



Preston Park Surgery

NEWSLETTER



Introduction

A warm welcome to our first newsletter of 2019 and we hope you all like our NEW LOOK. We will be publishing the newsletter every 2 months and will include useful articles and information on what is happening in the surgery. We would like to wish all our patients a **HAPPY & HEALTHY 2019**.

Inside this issue we highlight seasonal vaccinations and the importance of having the flu vaccination. Additional articles include a special section on how our online services are improving patient care. We also focus on the results of the last GP Patient Survey with a comparison on how we compare with other surgeries and look at the role of the Patient Participation Group. Finally we look at the different roles that surgery staff play in patient care and in this issue you can read about the **"Day in the life of a Receptionist"**.

Missed Appointments We need your help

At Preston Park Surgery we lose, on average, **10% of appointments per month due to patients not attending appointments**; these are slots that could have been offered to other patients or helped us to reduce appointment waiting times. We understand that people lead busy lives, that plans often change and that quite often many people feel better by the time of their pre-booked appointment. Needing to change or cancel an appointment is not a problem and cancelling an appointment is easy to do at any time using our on-line service or via our website, or by telephoning our main number, 01273 559601. Please ensure we hold your up-to-date mobile number so that you can receive text reminders about any future appointments.

Thank you.

Free NHS Health Check

**Helping you prevent heart disease,
stroke, diabetes**

At Preston Park Surgery we offer NHS Health Checks for patients aged 40-74 years old. This is your chance to get your **free midlife MOT** and checks your vascular or circulatory health and work out your risk of developing some of the most disabling but preventable illnesses. The health check will assess your risk of developing these health problems and give you personalised advice on how to reduce them.

Every year the NHS Health Check is expected to help:-

- Save 650 lives
- Prevent 1,600 heart attacks and strokes
- Prevent 4,000 people from developing type 2 diabetes
- Detect at least 20,000 cases of type 2 diabetes or kidney disease earlier.

At the Health Check you'll be asked some questions about your lifestyle and family medical history and you'll have some routine tests. Tests include taking your blood pressure, checking your cholesterol levels and BMI and from these your healthcare professional will be able to give you a breakdown of your results.

If you are aged 40-74 and have not received your invite and would like a health check then please speak to a receptionist who will be able to book you in.

Surgery Training Days

At Preston Park Surgery we are committed to training and one afternoon a month the GPs, Nurses, Reception & Admin Team all undertake comprehensive training.

Our next closure is 6th February 2019

Inside this issue:

<i>Introduction.....</i>	<i>1</i>
<i>NHS Health Checks.....</i>	<i>1</i>
<i>Flu Vaccination.....</i>	<i>2</i>
<i>A day in the life of.....</i>	<i>3</i>
<i>Online Services.....</i>	<i>4</i>
<i>Patient Participation Group.....</i>	<i>5</i>
<i>GP Patient Survey.....</i>	<i>6</i>

Flu Vaccinations: What You Need to Know

As most of you are aware we are currently well underway with our seasonal flu vaccinations. Free vaccination is offered to people who are at risk:-

- ⇒ Aged 65 and over
- ⇒ Pregnant Women
- ⇒ All 2 & 3 year old children
- ⇒ All children in reception class & school years 1,2,3,4 & 5
- ⇒ Patients with a serious long term health condition
 - Chronic respiratory disease
 - Chronic Heart disease
 - Chronic Kidney & Liver disease
 - Diabetes
 - Neurological conditions
 - Patients with a weakened immune system
 - Patients who have had a stroke
- ⇒ If you are Overweight (BMI over 40)
- ⇒ Carers



IT'S NOT TOO LATE TO HAVE YOUR FREE FLU VACCINATION.

We still have plenty of flu vaccines in stock. Flu occurs every year, usually in the winter, which is why it's sometimes called seasonal flu. The cold weather has started to creep up on us, which means that at some point a lot of us will suffer from colds or flu virus.

FLU FACTS vs. FLU FICTION

Fiction: I've never had flu so I'm not likely to get it.

FACT: *The flu virus changes each year so you need to be vaccinated every year to be protected.*

Fiction: A healthy diet and Vitamin C will prevent flu

FACT: *Flu is a virus and can affect anyone, no matter how good your immune system is.*

Fiction: The vaccine does not work, I still got the flu!

FACT: *Over the last ten years, the vaccine has provided good protection against flu and is still the best way to fight flu this winter.*

Fiction: Flu is just like having a heavy cold

FACT: *A bad bout of flu is much worse than a heavy cold. Flu symptoms come on suddenly and sometimes severely. They include fever, chills, headaches and aching muscles, as well as a cough and sore throat. You're likely to spend 2 or 3 days in bed. If you get complications caused by flu, you could become seriously ill and have to go to hospital.*

Fiction: If I missed having the flu jab in October, it's too late to have it later in the year.

FACT: *NO it's not too late. It's better to have the flu vaccine as soon as it becomes available, usually in October, but it's always worth getting vaccinated after this.*

DON'T MISS OUT & GET VACCINATED NOW!!!!

