

PATIENT NEWS

The newsletter of Western Road
Patient Participation Group (PPG)
Issue No. 3



The Patient Participation Group

In the last issue we explained how the Western Road PPG is an independent Group which has been established to enable patients to become involved in our GP practice and the care that it provides. We are lucky that both doctors and staff encourage this involvement. The PPG fits into a structure of patient involvement across the Basildon and Brentwood Boroughs with the objective of influencing the care provided by Basildon & Brentwood Clinical Commissioning Group (BBCCG). The BBCCG involves all local GPs in commissioning the services we receive. For those interested, we explain separately the new structure within which the Practice is involved in deciding what services we receive. It also shows how the patients' voice can be heard and where the PPG fits in.

Care Quality Commission (CQC) visit

At the end of February the CQC carried out an inspection of the Practice and three members of the PPG were asked to speak with the lead inspector. She seemed pleased with the involvement of the Practice Reference Group and the PPG. The draft report has been received and commented on by the Practice but the final report is still awaited and will be posted on the website in due course.

Why get involved?

Involvement and Engagement may be buzz words but could easily help to improve your health or that of someone you care for. Most patients want to manage their conditions as best they can but sometimes are not sure how this can be achieved. Having the opportunity to pose questions and make suggestions with other patients/carers with similar problems can be very beneficial to everyone. As a PPG, our questions are welcomed by the Practice and we want to develop the Group.

Topic Evening on Diabetes

Following the last issue, our first topic specific evening was held and proved to be very successful. We had eleven patients attending together with Drs Pollard and Butler, the diabetes nurse and the practice manager. As well as patients with diabetes we had two carers, one of a child and one of an elderly parent. After introductions Dr Pollard briefly explained the condition and then Dr Butler said what care a diabetic patient should receive from the practice. Then followed a fully interactive discussion where more experienced patients told their stories and what had helped them manage their condition. The DAPHNE and DESMOND courses (aimed at helping patients to manage their diet) were mentioned and Diabetes UK literature was available with booklets on diet and recipes being the most popular ones. A quote from one of the attendees *"having been only diagnosed with type 2 a couple of weeks ago I found the evening most valuable"*.

The link to the Diabetes UK website is www.diabetes.org.uk

Next Topic Evening

We aim to put on our next evening in the summer and we would like your involvement in deciding the subject for the evening. Suggestions we have received to date include learning difficulties, breathing difficulties, dementia and carers.

We would like to hear from you regarding these and other topics in which you are interested or have experiences to share; so do email us. western.roadsurgeryppg@nhs.net .

News from the Practice

The Practice List of patients is growing and is now in excess of 10,400.

Three new initiatives have been launched following the last patient survey

1. Web GP/E-Consultations

This project has now gone live and is gaining some momentum day by day. We have had limited number of requests for e-consultations but we appreciate that it is still early days. However, we understand that patients are using the options on the system to search in regard to their medical condition and to view the Pharmacy option as well.

2. Email Contact for general enquiries

When you have a general enquiry that you need answering you can email admin.mailboxf81013@nhs.net ;this will be responded to within 48 hours. However, if your query is of a personal nature, you will be informed that we cannot respond unless you register for email contact.

3. Email Contact for test results

Note :- Any patient who wishes to use to receive a response to a query of a personal nature (under 2) or test results will need to register their email address in order that we can disclose personal information in this way. Registering will safeguard both the patient and Practice especially as some people use a generic email address for all their family. See the website for details how to register. These services are now live.

BB Healthcare Solutions

The Practice has joined a group of Practices from both Billericay and Basildon, to form an organisation called BB Healthcare Solutions. This is an innovative way to improve access to Primary Care. BB Healthcare Solutions have won one year's funding, from the Prime Ministers Challenge Fund, to operate primary care hubs in three localities across the area each evening of the week and on Saturdays and Sundays. Details are being developed at the moment and will be published soon together with full explanation.

Training Practice

With the general shortage of GPs in Essex, it is vital that more are trained and as you are probably aware Western Road is a training practice for doctors wishing to become GPs. Our current registrar is Dr Esi Folson and is a valuable resource for the Practice.

The Practice Team

The third member of the team we are covering is **Dr. Simon Butler**.



I have been a GP at Western Road surgery for 26 years. I took over from Dr Cuthbert on 2 March 1989. We then had three partners and 7200 patients. We now have four partners, one trainee and 10 and a half thousand patients and growing.

I was born in Southend, went to Southend High School then "Barts" Hospital.

It was pure coincidence that when I was a trainee my trainer knew doctor Cuthbert and got me the interview.

I got married to Lin in 1989 and now have two daughters and one granddaughter.

Thankfully so far they all live locally. Most of my friends are other GPs or members of my family. I play golf badly. Dr Patel always beats me.

I was voted onto the Board of Basildon and Brentwood CCG by my fellow GP's. My role there is to represent the interests of local patients in today's NHS.

I hope I've got at least another 10 years working life in me and I hope to develop the surgery in that time with the help of my partners.

Outpatients Survey

The CCG will be looking at re-commissioning our Outpatients services and this will affect many of us. Two of our PPG have developed a survey which is being adopted by the CCG to help them in the process. We really want to hear about your experiences. [Click here](#) for the survey. It can be completed in five minutes and is anonymous. Please do get involved; two recent patient surveys helped in the development of the new "end of life" services and the new regime for taking blood samples being put in place.

Basildon Hospital

The hospital has listened to the many complaints from patients attending outpatient clinics related to the unsatisfactory waits at the pharmacy. They are about to enter into a contract with Boots to provide the pharmacy for those attending outpatients. They will be applying for Planning permission to erect a Portacabin to use as the pharmacy outside the Main entrance. Although we don't have the details yet, you should have the facility to collect your prescription from certain local branches of Boots. **Watch this space!**

Support Groups

Local support groups provide a very important service for both patients and carers in coping with illness and its aftereffects. The PPG felt that we could feature one such support group in each issue - for the use of readers themselves or for them to pass the information onto others.

Our first group is :- **Helen Rollason Charity** - BILLERICAY CANCER SUPPORT GROUP

"We meet informally and offer moral and practical support on the FIRST Tuesday of every month at The Stock Brook Golf & Country Club, Billericay, 12.00 pm– 2.00pm

All Cancer Patients; Family and Friends are welcome"

FOR MORE INFORMATION CONTACT - Naz on 01277-626323 OR Lesley on 01277-658522

www.helenrollason.org.uk

We would like to hear your views, the PPG has its own email address (see below) or you can drop a note into reception addressed to the PPG. Obviously we cannot deal with personal issues.

western.roadsurgeryppg@nhs.net

Do contact us, as above, if you are interested in joining the PPG.