

## **Caradoc Patient Participation Group (PPG)**

### **Caradoc News - Autumn 2015**

#### **Introduction**

The service we receive at the Surgery continues to improve with more regular locums and familiar faces on Reception. Anglian Community Enterprise (ACE) now have the Caradoc contract until the end of March 2016. Originally this was for one year ending in October 2015, but NHS England asked ACE to stay on as more time was needed to identify and choose the next Contractor. It is hoped that this process, which will involve Caradoc PPG Committee members, will be completed by the end of December. This will allow a three months' changeover period and should minimise the impact that the change may have on us as patients. I'm pleased to say that Lesley Hutchings will remain as Manager until then.

The struggle to recruit permanent GPs continues, but ACE are working hard to attract GPs to the area. Patients can help by putting their comments on the Caradoc website via NHS Choices. Input 'NHS Choices Caradoc Surgery' into an internet search engine and then click on 'Reviews and Ratings'. Also, if you visit the Surgery you may be asked to complete a survey card. If you have a computer, these can also be completed on the Surgery's website: [www.caradocsurgery.co.uk](http://www.caradocsurgery.co.uk). Do visit the website which also has a wealth of useful information. Be honest about your feelings, but too often we will complain but not praise.

#### **Surgery News**

The surgery aims to have 4 doctors on duty for both morning and afternoon sessions, but this is becoming increasing difficult to fulfil with locums. Do remember that Nurse Practitioners can prescribe for minor illnesses.

**Home Visits:** The Community Matron at the Practice is available for home visits and can prescribe. She may attend instead of a doctor. But, please, only request a home visit if absolutely necessary – that is if you are too ill or incapacitated to attend the Surgery.

**Did Not Attends (DNAs):** Disappointedly, these are still running at an average of 30-40 a week representing many hours of nurses' and doctors' wasted time and expense. Please remember to cancel an unwanted appointment either by 'phone or via Patient Access.

**Patient Access:** If you have an internet connection, do register for Patient Access. This gives you the ability to see part of your medical record, order repeat medication and book and cancel appointments. To register you will need to go to Surgery Reception with ID which can be a driving licence, passport, or a bill with your name and address.

**Blood Tests:** Appointments are now available at the Surgery for samples for blood tests ONLY to be taken from 8.00 am . These appointments are for 5 minutes, reduced from 7 minutes, so please help by removing outer clothing and be ready when called.

Appointments can also be made for blood tests at Reckitts Lodge (Clacton Hospital) by 'phoning 01255 206076 between 7.00 am and 10.00 pm. Appointments are available between 8.00 am and 2.00 pm. Facilities are also available at the Turner Road "Walk in" Centre in Colchester - adjacent to the General Hospital. For appointments other than those at Caradoc, please make sure you have your form with you.

**Update your Records:** Patients are encouraged to update their records. Forms are available at Reception and amendments can be made via Patient Access. Please include your mobile number if you have one. You will then receive a confirmatory text, when the system becomes available, and a reminder for any bookings.

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### **District Nurse Referral Criteria**

Stricter rules on who can be referred for a District Nurse home visit are now in place. The questions that are being asked are:

Are you able to go to a GP? Are you able to get into a car?

Patients who meet the criteria:

- Are unable to travel to the surgery/hospital due to serious illness or disability;
- Are bedbound;
- Rely on hospital transport for appointments.

Patients who do not meet the criteria:

- Can get to their GP/Clinics;
- Family members can take them out, or the patient is able to visit them;
- Can drive/utilise taxi services;
- If they are able to get into a vehicle independently, or use public transport services, ie bus, or train.

An individual will not be eligible for a home visit if they are able to leave their home environment on their own, or with minimal assistance to visit public, or social, recreational, or public services, including going shopping.

### **Community Agents Essex**

This involves a countywide network of agents and volunteers who support older people and informal carers to find and develop independent living solutions from within their local community.

It is an innovative new partnership:

- Promoting health and independence
- Reducing social isolation
- Finding practical solutions to daily living
- Providing confidential trusted Information
- Informing choice and reducing confusion
- Increasing individual and community resilience

Need help? A Community Agent will visit you at home to discuss and help with:

- Mobility issues
- Practical living skills
- Social inclusion
- Healthy living
- Caring for someone
- Individual resilience

To arrange a free visit call: 0800 9775858 or email: [enquiries@caessex.org.uk](mailto:enquiries@caessex.org.uk)

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## **Stop Smoking Initiative**

Did you know that smoking is the primary cause of preventable illness and death in the UK?

So, what help can you get to stop smoking? There are stop smoking advisers at Caradoc Surgery. Frinton residents can also access stop smoking support at local pharmacies:

Boots Pharmacy and M&M Pharmacy in Connaught Avenue  
Day Lewis at Kirby Cross and The Triangle.

One of the biggest hurdles to giving up is the cost as the price of nicotine replacement products and other medications is high. However, for a one-off cost of £10 the ACE Stop Smoking Team can provide 12 weeks of support and medication, and for those who receive free prescriptions, there is no charge at all.

For further details call 0800 022 4524 or go to [www.acelifestyle.org](http://www.acelifestyle.org).

## **The NHS and How to Get Involved**

The local Clinical Commissioning Group (CCG) receives funding from NHS England to plan and buy secondary healthcare for people in North East Essex. So that they can plan and buy appropriate care within their budget (£388m in 2013/2014) members of the public are encouraged to have their say and be involved in decisions about local services. This is done in a number of ways:

- Public meetings;
- CCG meetings are held in public and there is a Q&A session for the public;
- Members of local Health Forums can ask questions and raise concerns. Meetings are held bi-monthly in Colchester and Harwich, as well as in Clacton at the Community Voluntary Services Tendring centre.

For the latest CCG news and details of meetings go to: [www.neessexccg@nhs.uk](http://www.neessexccg@nhs.uk). For Health Forum information, including minutes of meetings and the Forum Focus newsletter, go to the CCG website and click on Library. To join the Health Forum click on the Join the Health Forum button, or contact Paula Martin on 01206 286766.

## **Membership of the PPG**

Any current patient of the Caradoc surgery may join the PPG and membership is free. To join the PPG you can leave your details at the surgery, e-mail [caradoc.ppg@nhs.net](mailto:caradoc.ppg@nhs.net) or come to a PPG meeting, details of which will be on the PPG noticeboard in the Surgery. Minutes of previous meetings are available on [www.caradocsurgery.co.uk](http://www.caradocsurgery.co.uk).

At the meeting held in May, Lynn Stimson, Operations Manager at ACE, gave an update on GP recruitment and David Barter, NHS England Contract Manager, gave a detailed explanation of the procurement project for the provision of a permanent provider of services at Caradoc. The PPG Chairman, Neil Churcher and Treasurer, Linda Ash, will be taking part in the process.

**Fund Raising:** Since the PPG started last year, we have raised funds of almost £700. We are considering helping to buy a blood pressure machine with an integral printer on a stand for the Surgery waiting room. These cost between £1,600 - £2,500 so we need to increase our funds and any ideas for fundraising would be welcomed. Members attending our meetings are asked if they would like to donate £1 each to add to the funds but this is entirely voluntary.

Neil Churcher (Chairman)  
Frinton Patient Participation Group