

# HOLBROOK SURGERY NEWSLETTER

Produced by Holbrook PPG in conjunction with the Practice Manager

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## ***What is the Patient Participation Group (PPG)?***

We are a group of patients of Holbrook Surgery who want to support our practice in a positive and constructive way in order to provide everyone with the best possible service.

## ***Why do we need one?***

The NHS requires all doctors' surgeries have to set up and support one of these groups.

## ***What is the function of the PPG?***

The PPG aims to act as a go-between between the practice and patients by making patients aware of all the services available to them, to give them an opportunity to shape future improvements in local healthcare and to feedback to the practice. Holbrook PPG will have regular meetings with the GPs, and other Horsham PPGs, as well as local Health Commissioners. (It is not a vehicle for individual complaints; the Surgery has a separate policy for that!)

## ***How does it affect me?***

Everything that is done by the PPG is done for the overall benefit of patients at Holbrook. The aim is to keep you informed. For example, have a look at the section below.

### ***DID YOU KNOW?***

- That you can self refer for **PHYSIOTHERAPY** at Horsham Hospital? You don't need to see your GP first. All you need to do is to complete the online form from the website below or obtain a paper form from the Surgery Reception.  
<https://www.smartsurvey.co.uk/s/HorshamNHSp physiotherapy/>
- That you can also self refer for **HAND AND WRIST SERVICE** too? Again you needn't see your GP first. Just complete the online form.  
[https://www.smartsurvey.co.uk/s/SMSKP\\_Hand\\_Wrist/](https://www.smartsurvey.co.uk/s/SMSKP_Hand_Wrist/) If you are under 17 for these two services, please contact your GP for advice.
- That the **BLOOD TEST SERVICE (PHLEBOTOMY)** at Horsham Hospital has extended its hours i.e. 8.00 – 15.45. Take your GP's form with you and obtain a ticket from the machine then wait for your number to be called. Sometimes it can be very busy so we recommend that you go prepared to wait. Car parking can also be a problem. The phlebotomists are a great team of people who are doing their very best. Unfortunately there have been incidents of abuse and aggression, which, we consider to be totally unacceptable.
- In view of the widespread outbreak of **MEASLES in the UK AND EUROPE** are you protected? If you are born after 1970 have you had your two doses of MMR? If not contact the Surgery to arrange to have your MMR jab.
- Holbrook Surgery has an excellent website with lot of interesting information and we would highly recommend you regularly visit the site. [www.holbrooksurgery.com](http://www.holbrooksurgery.com)

*The doctors and staff at Holbrook are very pleased that we finally have a PPG set up. Dr Heatley says 'We have been one of very few GP surgeries without one so we are grateful to David and Nick and the group for their hard work and are confident they will attract more patients over the coming years.'*

## ***Surgery News***

There have been a few recent changes. Firstly **Dr Ann Williams** has retired after 20 years with us. We had a retirement party to give her a good send off where she was presented with gifts from the partnership and patients. She plans to spend time travelling with her husband Mark who continues to work as a GP at Courtyard surgery and spend time with her grandson. She has been replaced by **Dr Laurence Woolley** who takes over as a full time partner.

**Redecorating the waiting room.** We are totally redecorating the patients waiting area which has served for 20 years. A local interior designer has come up with a radical new look. As it could only be painted at the weekends it has taken some time to complete. We are in the process of changing the lights and installing some new notice boards and hope they add the finishing touches. We are confident you will like the end result.

We have recently re-opened our list to new registrations and are aiming to have a list size of 15,500 patients. This allows us to maintain a friendly more intimate and relaxed atmosphere. The modern health landscape is so complex and varied, that patients need somewhere friendly and efficient to help them navigate. Holbrook also believes in personal lists to allow continuity of care.

**Coeliac patients** have been sent a letter (also on the website) explaining the changes in prescribing for them. Health care is becoming ever more expensive and all spending is being scrutinised and active patient education is being advertised.

There is still no news on the **North Horsham development**. Another surgery has been chosen by the Clinical commissioning group.

## ***Patient Survey***

The Surgery has recently compiled the results of questionnaires completed by 407 patients for its 2017 Patient Survey and this is available on [www.holbrookssurgery.com](http://www.holbrookssurgery.com) it confirms that we, as patients are generally very satisfied with the service we receive from our Surgery. The patients' comments made at the end of the survey are definitely worth a read.

## ***Dermatology Services***

NHS health commissioners are reviewing local dermatology services and want to engage with those who have an interest in or experience of using these services, as well as their friends and families. They particularly want to hear from people who would be interested in working closely with the commissioning team to support their patient and public engagement work, including clinical teams. There is also the opportunity to be involved in the procurement of new services. If you are interested in offering your support please email [HSCCG.ContactUsPlannedCare@nhs.net](mailto:HSCCG.ContactUsPlannedCare@nhs.net)

## ***Help My NHS Campaign*** *A number of areas where you can help:*

**Self-help** is very important and choosing the right place for help is very important. Remember that pharmacies now offer advice for common illnesses and many treatments can now be purchased over the counter rather than relying on a prescription e.g. Hay fever, pain killers and eye drops for infections.

Only go to **A and E in an emergency** as it exists to save lives. Otherwise telephone 111 for advice, or use the Minor Injuries Unit at Horsham Hospital or the Urgent Treatment Centre at Crawley Hospital

Keeping or cancelling an appointment made with your GP rather than just not turning up. Further information from <http://www.horshamandmidsussexccg.nhs.uk/get-involved/helpmynhs/>

***This is the PPG's first Newsletter and we would really welcome feedback on information you would find helpful or whether you would like an information event. Please email us on [holbrookppg@gmail.com](mailto:holbrookppg@gmail.com) or let Reception know.***