



# NEWSLETTER

No.64 SUMMER 2015

**Church Street Practice  
Patient Involvement Group**

## **AN OPEN LETTER TO ALL P.I.G. MEMBERS**

Yes, that is you! All patients of Church Street Practice are automatically members of PIG, but of course not all are in the core group of committee and occasional helpers.

As many of you will know, May Paul, who had been with PIG from the beginning and was the chair for many years, sadly died earlier this year. Her many friends, and that includes the committee, miss her greatly. She was a great driving force and we are finding it hard to carry on without her. If you were unable to pick up a copy of the Memorial Newsletter I would be happy to email a copy to you. (*My address is on the back page*).

You may be aware that all practices are now required to have a patient group that is representative of the whole practice, well..... we have a core group of dedicated people, but, with the exception of one member, we are all over 60, some of us well over (even over 80)! We do need some younger people with perhaps a different mindset and ideas of where we go from here. We also need a new chair! So, how about it? Please contact me or one of the committee if you can help. We meet about every six to eight weeks for between one and two hours, sometimes joined by the Practice Manager, a Doctor or other staff member.

Join us at the AGM which will be held in November, details in the autumn newsletter.

*Jean Sutherland, editor and Temporary Chair!*

## PIG WALKS

No we don't take pigs for a walk! But one of the committee organises walks of about 2 ½- 4 miles on Monday afternoons. The walks start from the Lloyd Lindsay Rooms, Ardington, at 1.30., meeting in the car park from 1.15. Please contact Peter on 764566.

*PIG*

## DISABLED PARKING

May we remind you that only blue badge holders should park in bays reserved for the disabled at the Health Centre and that these cars should display the appropriate badge. These bays are at the rear of the car park and provide an easier entrance into the Health Centre for disabled patients.

*PIG*

## FLU CLINICS

Saturdays: 03/10/2015, 9:00 am - 12:30 pm    17/10/2015, 9:00 am - 12:30 pm

## RECEPTIONIST & PHONE CALLS

### WHEN YOU PHONE:

- Please have pen, paper and calendar to hand.
- The phone is very busy before 9.30 & at lunch time  
Try calling in the afternoon;
- The question "what is the problem" is for your benefit so that you get a quicker, more efficient service.
- Information about someone else can only be given with written consent from that person.

## PRACTICE WEBSITE

The new website, is now up and running and you can now read this and some previous newsletters whenever you wish! Please let friends and family know of this. It is important that information given to patients in the newsletter reaches as many people as possible.

*PIG*

## DIABETES SUPPORT GROUP *(all welcome)*

Thurs. Aug. 6<sup>th</sup>, 2.00 – 4.00 Emma Howard: Specialist Diabetes Podiatrist.  
Please phone Jean 868396 for information

## Getting involved with Research through the Clinical Research Network: Thames Valley and South Midlands

Did you know; over 40,000 people took part in research studies in the Thames Valley and South Midlands Region last year, a fantastic number! They were all supported by the Clinical Research Network: Thames Valley and South Midlands (referred to from this point as 'the Network' which is part of the National Institute for Health Research Clinical Research Network).

The Network has supported 593 studies in the past year, at 226 sites across the region, involving over 500 staff members. Our funding for 2015-16 is £13.5m and we hope to involve even more volunteers in research studies in the coming year, including diabetes studies.

We are currently recruiting to several important diabetes research studies in the region, for example the DARE (the Diabetes Alliance for Research in England) study. The aim of the study is to create a database of people in the Thames Valley and South Midlands area and collect updated clinical information on their diabetes.

For more information about diabetes research studies, please contact: Nicky McRobert, Senior Diabetes Research Nurse on email: [nicky.mcrobert@ouh.nhs.uk](mailto:nicky.mcrobert@ouh.nhs.uk) or tel. 01865 857146

Pictured are Network staff and patient representatives at Benson Health Fair, April 2015



## ADVANCE NOTICE OF NEW PILOT SERVICES

GP practices in Oxfordshire and Northamptonshire are now working together as part of the PML GP Federation. The Federation is a new way of working for GPs and it was created to enhance the delivery of health and care services for the people in our area. There are 40 GP practices in Oxfordshire and 16 GP practices in Northamptonshire aligned to the PML GP Federation, covering a population of over 430,000. In Oxfordshire the Federation works in four locality groups covering the North, North East, West and part of the South West areas of Oxfordshire. Your GP practice is part of the ValeM<sup>ed</sup> group, which is made up of 7 practices in the South West of Oxfordshire. PML's central office in Banbury provides administrative and management support, governance and strategic planning and each locality has its own clinical and administrative lead to ensure our health plans are tailored for our local population. **Find out more about the PML GP Federation follow the link [http://www.principal-medical.co.uk/Community\\_Services.php](http://www.principal-medical.co.uk/Community_Services.php)**

The PML Federation has been awarded funds to pilot new ways of delivering services to help GP practices meet increasing demand. The aim is to improve services that patients receive through their GP Surgery. PML are spending this new money on service trials in a number of locations and over time, they will be able to measure the impact these new ways of working might have on patient care and on GP workloads. Where services are successful, it is hoped that they will become mainstream and enable even more patients will benefit.

**Early Visiting Service:** The Early Visiting Service (EVS) is made up of a team of emergency care clinicians who will work closely with GP practices to provide home visits to the elderly and housebound.

**Neighbourhood Access Hubs:** Neighbourhood Access Hubs provide same-day (or in some areas weekend) urgent appointments for patients as an alternative to an appointment at their own GP surgery. This service helps GP practices meet the increasing demand for urgent appointments and enables GPs more time for planned care. A Neighbourhood Access Hub is not a 'Walk-in Centre' – you must be referred by your own GP practice for an appointment. This service is in the preparation stage at the moment, and more information about start dates and exact locations of the hubs will be made available over the coming months.

