



VSG PPG

Village Surgeries Patient Participation Group
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TATTENHALL & FARDON NEWSLETTER SPRING 2018 ISSUE 2 - email – vsg.ppg@nhs.net

Your **Patient Participation Group** is working hard to bring together a raft of ideas and an action plan for the coming months. Members of the PPG Committee have been active in attending local Volunteer Action Network Meetings, compiling accurate lists of what services are available in our local area, talking to other PPGs to judge how we are doing (accepting that we are still in our infancy) and launching our first major initiative in the form of a Patient Survey. That said, we seem to have achieved so much in such a short space of time and we are keen to share our next steps with you.

Our priority has been getting everyone involved in our **Patient Participation Survey**. By surveying practice patients we hope to get a fuller understanding of individual experiences and preferences when using our village surgeries. It is your valuable feedback which will allow us to identify where our local services might be improved. The **Patient Participation Survey** is available online and paper copies are also available in a number of local outlets, namely the Surgeries, Tattenhall Post Office and our three local Pharmacies. So fantastic have been your responses that we have extended the Survey completion deadline to 14 April. Please be assured anonymity is protected in all cases.

The core committee are delighted to welcome to the group –

*Suzu Leaman Broxton,
Pep Williams Tattenhall,
John Roberts Holt*

Thank you for your support and commitment to the PPG.

The Village Surgeries Equipment Fund is pleased to confirm the following winners from the 100 Club 2016-2017. 1st Place Jenny Carter £75 and John King £75, 2nd Place Tom Lewis £50 and Chris Worthington £50, 3rd Places Carol Hill £25, Lynne Rees £25, Mary Mudd £25 and Jean Grey £25. Congratulations to the winners and many thanks to all number purchasers for supporting this cause. Application forms can be downloaded from the VSG website or collected from the surgery for the 2017-2018 draw. Donations contribute towards additional equipment not normally funded by the NHS. Good luck to everyone and thank you for taking part. To join contact Ian Menzies 01829 271023.



The Village Surgeries Group Website

The Village Surgeries Group Website is also currently being revised in an attempt to make the Home Page less cluttered and less text heavy. We are seeking to ensure that the Website is easy to navigate, that the toolbar and search engine functions are very obvious and that the information you wish to access is a seamless process. We will keep you updated in this respect.

PRACTICE NEWS – Farndon Car-Park

The **car parking issues at the Farndon practice** have been fully resolved. For those of you who do not use this part of the Village Surgeries Practice, that car-park is much smaller and tighter than its Tattenhall counterpart. However, great news, adjustments to parking now make it much easier and, importantly, stress free, when visiting that surgery too.



Rural Living Project - Strength and Balance Exercise & Falls Prevention Classes. Falls can cause injury in older people, but can also have a hugely negative impact on confidence and independence, increasing isolation and can impact on both physical and mental health. Statistics suggest that about 1 in 10 people who fall become afraid to leave their homes (2013). This Rural Living programme aims to improve the strength and balance of those who need it, reducing the risk of falling.

Please visit www.healthboxcic.com or call 0151 355 0205 also check for updates on the PPG Noticeboard for up-to-date classes and information.

New PPG Noticeboards

If you are in either surgery in the future, you will see that your **PPG has its own noticeboard** in each waiting room and on which we will be signposting key issues and upcoming events in our locality. We welcome your comments.

Did you know that you can book appointments and order repeat prescriptions online?

PPG Member, Mags Roseblade, would like to invite you to attend a VSG drop-in session.

Please pop long and allow us to help you to register online and ensure more effective use of our practice facilities.

Drop in Sessions -

Tattenhall: Tuesday 17th April, 2pm

Farndon: Wednesday 18th April, 9.30am

What do we mean by self-care and why is it good for people?

Empowering people with both the confidence and the necessary information to look after themselves, and only visit a GP when it is really necessary, gives people greater control over their own health and well-being and encourages positive lifestyles that help prevent ill health in the long term. In many cases, individuals can take care of their own minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, those with one or more diseases or disorders, the very young, the elderly, those managing long-term conditions and/or providing new services.

More cost-effective use of stretched NHS resources allows those resources to be more efficiently spent and improve health outcomes. Improving personal responsibility regarding healthcare, not only improves physical health and well-being but allows the NHS to better manage long-term conditions. This will ultimately ensure the sustainability of the NHS.

Please visit www.selfcareforum.org for more information and access advice factsheets and numerous other resources.

Do you know about the Crisis and Reablement Team (CART)?

They provide care to patients in their own home to prevent an unnecessary hospital admission. Based at Civic Way, Ellesmere Port, the team consists of Support Workers, Social Care Assessors, a Care Co-ordinator and a Team Manager covering the Western Cheshire footprint for patients registered with a Western Cheshire GP.

The team assist those patients who have a new health crisis by providing help with personal care, dressing and simple meal preparation in their own homes, in order to prevent unnecessary hospital admission and aid quick recovery.

Support workers are also able to prompt medication and carry out rehabilitation programmes created by District Nurses or Therapists.

When ongoing care is required, a Social Care Assessor will visit to complete an assessment of the patient's ongoing care needs. Response time is 2 hours and the team will visit for up to 14 days and usually provide two calls daily although this can be negotiated according to patient need and team capacity.

The team also supports the community care teams by providing palliative care to patients in the final days of life and have recently led an initiative for joint working with the Countess of Chester Hospital and the Community Care Teams to enable a fast discharge from hospital for those patients who wish to die at home.

The team pride themselves on giving a high quality service. GP's can refer to the Crisis Team (CART) and referrals can also be made by Therapists, Social Workers, Social Care Assessors or other Health Professionals.

'SPOTLIGHT ON SERVICES' – 'YOUR LOCAL PHARMACY'



Your PPG intends to run some stories which 'spotlight' services in our communities. Your local Pharmacists, for example, offer some very valuable services.

Local Pharmacies are the place to go to get any prescription medicines and clinical advice for minor health concerns. But they offer so much more!

As well as helping with the management of common illnesses like sore throats, coughs, colds, tummy troubles, aches and pains, pharmacy teams can also help you to stop smoking, cut down on alcohol consumption and give advice on safe sex and emergency contraception.

Many pharmacies are open until late and at weekends too. You don't need an appointment - you can just walk in. Look out for the 'spotlight' on our individual pharmacists next time.

Tattenhall – Brendan Nyss
Farndon – Graham Rigby
Waverton – Tamir Ahmed



Need help with a minor health concern? Visit your local pharmacy

NHS

Sharing the Patient Survey Results with you will be a priority

We value your thoughts and for taking the time to complete the survey.

In May 2018, meetings will be held in both Tattenhall and Farndon to share the outcomes with you.

Dates/Times will be advertised on PPG Noticeboards and on the VSG Website.



We would also like to know what our readers would like to see in our Summer 2018 edition - please email us with your ideas. vsg.ppg@nhs.net