



Tamar Valley Health PPG News Summer 2016

Half way into 2016

Your tvhPPG and staff of Callington and Gunnislake Health Centres have been especially busy covering for those on holiday recently.

Hopefully you haven't needed to use any health services, but if you have, you can share your experiences, good, bad or indifferent to help make improvements or to Thank anyone.

This newsletter details what your tvhPPG have been doing and may inspire YOU to become involved. We feel dialogue with patients could be improved. We'd love to hear from YOU

tvhPPG Contact Details

Email tvhPPG@outlook.com

Secretary **01822 832999**

Chair **01579 350890**

FB www.facebook.com/groups/tvhPPG

T V H P P G

- To empower patients
- Voice your opinion
- Help to support events
- Provide ideas & solutions
- Participate in our community
- Give education via publicity

Review

tvhPPG meet regularly with the Practice Management Team, here's a few points of interest over the last 6 months March – August 2016.

- ✓ Publicity
- ✓ Waiting Rooms
- ✓ Web Site
- ✓ New IT System
- ✓ Appointments
- ✓ Self Help Articles
- ✓ Recycling
- ✓ Medication Wastage
- ✓ Annual Flu Jabs
- ✓ NHS News

Read on for details.

News Flash.

Aged 18 – 25 years ?

Book now to protect yourself against Meningitis and Septicaemia which can quickly be fatal or lead to disability. There has been a rapid increase in cases of a highly aggressive strain. Universities and Pirate FM have been running campaigns. Act Now.

Vaccination is Free

Appointments are available in normal surgery hours and on some Mondays

6 – 7pm and some Saturday am

Call your Health Centre

01579 382666 or 01822 832641

There's lots of info [on line](#)

Publicity

Ensuring patients, carers and professionals are aware we exist and what we do is vital and involves many volunteers to accomplish all we want to do.

Attendance at Open meetings for patients to meet Health Centre staff has proved spasmodic, so the tvhPPG committee have been out visiting local groups and organisations to get the message across. These have involved much tea and cake, and the Power Point Presentation has been well received at **Harrowbarrow GROUP** and South Hill W.I. We are returning to Harrowbarrow Village Hall for their local interest groups day on the 24th September from noon to 4pm.

And will be at **Callington Honey Fair** on Oct 5th

We'd like to be seen at more local fetes and events within our catchment area, so please let us know, invite us along, cake or no cake.



Community Events

Printed copies of the newsletters are available from both health centres and some village halls and local outlets.

The tvhPPG Facebook group page has regular posts, Join here >>>>
<https://www.facebook.com/groups/tvhPPG>

WE NEED SOME HELP!

We are becoming concerned about the problem of finding sufficient volunteers to serve on the tvhPPG committee. While we have a group of volunteers willing to give up the odd hour or so to help in our work, many are not willing or able to make a more continuous commitment to our activities. Over the past year we have lost the input of some committee members through either the pressure of other commitments or family or personal health problems. In addition, the current Chairman of the Group is standing down after nearly three years in the position. While we are keen to find volunteers of any kind, if you are a patient of the Tamar Valley Practice and are willing to put some time into helping the Practice keep up and if possible improve its current level of service by joining the committee please contact our Chairman or Secretary or any member of the committee that you might know. We would love to talk to you.

If you are not sure what the Patients' Group is about, here are some key bullet points about what we do:

Collect feedback from patients on their experience of the care provided by survey and direct contact

Make suggestions for changes and improvements

Advise and comment on changes and developments in the Practice

Monitor official NHS and other surveys comparing the Practice with others

Contact: Don King, Chairman, tel: 01579 350890, Fred Shotter, Secretary, tel 01822 832999 or email tvhPPG@outlook.com

Waiting Room

Our presence in the waiting rooms has been successful in answering questions and raising awareness but has been curtailed due to lack of volunteers, if you can help please contact us.

Through these activities the aim is to speak to as many patients as possible and address their issues and concerns, taking contact details to follow up with our newsletter and relevant information.

Unvetted posters and leaflets were appearing on the waiting room walls and ledges making a confusing and cluttered mess at both health centres until the tvhPPG stepped in to clear up and brightened up the walls. We have painted the Callington walls and are monitoring the information displayed to keep everything up to date.