## PATIENT SURVEY RESULTS FOR DECEMBER 2014

Church St. Practice staff are to be congratulated for the results recently printed  
To see the full list of results go to: <http://www.getreading.co.uk/news/health/top-five-gp-surgeries-reading-8466170>

*(Data from GP Patient Survey 2014).*

### CHURCH STREET PRACTICE

Rank **302** out of **7929** surgeries in England.

#### Rating Categories

% who definitely have confidence and trust in GP 81.7%

% satisfied with waiting times at the surgery 72.2%

% satisfied with opening hours 83.2%

% who would recommend the surgery 98.0%

% who had "good" amount of time with GP 95.7%

% who had "good" experience of making an appointment 91.9

A total of 881,183 patients from nearly 8,000 surgeries across England had their say in the GP Patient Survey last year.

The data was gathered in two waves - between January and March 2014, and between July and September 2014.

The patients' interest group of Church St. Practice (PIG) acknowledge this good result, but are not complacent and remain committed to help maintain and where possible improve these results.

*Connie Tonks PIG*

## PRACTICE ANNOUNCEMENTS

Dr Alcock has now left the practice to take on a partnership closer to home. We would like to thank her for all her hard work over the last 18 months and wish her well in her new practice.

Due to the national shortage of GPs we are experiencing difficulty in recruiting a doctor to replace Dr Alcock but Dr Barber has agreed to help us out for the time being. Dr Barber, as many of you will know, has been with us for the last 2 years doing her final GP training and will successfully complete this at the end of July. As an interim measure Dr Alcock's patients will be transferred to Dr Barber's list but if you prefer to choose a different GP, please let Reception know. When we have found a permanent doctor we will let these patients know their new doctor's details.

Jill Millin left us last month to take up a lead nurse post in one of the Oxford practices and Dr Peterson has moved on to an Abingdon practice to continue her GP training. We wish them both every success.

I will be leaving at the end of July after 14 years as Practice Manager. I have very much enjoyed working here and will be sad to leave but I think it really is time for someone new to take over. I will be moving away from Oxfordshire and seeking new challenges but I will always remember the staff and patients with very fond memories. I thank you all, patients and staff, for your support and friendship and for making this such a good practice to work in. I wish you all the very best for the future.

I am really pleased to announce that we have appointed Mrs Kate Blowfield as the new Practice Manager and she will be starting on 20 July. I am sure she will fit in very well and will be a driving force behind the continuing improvement of our practice for the benefit of all. I wish her every success.

*Sheila Dearman*

*Sheila has been a constant friend and supporter of PIG, regular readers of the Newsletter will remember seeing many articles from her.*

*We will miss her friendly face, always ready to welcome a member of the committee for a short visit. I am sure you will all join us in wishing her and her husband a very happy and fulfilling retirement.*

*PIG*

*PIG would like to welcome Mrs. Kate Blowfield, the new Practice Manager. I am sure we will also have a good friendly relationship with her.*

*Jean Sutherland, PIG*

## **DO YOU KNOW WHO YOUR NAMED GP IS?**

All patients are registered under the practice but do still have a named GP.

Patients can usually choose who they have as their named GP, unless:

- that doctor's list size has reached capacity, or
- you have named one of our registrars i.e. a doctor who is not yet a fully qualified GP.

We are not altering our appointment system, so you will still be able to see any doctor you choose, if they are available.

We are currently carrying out an exercise to check if our records are correct. You may be asked to confirm who you prefer to have as your named doctor and we will update our records accordingly. If you do not know who your named GP is, please ask next time you contact or visit us.

*Gill Koch*

## **FRIENDS AND FAMILY TEST**

From 1 January 2015, if you visit our GP surgery you will be asked about whether or not you would recommend our surgery to your family and friends, if they need similar treatment or care.

When you visit our GP surgery for care or treatment, you will be given the opportunity to give your feedback by answering a simple question about your experience:

**“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”**

You will be asked to choose one of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’. You will also be invited to tell us:

**“If you regular GP is not available what should be the alternative?”**

Your response is anonymous and you will be able to post the response in a ballot box in our GP practice reception on your way out of the surgery. If you

are unable to answer the question, a friend or family member is welcome to respond on your behalf.

## Survey Results

The Friends and Family test results each month will be published on our website and fed back to NHS England.

The information will give our GP practice invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help us to make improvements and improve the experience for our patients.

The Friends and Family Test has already been successfully rolled out in hospitals across the country and is proving to be valuable in obtaining patient experiences. For more information on the Friends and Family Test, please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily). (This article taken from the practice Website)

**PS: 98%** of patients would recommend us to their friends and family!

*The editor thanks everyone who has contributed to this Newsletter which is compiled by and for patients of this practice. Suggestions, letters, articles and ideas are always welcome.*

Please contact: Jean            868396            [jean@jcsutherland.wanadoo.co.uk](mailto:jean@jcsutherland.wanadoo.co.uk)  
[churchstreetpig@gmail.com](mailto:churchstreetpig@gmail.com)

Practice website (which includes PIG )            <http://.wantagechurchstreet.co.uk>

*PIG suggestion box in the waiting room*

**If you don't wish to keep this newsletter please pass it on, especially if you know someone who has difficulty getting out. We have learned that some patients who love the newsletter sometimes have problems in obtaining a copy. If you have access to the Internet visit the new website and see this and previous newsletters there.**