

Tile House Surgery

Patient Group

Newsletter 9 (July 2017)



THE PATIENT REFERENCE GROUP

The aims of our Group are:

- To promote co-operation between the Practice and Patients to the benefit of both.
- To work as liaison between Patients and Practice staff.
- To work to improve communication between the Practice and Patients
- To help the Practice prioritise Patient identified issues.

• Current members

Linda Upson—Practice Manager

John Lutchmiah—Chair

Members -Sally Turner, Brenda Rogers, Duncan Hamilton, Bill Beekoo, Diane Daniel-Dawson, Judith McCaul, Anne-Marie Ede.



CHAIR CORNER

Dear Fellow Patients,

Welcome to this our 2017 Newsletter. At the surgery there has been many changes since the last time we communicated with you.

There has been CCTV installed in the car park, reception and waiting room and you may have noticed the extension of the car park.

The surgery is piloting "Social Prescribing" this is a service for patients who are experiencing financial, housing and isolation issues, they are working closely with Family Mosaic who also provide help for patients with housing issues they are in surgery on Tuesday and Wednesday mornings respectively.

I thought that I would share with you some local information from the Brentwood Patient and Public Engagement Group (PPEG) and Patient & Community Reference Group (PCRG), these are the TWO organisations which link with the NHS Basildon and Brentwood Clinical Commissioning Group .

--- Further developments are being discussed with all Patient Participation Groups (PPG) to improve communication and sharing of ideas

----Talking Diabetes Day is being extended to BEING BRENTWOOD HEALTH Day to be held on September 9th 2017

-----Success Regime in Essex is progressing and Eric Watts (from Mount Avenue Surgery) is now the Chair of the User Group and he is the spokesperson for patients

----NHS Basildon & Brentwood Clinical Commissioning Group has published their vision (Communication and Engagement Strategy) to improve the health and wellbeing of individuals and families. Anyone who would like to get involved should contact bbccg.involvement@nhs.net

The next meeting of our group is on 26th July at 3pm when the AGM will also take place. The last meeting for this year has been planned for 11th October 2017 and it has been agreed that future meetings for year 2018 will be the 2nd Wednesday of JANUARY, APRIL, JULY and OCTOBER., dates and times to be confirmed .

Have a nice summer
John Lutchmiah

Automated Arrival System

We have published this before but some patients are still having difficulty in using it, so we decided to republish this.

It is simple to use :-

1. Tap the letter of the initial of your surname.
2. Tap the month in which you were born.
3. Tap the date of the month in which you were born.

If in doubt how to use, ask a receptionist who will be happy to help.

Your Health—Get the Right Treatment

Every year, millions of us visit our GP with minor health problems that can be easily resolved without a doctor's appointment.

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot. By visiting your pharmacy instead, you could save yourself time and trouble.

Self-care

Keeping a well stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet. Always follow the instructions on the medicine label and consult your doctor if the illness continues or becomes more severe.

Your Local Pharmacist

Pharmacists offer professional free health advice at any time - you don't need an appointment. From coughs and colds to aches and pains, they can give you expert help on everyday illnesses. They can answer questions about prescribed and over-the-counter medicines. Pharmacists can also advise on health eating, obesity and giving up smoking. Some pharmacists have private areas where you can talk in confidence. They may suggest you visit your GP for more serious symptoms. It is possible to purchase many medicines from the chemist without a prescription.

NHS Walk-In Centres

NHS Walk-In Centres offer convenient access to a range of NHS services for patients based in England only. You can receive treatment for many ailments including:

infection and rashes, fractures and lacerations, emergency contraception and advice, stomach upsets, cuts and bruises, or

burns and strains. Some centres offer access to doctors as well as nurses. However, they are not designed for treating long-term conditions or immediately life-threatening problems.

Accident & Emergency (A&E)

Major A&E departments assess and treat patients who have serious injuries or illnesses. Generally, you should visit A&E or call 999 for emergencies, such as:

loss of consciousness,

pain that is not relieved by simple analgesia,

acute confused state,

persistent, severe chest pain, or

breathing difficulties.

If you're injured or seriously ill, you should go, or be taken, to A&E. If an ambulance is needed you can call 999,

Major A&E departments offer access 365 days a year and usually open 24 hours a day. Be aware that not all hospitals have an A&E department.

Flu Vaccination Clinics

Where has the Summer gone? The Practice preparations for the Flu vaccination clinics are in full swing. This year they are starting on the 14th September and will be running most days—so if you are over 65 or are under 65 but in one of the “at risk” groups, (please check with Reception to see if you fall into this category) you can book into one of the Flu clinics from the end of August.



To join the Patient Reference Group please leave your contact details at reception so that either Linda, Practice Manager or John, Chairperson may contact you to have a chat about what is involved. The group is open to new members, no experience necessary but you must be a patient at the surgery.

Due to the high cost of postage if you would like a copy of our Newsletters please either pick up a copy from the Waiting Room or if you would like one emailed to you please complete the form below and return it to the Surgery.

Please email me a copy of the Patient Group Newsletter and any surveys that the Surgery needs completing.

Please email me any patient surveys from the clinical commissioning group/Brentwood wide patient group

Tick box above

Patient Name _____

Email Address _____ (Please print in capitals and clearly)