Volunteers painted the Callington Health Centre waiting room and reception area walls. Peter & Glynis Cuddehay and Committee members: Don King Margaret Willson Fred Shotter & Shirley Morse

MASSIVE THANK YOU to Callington Travis Perkins for donating the paint !

The childrens books and magazines we provided are being well used as is the baby changing table.

The TV display screen is being updated on a regular basis, this will be on going, please report any errors to tvhPPG and we will put your comments forward.

The Sign In machine is still a work in progress and is linked to the New Web Site and IT system which is having a MAJOR overhaul.

There is lots of new information on the new practice Web site > Take a Look > If you spot any errors, omissions or something that is unclear please let us know, so we can improve this service for everyone. <http://www.tamarvalleyhealth.co.uk/>

The tvhPPG has begun to circulate self-help information on diabetes and on the general value of exercise, blood pressure numbers, mental health and will continue to produce and distribute more health information.

tvhPPG has helped revise, or draft, various patient forms and continues to offer advice to the Practise. The Group has asked to be kept informed about the present and potential problems facing the Partners and about the Practice's priority areas so that the Patients' Group can consider what ways, if any, it could assist.

I T System

A NEW AND MORE EFFICIENT IT SYSTEM FOR THE PRACTICE

The Patients' Group has made various suggestions in the past for improving the effectiveness of the Practice's IT (INFORMATION TECHNOLOGY) and computing systems, but piecemeal changes have proved difficult to make. Tamar Valley Health has now decided to adopt an application called "**SystemOne**" which is widely used in the NHS and should lead to significant improvements in data recording and retrieval and in the delivery of patient services. Preliminary work has already started with the trial downloading of backup data and a great deal of preparatory work needs to be done by the staff over the next few weeks. There will be a change-over period, probably early in November 2016, when there will be some disruption to appointments, prescriptions and other procedures lasting for some 3 to 5 days. Patients will be informed in advance about the precise timetable for the change-over and the likely effects on services.

The New Web site is up and running. Let us know your views and if you see any errors www.TamarValleyHealth.co.uk

Email: tvhPPG@outlook.com or phone **01579 350890**



Appointments

Probably the area where most people have varying experiences, maybe because of different tolerance levels. A 15 minute wait to see a professional at the health centre may seem a long time to some, yet is 15 minutes at the hospital acceptable?

I recently had to collect someone from Derriford hospital and agreed to wait for them in the drop off area, where there is a 15 minute time limit. There are warning signs and cameras to deter abuse and to be honest there were not many cars parked here. I arrived optimistically 5 minutes early, having had a phone call to say they were checking out, so on time.



After 15 minutes I was wondering if I'd missed them, driving around to check all vantage points but after a total of 28 minutes they appeared apologising for the delay. Well it certainly wasn't their fault, there was no blame on anyone's part, it just took longer than expected.

Maybe 15 minutes in the waiting room, reading important notices, isn't so bad, maybe not acceptable on every visit but tolerable.

Have you made an appointment that you were later unable to attend? A large amount of GP and Nurse time is wasted when patients fail to attend an appointment. If, for whatever reason, you can't make an appointment or are running late, please call the health centre or you can cancel on line on the www.tamarvalleyhealth web site so that the appointment can be given to another patient.

People who REPEATEDLY do not turn up for their appointments and are wasting everyone's time cannot be tolerated.

Medication Wastage



To reduce the amount of medicines wasted every year, NHS Kernow is running a campaign to encourage patients to Think!! about their medicines, including any dressings, creams and bandages and to only order what they need when renewing their prescriptions.

Dr Iain Chorlton Chairman with NHS Kernow Clinical Commissioning Group is urging patients to discuss any questions they have about their medication with their GP or Pharmacist.

Patients should talk to their GP or Pharmacist if:

- They are unsure why they are taking any of their medicines;
- They are confused about what to take and when;
- They are suffering from any side effects;
- They are not taking all of their medicines on their prescription.



Patients will be encouraged to complete a medicine record, which lists the types and quantities of medication, including dressings, bandages and creams, they have at home. This will be given to their GP or Pharmacist when they order their next repeat prescription to ensure they only receive the medicines they need. It can also be used to help ensure that all the patient's medicines run out at the same time.

Around 10 per cent of medicines prescribed in Cornwall and the Isles of Scilly are wasted – a cost of £3 million. This money could be better spent on providing vital frontline services, such as doctors, nurses and operations.

