS**



Just a reminder that you need to allow 72 hours, excluding weekends and Bank Holidays, for your prescription to be processed.

## **PARKING**



May we remind all patients that parking behind and at both sides of the surgery is prohibited. This access needs to be kept clear for clinicians carrying out home visits.

## **STAFF MATTERS**



It is with regret that we have to report that Dr Nayak will be leaving us at the end of December 2019 for family reasons. We thank her for her dedication and care over the last 15 years and wish her well for the future.

As usual a big thank you to all the staff who do such a wonderful job.

## **Virtual Patient Participation Forum (VPPF)**

The PPG is keen to communicate with and hear from as many patients as possible about their experiences (both good and bad) of using the services of the surgery and the wider NHS. Sign up by email to [ppfgroverd@outlook.com](mailto:ppfgroverd@outlook.com)  
**NB** Do not use this address to order prescriptions or submit blood pressure readings or other medical information.