

# Country Park Practice

# PPG Newsletter

April 2017



Welcome to the second PPG Newsletter for the Country Park Practice (CPP) - in this issue we will tell you more about our Patient Participation Group (which we're currently recruiting for), some NHS apps and websites, practice news and an interview with Shirley who is one of our Receptionists

## Message from Dr Sagar

Happy 1st birthday to the Country Park Practice!!!

We have had a successful year, a good CQC inspection taking us out of Special Measures, Our NHS Choices Website has some excellent feedback - you tell us that our service has improved greatly in the last 12 months. We will continue to take on board your feedback and improve our service to you all.

We have been part of the St George's University Pipeline Project and many of you will have experienced seeing medical students / Physicians Associates and soon we will be having a Paramedic Student attached to the Practice for a few weeks.

We held a very successful Group Consultation for COPD patients where they attended the Practice for 6 weeks and looked at Lifestyles Medication and the connection between Mind and Body.

From April / May we will be having a new telephone system installed which can only enhance the patient experience and improve access to services provided by us.

For the coming year (April - March) we would ask patients with Diabetes / Hypertension / Stroke / Asthma and COPD to book an appointment for their Annual Review.

We appreciate the loyalty of our patients over the past year, through all the changes, and look forward to many further years.



## **We are currently looking for new members to join the Country Park Practice Patient Participation Group.**

The Patient Participation Group is a group of our patients which formed in 2008 and acts as our 'critical friend'.



The purpose of PPG's are to give practice staff and patients the opportunity to discuss topics of mutual interest in their Practice.

The group will provide means for the patients to provide positive suggestions about the practice and their own healthcare.

In a nutshell the PPG is there to ensure we always stay patient focused and advise us on our day to day running of the practice and the services that we offer.

We currently have 6 members on the team and are looking to recruit another 4 people. If you are interested in taking part please email your details to: [croccq.countryparkpractice@nhs.net](mailto:croccq.countryparkpractice@nhs.net) or alternatively ask one of the Receptionists for a form.

## **What is the Patient Participation Group (PPG)**

**The Patient Participation Group is a group of patients registered with the CPP, who meet on a regular basis to carry out a number of essential functions. Originally PPGs were optional, but it is now a statutory obligation for every practice to have one.**

### **GP HUBS**

From April 2017, three 'GP Hubs' will open across the borough to treat children and adults with urgent care needs. The new 'Hubs' will be open for longer hours every day, and will offer more services to treat both minor injuries and minor illnesses.

People should call NHS 111 for an assessment to book an urgent appointment at a GP Hub. The hubs also offer walk-in services, but the NHS is encouraging people to 'phone before you go' to make sure they access the most appropriate service for them.

NHS 111 is staffed by highly-trained health advisors to direct people to the best medical care depending on their symptoms – including the GP Hubs where appropriate. NHS 111 is available 24 hours a day and is free to call from landlines or mobiles,

Appointments at any of the new GP Hubs will be available to people living and working in Croydon if they are unable to get an appointment with their own GP.

## **PRACTICE NEWS**

### **Jackie Earl**

We were all devastated when Jackie sadly died in January. Her family would like to thank all the Patients for their lovely messages in the Condolence Book - it really meant a lot to them.

### **Patient Talk Diabetes - 23 March @ 7.30pm**

Although this talk had been advertised for weeks via social media, flyers, prescriptions etc and despite the fact that Diabetes 2 is a major problem within the Croydon population not one person turned up.

### **Enmore Road Community Garden**

The garden is blooming beautifully with lots of new flowers, shrubs and trees - it's going to look stunning this summer. Very many thanks to the People for Portland Road for their hard work in this project which benefits the whole community.

### **New Receptionist**

Welcome to Kelly who has joined the morning team.

### **[www.justbecroydon.org](http://www.justbecroydon.org)**

JustBe Croydon is an online health programme for Croydon residents. This go-to website has lots of handy advice and resources to help you become a happier and healthier YOU! Big steps or little steps they believe everyone can make small changes with a little bit of help and support...from losing weight, getting more active and stopping smoking to drinking less, sleeping better and feeling happier.

### **[www.healthhelpnow.nhs.uk](http://www.healthhelpnow.nhs.uk)**

Feeling unwell? Not sure where to go to get the help you need. Health Help Now lists common symptoms and offers suggestions for treatment, based on your location and the time of day, with the one that works best for most people listed first (there is also a free app available to download)

### **NHS MSK (Musculoskeletal advice) This an app**

In this app you will find • Advice on common muscle, back and joint problems • Exercises and video clips to help you get moving safely • Self help quizzes to help tailor information for your MSK ...

### **Macmillan Charity Walk**

Sonia is taking part in a marathon walk for Macmillan in July and her goal is to raise £1750 for this incredibly worthy cause. The walk starts in Windsor and finishes in Henley along the Thames Path for 26 miles. Any donations would be greatly appreciated.

### **Community Fayre**

We will be hosting a community fayre on Saturday 7 October. Please look out for more details. This will be during the flu jab clinics and will include local groups explaining more about their specific services, products etc

### **Country Park website ([www.countryparkpractice.co.uk](http://www.countryparkpractice.co.uk))**

Please remember that you can check the CPP website online for further information and the NHS website at [www.nhs.uk](http://www.nhs.uk) - you can also rate your experience of the Practice on this website - we are very interested in your opinion.

***The 5 minute interview - Shirley***

How long have you worked at Country Park Practice (Previously Woodside Group Practice)

***Since June 1998 - 19 years***

What is a typical day like?

***Sometimes really busy, phones are non-stop, prescriptions, emergency prescriptions, generally dealing with appointments. I work afternoons only.***

What are your main responsibilities?

***I like to pass on my expertise and enjoy training new staff.***

What do you like about your job?

***Each day is different with its new challenges. I try to be a smiley face and cheery voice to put people at ease when they feel anxious.***

What do you dislike about your job?

***Sometimes Patients seem to be dissatisfied and can be impatient if they don't get what they want.***

What music do you listen to?

***Cliff Richard, 60s music (Tamla Motown), Ed Sheehan, Adele, Michael Buble***

What do you do for leisure when you're not working?

***Socialising. I also have two grandchildren who take up a lot of my time!***

I hear you have quite a milestone birthday coming up - how will you be celebrating your 65th birthday?

***My daughters have asked me not to book anything - so we shall see !!!***

Tell me something about you that not many people know ...

***I ran my own playgroup called 'The Young Ones' from 1990 until 2008. It was very rewarding and as I have always lived in the area it is lovely now that the children I looked after back then come in with their children and still stop for a chat!***

***Thank you so much Shirley!!!***

