



### **PATIENT PARTICIPATION GROUP**

Our Patient Participation Group (PPG) is a group of patients registered with the surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding.

We would like to gather patients from as broad a spectrum and possible to get a truly representative sample of ideas and opinions. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups. Please speak to a member of our reception team if you are interested in joining the group

### **FORTHCOMING PPG EVENTS**

We are supporting St. Michael's Hospice Big Tea Event. Come along and join us at the Ferry Road Health Centre on Friday 24<sup>th</sup> April between 10-12.

Dates of other forthcoming talks and events to follow.

### **FRIENDS AND FAMILY TEST (FFT)**

Have you completed our FFT yet? If not, please pick up a form from Reception or by completing the short survey by logging on to [www.iwantgreatcare.org](http://www.iwantgreatcare.org)

This is an important feedback tool and gives you the opportunity to provide comments and views on your experience at the surgery.



### **MESSAGE IN A BOTTLE INITIATIVE**

The Message in a Bottle Scheme is aimed at the more vulnerable people in the community. It will save the emergency services valuable time identifying someone in difficulty and will quickly provide their emergency contact details, medication and allergies.

How does it work ? The information is all contained in a white container bearing a green cross. This is then placed in the fridge or a cupboard where it can easily be found in the event of an emergency, and a green cross sticker placed on the front of the fridge or cupboard. The emergency services, upon seeing the stickers, will be able to immediately collect the vital information.

Bottles, along with further information, are available from the surgery.

### **REDUCING WASTE – MEDICATION**

We are currently having an unprecedented amount of returned medicines and we would ask for your help to reduce this waste which is costing the NHS a lot of money.

We know it is tempting to ask for an extra supply of medicines "just in case" but please would you make an extra conscious effort to look through your repeat medication slip and not order any items you already have enough of. As from 1<sup>st</sup> April 2015 prescription charges have increased to £8.20 per item.

### **MINOR ILLNESSES/ADVICE**

Did you know that your local pharmacist can give you confidential advice and treatment (if needed) for a number of common illnesses? These include coughs, colds, sore throats, minor skin conditions and acne, athlete's foot, minor eye infections, head lice, cold

### **Surgery News**

- Dr. Eleanor Zanchin is now working regular Monday sessions here at the surgery.
- Please remember that an appointment time is for 10 minutes. If you know that you need to see a Doctor for more than one problem please inform the Receptionist when you book your appointment. It is becoming apparent that patients are having to wait a long time to be seen for their appointments because some patients are taking up longer than the allocated 10 minutes.
- When contacting the surgery for routine matters we would ask that you do this after 10am.
- If you need to discuss confidential matters with Reception or Dispensary there is a private area available. Please ask a member of staff.
- NHS Health Checks. If you are aged between 40 and 74 without a pre-existing condition this is your chance to get a free MOT. As you get older you have a higher risk of developing high blood pressure, heart disease or type 2 diabetes. An NHS Health Check can spot early signs and help prevent these happening to you. Ring reception to make your appointment or for more information.

### **Helping Us To Stay In Touch With You**

- Have we got your correct contact details? Have you changed your mobile number recently and not updated us? Keeping us up to date with your details helps us when we need to contact you. We can also text remind you of your appointments here at the surgery.
- Do you have an email address? Let us have your email address and we can send you any surgery information via email.
- Have you visited our surgery website – [ferryroadhealthcentre.net](http://ferryroadhealthcentre.net) ? As well as all surgery related news and information it also lists useful telephone numbers and pharmacy open hours.

### **Parking**

The surgery has 17 parking spaces in total (including five staff and one disabled space). Our PPG recently monitored the use of the car park and they were disappointed to find that people use the car park when they are not visiting the surgery, and also park in the yellow boxed area directly outside of the surgery – a space for emergency vehicles only. We would ask that you do not leave your car in the car park after you have attended the surgery or park in the yellow area (even for a short period of time – this could be the very time an ambulance needs to gain access!). By parking and leaving your vehicle you may be stopping someone else from coming to their appointment.

### **Protected Learning and Development Time**

The surgery will be closed on the afternoon of Thursday 11<sup>th</sup> June and Thursday 10<sup>th</sup> September. This is to enable GPs, Nurses and Administration staff to attend meetings where they receive training, updates and meet with the Clinical Commissioning Group and NHS England.

NHS111 provide cover for the surgery during these afternoons, if you feel you have a medical emergency that cannot wait until the surgery re-opens.