



NEWSLETTER

No.69 WINTER 2016/7

**Church Street Practice
Patient Involvement Group**



REPORT FROM PIG AGM NOVEMBER 2016

PIG Open Meeting

The annual public meeting prior to the PIG AGM was arranged for pharmacists to provide an update on the services they provide and answer questions. The meeting was attended by Bruce from Lloyds and Yasmin from Cleggs. Bruce and Yasmin explained that they can carry out a wide range of services including patient medication reviews, blood pressure checks, diabetic checks, smoking cessation and flu vaccinations.

The main focus for the pharmacist is on medication, also providing a new medicine service, ensuring that the medication prescribed is OK for the patient to take. In addition Cleggs can also provide sexual health advice, travel medication off-prescription and cholesterol checks as well as providing a recycling service for unwanted and used inhalers.

Both pharmacists confirmed that they were good sources of advice for patients to self-manage illnesses such as cold- type symptoms.

The main questions raised by those in attendance were:

Why does packaging keep changing for the same drugs, it can be difficult to recognise different shapes/colours?

Unfortunately pharmacists have no control over brands and manufacturers changes to packaging. It is usual for the warehouse/manufacturer to send what is most cost-effective/available at the time. Yasmin advised that Cleggs might have more choice than Lloyds as they were an independent pharmacy with only one other branch in Henley so were able to shop around if necessary.

What was the split between repeat and acute prescribing?

60% repeat and 40% acute.

Based on this response it was felt that it should be easier for pharmacists to be able to predict supply and demand and ensure that items were in stock when required. Bruce advised that Lloyds were continuing to test their central hub model in an Oxford Branch would deal with the repeat dispensing for branches which should improve the response to providing medication

When receiving methotrexate – why is a medication leaflet not always supplied?

The Leaflet is not always supplied as the drug is dispensed from a bottle rather than via blister packs. 10mg tablets have been discontinued and 2.5 mg tablets are now prescribed. Should a leaflet be required the pharmacists should be asked for one.

Why are the information leaflets printed in such small fonts?

Yasmin advised that Cleggs could provide leaflets in different languages, braille and in larger print. If patients had any concerns as to side effects etc when collecting medication they should ask the pharmacist advice.

A member of the audience advised that they scanned the sheet and then enlarged it on their computer (top tip!)

Why can non-used medication not be returned to pharmacists for re-use?

Unfortunately medication cannot be returned for re-use, even when it hasn't been opened, as there would not be any safe way of ensuring that the medication had not been tampered with and therefore would be unsafe to re-dispense. However if medication is checked within the pharmacy premises and is found to be unwanted or incorrect it can be returned immediately and can be re-dispensed. Unwanted medicines are returned for central disposal however the quantity is increasing all the time so everyone was encouraged to check they require all the medication they are receiving regularly.

Can pharmacists assist with intolerances?

Yes, advise the pharmacist if you have any intolerances to creams/medications so that any prescribed medication can be checked prior to dispensing.

Intolerances can be added to your patient records.

Jean Sutherland, PIG Chair, thanked Bruce and Yasmin for their time and for the extremely interesting discussion which had been generated.

AGM CHAIR REPORT

FOR those of you who do not know, I am Jean Sutherland. The present chair of PIG, an office I took over when sadly May Paul, who had been the chair for many years, died. Hopefully we have a much younger volunteer who is prepared to take over the job and, provided she is elected on to the Committee; a vote will be held at our next committee meeting. PIG has a peculiar constitution wherein the officers are elected from the committee members at the first meeting after the AGM. We will come to the vote later but the official committee is made up of 7 but we can co-opt as many other members as we wish.

We have been very pleased to have Dr. Arthur at some of our meetings when she can escape her doctor duties, and also Kate the practice manager who attends most of our meetings and is a very helpful presence.

This year we have been working much more closely with LINK, the Newbury St. PPG, we try to send one person to each other's meetings. Our main activity, as many of you will know, was The Community Health and Wellbeing Event held in September which was run jointly by an organising committee from the two groups. This was very successful and we received many requests to repeat it, some even asked for an annual event! And just one person thought that we shouldn't do it again!

