

Hailsham Medical Group Patient Participation Group (PPG)

December 2018 Newsletter

This is our first newsletter following the election of new officers of the PPG. The PPG members are all patients of the Practice and our duties are to work with the Practice on behalf of all patients to ensure efficient and effective delivery of care to all. We meet with the Practice team every couple of months to discuss a range of issues concerning the delivery of care.

As patients we are all registered with the Practice and therefore it is essential that we take shared responsibility for our own health in partnership with the care provided by the clinical team. We are all aware of the considerable challenges facing the NHS, and especially GP services, and we readily acknowledge how all such resources are under considerable and increasing pressure. The PPG can play a key role as the interface between those in need and those providing such vital treatment, care, support and positive health and wellbeing outcomes for the patients

In common with the majority of GP surgeries across the country the recruitment of new GPs presents enormous challenges. Hailsham Medical Group have over the past couple of years made great efforts to strengthen the GP clinical team by recruiting Allied Healthcare Professionals (AHPs) such as Advanced Nurse Practitioners, Clinical Pharmacists, Paramedic Practitioners and Nurse Prescribers, as well as continuing to strengthen their Nursing Team of Practice Nurses and Healthcare Assistants to best support and treat our needs.

In addition, the practice also has a team of Pharmacy Technicians who provide invaluable support to the GPs and AHPs in the processing, checking and issuing of thousands of prescriptions each month. I am sure that all patients will have seen an improvement in this area. Clearly, with such a very high volume of requests handled each day, each week, 52 weeks of the year, there will be the occasional error or omission – frequently not of the surgery's making. In the rare event this happens please contact the surgery and they will do their best to rectify any error or resolve the problem if at all possible.

The Practice is planning to roll out a 'Health Coaching' programme in January 2019, subject to funding from the CCG being made available. This project has been piloted with great success by Herstmonceux Surgery. All the Allied Healthcare Professionals and GPs will be able to refer suitable patients to this service.

The Practice is also going to start a new 'Stop Smoking' Programme in January 2019. This will be provided by the 'One You East Sussex' Campaign and will be a 12 week programme available to all Hailsham Medical Group patients who wish to participate.

Locally, the 'Hailsham Active' programme is still running and you can attend Saturday mornings. It was based at the Recreation Ground but has now moved indoors for the next few months and is located at the James West Centre, Brunel Drive, (just off Hempstead Lane), Hailsham, BN27 3FX.

There are 3 sessions at present –

- Tuesday evenings 6.30pm to 7.30pm from December to March inclusive
- Saturdays from 9.00am until 10.00am
- And then a separate session Saturday from 10.00am until 11.00am

The Saturday sessions are in full flow – age range from 11 – 81 everyone welcome!

The Practice offers an online service called "Patient Access." It is very much to your benefit to register with this service which you may use to request repeat prescriptions, book non-urgent appointments and view details of your patient record.

You cannot book nurse appointments using the online service owing to the complexity of nurse appointment times and specialities. Please note that each individual patient will need to have their own specific email address for reasons of confidentiality. If you have difficulty in registering, please contact the surgery and they can help you set this up.

The new surgery that will be built in Reef Way, just off Battle Road, is an exciting and purpose built development for the provision of healthcare in a growing Hailsham. As individuals we can all sometimes find change challenging and this development will of course cause concern for some patients. The PPG will work closely with Hailsham Medical Group to assist in a smooth transition to the new surgery.

Many patients have expressed concern about access to the surgery and the PPG will work to ensure suitable provision is made available.

On a more general note, please help the surgery to help you:

- Register to use the online service
- If you require a routine appointment please do not call the surgery between 8.00am and 9.30am - delay your call to later in the day when there is less pressure on the phone lines
- Be nice to the reception and prescription staff - they are there to help you wherever possible
- Always let the surgery know if you are unable to attend an appointment; these appointments can be used for another patient – even at short notice
- Please don't post your complaints on Facebook; it is not helpful; instead, use the practice complaints procedure
- Information about the Practice can be found on their website

www.hailshammedicalgroup.org.uk

The PPG welcomes new members - especially younger members. We meet every couple of months for about an hour. We have meetings at lunchtime and early evening. Interested? If so, please give your name to the Practice staff and they will arrange for you to be invited to our next meeting.

Finally

We wish you all a very Happy and Healthy Christmas and New Year!

John Morton
Chairman
Hailsham Medical Group PPG