

Country Park Practice

PPG Newsletter

September 2016



Welcome to the first PPG Newsletter for the Country Park Practice (CPP) - in this issue we will tell you a little bit about the patient group, some topical health issues, any forthcoming events and a guide to online patient services. (The above photo shows you the CPP team)

Message from Dr Sagar

Welcome to Country Park Practice - we are an extremely motivated team to work with our patients to improve their health outcomes.

We attended the South Norwood Recreation Park Fayre raising awareness on smoking, diet and also undertaking blood pressure checks.

We will be having students from 23 August from St George's University Hospital, so you may be asked to sign a consent form for a Student to either sit in your consultation or conduct a consultation of their own with you.

Dr Shariff will be back with us from 5 September after her leave.

Thank you for choosing Country Park Practice and we are all looking forward to an exciting future ahead of us.



What is the Patient Participation Group (PPG)

Basically 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.



Essentially the PPG is a means of communication between patients and the practice. It suggests and looks at ideas for improving and extending services at a time of great change. It provides a patient perspective when change is under discussion both within the practice and in the NHS as a whole. It helps prepare and analyse patient surveys to test whether patients are satisfied with the service they receive. It keeps patients informed about staffing and facilities through our Newsletter. Ideally it should have a representative mix of ages, gender, ethnicity, disability and circumstances, but on the whole we have found it difficult to interest younger people and those with work and family responsibilities. We meet every 6-8 weeks on a Thursday at 18.30. Currently the group is chaired by Jan Harris and consists of 9 patients, the practice manager, Jane Passfield and her assistant, Sonia Cooper, Dr Rajeev Sagar and Dr Ruth Clery. If you are interested in joining the PPG ask at reception or email the practice at Croccq.countryparkpractice@nhs.net.

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VIRTUAL PATIENT PARTICIPATION GROUP

Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your local practice?

Do you have ideas about how you would like to see services provided, changed or improved?

Then join our 'Virtual Patient Participation Group

This is a group which has been set up in response to patients that have said they would like to be involved in a Patient Group but are unable to attend meetings.

As a member of the Virtual PPG we will send you emails asking for your opinion on a range of topics

TOPICAL NEWS

PPG Patient Survey

In October/November members of the PPG will be asking patients randomly to complete a short survey about their views on Country Park Practice. The questionnaire will be confidential. Please be honest. We can't change things unless we know how you feel.

Patient Talks

Our first talk will be covering the very complex area of Dementia. All patients of CPP are invited as well as other people from South Norwood. Please watch out for further details once a date has been decided.

Flu jabs

Please look out on notice boards, website, call board for dates of flu clinics

Enmore Road Community Garden

Hopefully you will have already noticed that the raised garden beds in Enmore Road have been filled with topsoil and, so far, a few plants. The Community Garden will continue to be planted up over the next few weeks and months. Our thanks and appreciation to a local group, People for Portland Road, for their hard work - two of our patient group members were involved too.



Named Accountable GP

All of our 5500 patients at Country Park Practice have their own named accountable GP who will be responsible for their overall care at the practice. This does not stop you seeing any other GP or Nurse in the practice. We would like everyone to be aware who their accountable GP is. So please ask next time you are in the surgery.

Vitamin D

Vitamin D helps to regulate the amount of calcium and phosphate in the body. These nutrients are needed to keep bones, teeth and muscles healthy. A lack of vitamin D can lead to bone deformities such as rickets in children, and bone pain and tenderness as a result of a condition called osteomalacia in adults. From about late March/April to the end of September, most of us should be able to get all the vitamin D we need from sunlight on our skin. The vitamin is made by our body under the skin in reaction to sunlight. If you are out in the sun, take care to cover up or protect your skin with sunscreen before you turn red or get burnt. Between October and early March we don't get any vitamin D from sunlight.

Vitamin D is also found in a small number of foods.

Good food sources are:

- oily fish – such as salmon, sardines, herring and mackerel
- red meat
- liver/egg yolks
- fortified foods such as most fast spreads and some breakfast cereals

Another source of vitamin D is dietary supplements, available from health food shops or pharmacies. In the UK, cows' milk is generally not a good source of vitamin D because it isn't fortified, as it is in some other countries.

Vitamin D levels are not checked routinely but in certain clinical situations - discuss any concerns with your GP.

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

A GUIDE TO ONLINE PATIENT SERVICES

WHAT CAN I ACCESS ONLINE?

Vision Online services can give you access to your GP record via the internet and the option to: Make appointments; Cancel appointments; View past and future appointment; Order repeat prescriptions online; View your own summary care record; Request access to view your own detailed medical records and test results; Direct email contact with the surgery

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

HOW CAN I GET ACCESS ONLINE?

If you wish to access these services please ask the receptionist to register you for online services when you next visit the surgery. You will need to bring photo ID and proof of address (eg passport or photo driving license and a bank statement) and complete a short form.

You will then be posted a letter with your unique username and password. It will also tell you about the website and where you can log in and start using online services.

WHAT DO I NEED TO CONSIDER?

Although the chances of any of these things happening are very small, we ask that you read, understand and consider the following:

- **Forgotten history:** There may be something you have forgotten about in your record that you might find upsetting.
- **Abnormal results or bad news:** Online access gives you access to test results and you may see something that you find upsetting. This may occur before you have spoken to your GP or while the surgery is closed and you cannot contact them.
- **Printing information:** If you print information from your record it is your responsibility to keep this secure. We advise you do not print or make copies unless it is absolutely necessary.
- **Choosing to share your information:** It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.
- **Coercion:** If you think that you may be pressured into revealing details from your patient record to someone else against your will it is best that you do not register for access at this time.
- **Misunderstood information:** Your medical record is designed to be used by clinical professionals to ensure you receive the best possible care. Some of the information within your medical record may

be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery who will request guidance from a clinician. Be aware the receptionist answering the phone is not clinically trained to give medical explanations

- **Information about someone else:** If you spot something in your record that is not about you or notice any other errors, please log out of the system immediately and contact the practice.
- **Declined access:** Your GP may not think it is in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.
- **Protecting your username and password:** Keep your username and password a secret. Just like your bank account PIN you would not want others to know how to get into your GP records. If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet. If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

For further information please visit our website or ask reception for relevant forms.

FLU CLINICS

Flu vaccinations are recommended for patients who :

- **Are 65 years or over**
- **Have diabetes, heart disease, or a long-term chronic condition**
- **Have a lowered immunity**
- **Pregnant women**

IF YOU FEEL YOU ARE ELIGIBLE FOR A FLU VACCINATION PLEASE SPEAK TO RECEPTION

PLEASE BOOK YOUR APPOINTMENT WITH RECEPTION