We had many takers for tables and activities even up to the last minute when publicity about the event was seen. The activities proved very popular, I saw Dr. Arthur being taught how to Morris Dance, as were several other people, people joined in the Singing for Fun, and the Rounders, which was held well away from the windows. We had many complimentary comments on the survey which we held, having managed to catch some people on the way out.

As some of you may have noticed there are collages of photos on the PIG notice board in the waiting room. I hope to include the results of that survey in the next Newsletter to be published in January. *(Apologies, due to lack of space this is being held over until the Spring edition, editor)*

At our follow-up meeting we found that we had learnt lessons to make the next event even better; it will probably be held in spring 2018 but no definite decision has been made. Look out for News re this.

We owe thanks to many people but especially to Sally and the guides who provided fantastic refreshments, the scouts who did a great job directing traffic, Nurse Kate who made very welcome cups of tea in the early morning for those helping set-up, Manager Kate, I don't know what we would have done without her, Dr. Arthur who manfully shifted furniture at the end and to Di from the Newbury Street Practice who organised all the invitations and thanks to the table holders and activity providers. And The Mayor Steve Trinder and Dr, Rhodri Davies for opening the event.

We received a grant from Richmond Villages and Waitrose green token scheme and what is left after expenses have all been paid will be shared between the two groups.

We hope to continue our Link with LINK.

We have also helped with giving out Friends and Family questionnaires, a government initiative, which the practice has found helpful.

Towards the end of the year two of us were invited to meet with the two CQC inspectors they asked us several questions to which we were able to give positive responses. We actually found it quite an enjoyable experience.

TREASURER'S REPORT :

Balance at beginning of year:	£117.55
Paid in:	£ 0.00
Paid Out:	£ 0.00
Closing balance:	£117.55

Please note balance of money from Waitrose, for Health Day event, shared with LINK outstanding.

NEWSLETTER.

Over recent years this has been published 3 times a year, I would hope to return it to 4 times, it depends what we have to impart. WE love to receive letters and articles from patients, PIG is your group and we appreciate your

interest and would like to know what you want to see in your newsletter I hope everyone who likes a copy is able to receive one, and please pass on rather than immediately recycle.

I have an apology to make, I started a series of articles from people who are peripheral to health services but not medical practitioners, well, those I have approached say yes, what a good idea I would love to write one, but nothing happens despite reminders so...

DIABETES GROUP.

This is a group not actually run by the PIG committee but I think very much a PPG. We are changing our meeting date to the first Wednesday in every other month, 2.00 – 4.00 dates will be in the next newsletter. *(NB This newsletter!)* We did this in the hope of again being able to have a talk from Prof. Garry Tan , who is the Diabetic lead for this health area. If you know anyone with diabetes please tell them about the group, they can contact me, details in the newsletter.

FINISH

Does anyone have any questions or anything they would like to say.

If not we move on to the election of committee members, Julia Trinder, (volunteer chair) Connie Tonks, Christine Lisi, (secretary) Sue Hannon, (treasurer) Jill Kowszun, Jean Sutherland, Bridget Benn have put their names forward to be re-elected, is there anyone else who wishes to stand? If not would someone propose and second that they be elected en bloc. As I have said we can co-opt anyone else who is interested.

Many thanks for attending, Jean Sutherland

FUNDING FOR HEALTH CENTRE EXPANSION

The committees of both patient groups were very concerned; as we are sure you are, when the request for funding was rejected. Below is a copy of the letter we wrote on behalf of both groups.

To: OCCG and NHS England cc: Ed Vaizey MP Date: 16.12.2016

Dear Sir/Madam,

I am writing on behalf of the patient groups at Church Street and Newbury Street Surgeries, Wantage. We are very concerned regarding the unavailability of funds to extend the premises. The landlord has agreed to build the premises

on site, but if we don't obtain the funds for the rent increase soon, you will at some point have to obtain land elsewhere, and slow down the process, also fragment the services. Lloyds pharmacy (on site) will also struggle for space with extra volume of patients

We understand the extra rent required is a lot of money in your present financial circumstances. Has the extra rent required been the reason for the project to be turned down, or is there another reason? Since the press coverage, patients are now asking the following questions which we need to give accurate answers to, so we need your input.