A Day in the Life of..... A Receptionist

Our Practice Manager says "The Reception Team are the heart of the Surgery" – How right he is!!! Working on reception is a very fulfilling job, you get to meet and deal with a variety of different people from all walks of life. Our day starts early at 8.00am when we arrive at the surgery to open up the building and turn everything on to start the day. When the phones turn over at 8.30am we are constantly on the go answering calls, making appointments, taking visit requests, handling queries on prescriptions and routing hospital and referral enquiries to the secretaries. The first hour is our busiest period and we try to answer all calls as quickly as possible. Our biggest challenge is always trying to match patients to an appointment as our routine appointments get booked up very quickly.

Meanwhile the receptionist on the front desk is checking in patients arriving for appointments, booking new appointments and dealing with queries. When things have calmed down a bit one of us will start to work on the prescription desk printing the forms for the doctors to sign. On average we process around 200 a day.

House visit requests are passed to the duty doctor and we ask that all visit requests are made by 10am if possible so they can be planned appropriately. Between morning and afternoon surgeries we are still busy answering the phones. Did I mention that we also have our own assigned jobs which we do every day.

In the afternoon we continue to answer the phones and deal with patient queries and ensuring all the prescriptions are signed and filed ready for the patients to collect. At the end of the day we make sure everything is cleared and all the work is filed.

Reception work is very challenging but working at Preston Park Surgery is really enjoyable.

We try our very best to help everyone and ensure that service is always given with a smile.

Shingles Vaccination

A vaccine to prevent shingles, a common and painful skin disease, is available on the NHS to certain people in their 70s.

The shingles vaccine is given as a single injection for people aged **70 years (plus anyone in their 70's who was born after 1 September 1942 and has not yet had the vaccine) & 78 years (plus anyone aged 79 years old who has missed out on the vaccine).**

Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed, and shingles is fatal for around 1 in 1,000 over-70s who develop it.

If you are eligible please contact reception to arrange an appointment.

PROTECT YOURSELF FROM THE PAIN OF SHINGLES

PRESTON PARK SURGERY ONLINE SERVICES



Book Appointments, Order Repeat Prescriptions, Cancel Your Appointment,, View Medication & Allergies , view past medical history & Change Your Address are only a few of the things you can access through Systmonline; please speak to a member of the reception team to register and obtain login details.

No registration is required to access the various interactive tabs on our website. On the **reception and enquiries** tab you can request sick notes, referrals, submit a change of detail such as phone numbers, consent Email communication as well as register for online services. Other interactive tabs include **treatment room** where you can get advice on minor illnesses and injuries. Visiting the **consulting room**, **travel room** (advice on holiday vaccinations), **health review and assessments** and **prescriptions** (order repeat prescriptions) will save you considerable time. So next time you visit the surgery ask the receptionist for details.

Once you've registered you can start booking appointments , cancelling appointments, ordering prescriptions as well as taking advantage of all the other areas. Please ensure your contact details are always up to date especially your address and mobile phone number.

www.prestonparksurgery.co.uk

Patient Participation Group

Be Part of Our Patient Group.....Have your say

At Preston Park Surgery our Patient Participation Group consists of volunteer patients who are involved in making sure that the surgery provides the services its patients need.

The role of the PPG includes:

- being a critical friend to the practice;
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- encouraging patients to take greater responsibility for their own and their family's health;
- carrying out research into the views of those who use the practice;
- organising health promotion events and improving health literacy;



- regular communication with the patient population.

What are the benefits?

- Patients have a forum to suggest positive ideas and voice concerns.
- Patients will have better understanding

and knowledge of the practice staff

- Patients will benefit from improved communications with staff

Our Patient Participation Group is evolving to meet local needs. Most commonly, we work with the practice staff and GPs to offer a patient perspective on the services that are provided. PPG's also help to improve communication, to encourage patients to take more responsibility for their health and provide practical support. The group meet on a regular basis so why don't you come along and have your say. Your opinions count and will be greatly appreciated. We are looking for more volunteers from all ages so why don't you join and give it a go!!!!

We also have our own website so why don't you visit www.prestonparkppg.com where you will find a host of information and activities that the PPG are involved with.

Virtual Patient Group Membership is also now available. Joining the virtual group will enable you to engage with the work of the PPG by participating in on-line discussions, responding to on-line questionnaires as well as viewing minutes of PPG meetings.



GP Patient Survey

The GP Patient Survey assesses patients' experience of healthcare services provided by GP practices, including experience of access, making appointments, the quality of care received from healthcare professionals, patient health and experience of NHS services when their GP practice was closed.

The Results

Questions	Preston Park Surgery	NHS England Average
% of patients who find the receptionists helpful	94%	92%
% of patients who describe the experience of making an apt as GOOD	82%	73%
% of patients who say their healthcare professional was good at treating them with care and concern	94%	89%
% of patients who were involved in decisions about their care	99%	94%
% of patients who had confidence and trust in their healthcare professional	96%	96%
% of patients who said their Overall Experience of their GP Practice as GOOD	92%	87%

The above table is snapshot of the results, a detailed breakdown of results is available on our website.

Overall the results are very encouraging and point positively in a number of key areas and whilst we have consistently outscored the NHS National Average the surgery will continue to work to improve patient engagement and deliver further improvement for Preston Park Patients.



"92% of patients said their overall experience of Preston Park Surgery was GOOD"