- 1) Where has the rent from Grove surgery gone, should it not have been transferred with the patients to Newbury Street?
- 2) When all the new houses are occupied, where will the new people register, as both surgeries are full?
- 3) If the solution is to close the list, there are only these two surgeries in Wantage. Where in these circumstances will new Wantage and surrounding area residents obtain health care?
- 4) If the solution is to keep G.P. lists open, above a safe capacity, will it result in unacceptable waiting times for appointments. The staff may become stressed and go on sick leave. Will attracting new staff become difficult?
- 5) At present these practices are giving a safe acceptable level of service. How can this continue if the staff are expected to function above capacity?
- 6) Will the potential for making mistakes rise in this situation?

Could you please give us some answers for our patients, either written, or if you prefer meet some of our representatives in the near future, to put our minds at ease, and allow us to serve our patients well. Please confirm you have received this letter.

Thank you for your attention,

Mrs. Connie Tonks SRN, SCM, HVCert, Health Ed.cert, CMS member of Church Street Patient Group (PIG)

Mr. David Fox, Chairman of LINK, Newbury Street Practice.

DIABETES GROUP DATES

(All Wednesdays) Feb.1st: Diabetes UK, April 5th: Generation Games, June 7th: Nurses, Mary and Kate, Aug. 2nd., Oct. 4th, Dec.6th, Discussion: laughter is the best medicine.
or more information ring Jean 868396

PIG'S NEW CHAIR: JULIA TRINDER

I am a 45 year old mum of two young children, Ellie and Daniel and happily married to Steve for 11 years.

We live in Wantage, with strong links to the area. Steve's parents have also lived here for over 50 years.

I work in a Team of 5 Movement Therapists, Pilates and Dance Instructors at The Wantage Pilates Studio & The Core Benefit located in Grove Street, Wantage, for 6 years. I enjoy my work and am proud of the lead I have taken locally in educating the local community in the therapeutic and rehabilitation benefits of Pilates exercise, helping to give opportunity, support and development of the careers of other local Pilates Teachers too.

I am also a member of several other local community groups including Charlton Primary School PTA, The Wantage Summer Festival Committee, Founder and Committee member of The Wantage Bunting Project.

In my spare time, I enjoy spending time with family and friends, meeting up with a local sewing group, going to the gym and practising my own Pilates exercise. When I have time, I also like to put my feet up and read a good book!

Why have I taken on the Chair role...

I took on the role of Chairman of Church Street Practice Patient Participation Group (PPG) (aka Patient Involvement Group) in December 2016 as I feel we have a fantastic group of doctors, nurses and support staff at Mably Way Health Centre, who need and deserve the support of patients and the local community.

Due to suffering a terrible injury following poor medical care in April 2010 after the birth of my second child, it was primarily Dr Cheryl Fairley at the Church Street Practice who oversaw my long recovery, and restoration of physical and emotional health and wellbeing. Dr Fairley, along with other doctors and staff, have underpinned the support, resources, and guidance, to recover from what was a sudden, unexpected and catastrophic situation for me and my family.

As it is often said, when people in certain professions put themselves out for you, you want to give something back.

I very much enjoy the friendship, humour, debate and conversation with the PPG committee. We meet around 6 times a year, and we would love to hear from other patients who would like to join the group.

A PPG is made up of volunteer patients, as representative as possible of the practice population, of all ages and backgrounds. The group aims to increase the easy flow of information, views and concerns, between practice staff and patients, to ensure that the 'patient voice' is heard. The group can help shape the delivery of services.

I am particularly grateful to the Treasurer and Secretary for continuing their roles, as well as the immediate past Chairman Jean Sutherland, who remains on the committee to continue editing the newsletter, and giving me some much appreciated help, guidance, support and friendship.

Julia Trinder

DR. CHERYL FAIRLEY

Last but not least! As most of you will now know Dr. Fairley is leaving the practice and returning to Scotland. PIG felt that we could not let her departure go unnoticed.

There will be a book for patients to sign with their messages to her and a collection point in reception for a farewell gift.



Contact details

Jean: 868396 jean@jcsutherland.wanadoo.co.uk

Julia: 07806 270207 hello@corebenefit.uk

churchstreetpig@gmail.com

Practice website (which includes PIG Information) www.wantagechurchstreet.co.uk

PIG suggestion box in the waiting room