It is important that patients understand what medication they are taking and why. Some people think their medication is not necessary, are worried about possible side effects or try to reduce the number they take to fit taking them into a busy schedule. A patient is more likely to continue taking their medication correctly if they understand its benefits and continue to feel well.

There are a number of ways that patients can help to reduce medicine wastage. This includes checking the medication they have at home before re-ordering repeat prescriptions and only ordering those that they are running out of and need. Patients should ensure that they discuss their medication requirements with their GP or pharmacist on a regular basis.

Here are examples of items commonly returned to the Practice, unused, together with their cost.

SYMBICORT TURBOHALER 400/12	£38.00	FRESUBIN 2 kcal 4 pk	£7.84
SYMBICORT 100/ 6	£30.20	SPIRIVA Combo pack 18mcg	£32.80
HYDROCORTISONE 2.5g Ointment 30gm	£42.85	BETAMETHASONE/NEOMYCIN cream 30g	£28.88
FOSTAIR 100/ 6	£29.32	SEEBRI BREEZHALER	£27.50

THANK YOU FOR HELPING US TO REDUCE WASTED MEDICATION

Recycle & Save

In Cornwall 2 to 3 million pounds of unused medication is thrown away each year, the national figure is £500 million.

How can **YOU** do your bit to reduce this?

Please don't stockpile or order medication you don't need.



Remember, medication is **NOT** taken off your repeat list just because you have not ordered it this month. Ajay Patel Pharmacist Tamar Valley Health Centres.

Your tvhPPG is happy to support Callington YFC & Callington Lions clubs, in their recycling efforts. We hope you will support them also.

Unused and Unopened Bandages and Dressings.

Unused and unopened bandages and dressings cannot be returned to Health Centres. Once dispatched they have no control as to what has happened to them and therefore cannot risk re-issuing them.

However, there are groups prepared to accept these for distribution in developing countries. One such group is Plymouth Bissary Aid Project and in November this year members of Cornwall Young Farmers, headed by **Callington YFC** members, are having a trip to The Gambia and sending a container with such items.

If you have any unused/unopened bandages/dressings,

"I stress they must be unused/unopened", please contact Cat Ede on catede@hotmail.co.uk to arrange for collection or drop into Callington Town Hall.

All items will be collected by 1st October. THANK YOU



Your used glasses can make a difference!



Callington Lions Club have a recycling container at both Callington & Gunnislake Health centres. Please support and donate your unwanted specs & help make a difference.



The Flu' Vaccination

Why we should be encouraging patients to have flu vaccination:

In a study of 124,503 adults from 300 GP practices in England having a flu vaccination was associated with :

30% reduction in admissions for stroke,

22% reduction in admissions for heart failure and

19% reduction in hospital admission for acute heart attack,

15% reduction in admissions for pneumonia and flu (BMJ 30th July 2016).

FLU / SHINGLES / PNEUMONIA CLINICS 2016

CALLINGTON HEALTH CENTRE

Saturdays 17th and 24th September - all day

Saturday 1st October - a.m. only

GUNNISLAKE HEALTH CENTRE

Saturdays 17th and 24th September - all day

Saturday 1st October - a.m. only

HARROWBARROW VILLAGE HALL

Tuesdays 4th and 11th October - p.m. only

Monday 17th October - a.m. only

Tuesday 25th October - a.m. only

STOKE CLIMSLAND -THE OLD SCHOOL

Saturday 24th September - a.m. only

Saturdays 8th and 29th October - a.m. only

CALSTOCK VILLAGE HALL - QUAYSIDE

Thursdays 6th, 13th and 27th October - a.m.

during coffee mornings

Contact your surgery after 10am to make an appointment:

Callington: 01579 382666

Gunnislake: 01822 832641

tvhPPG AGM

Thursday September 8th at Gunnislake Health Centre 7pm start

Items for discussion included:

Reports from the Chairman, Secretary and Treasurer.

Election of Officers and Committee Members

Presentation and Discussion: The implications for Patients and Staff of a planned upgrade at the end of October 2016 of the Practice's computing system, with an open question and answer session.

Health Watch Cornwall newsletter >

<http://www.healthwatchcornwall.co.uk/newsletters-healthwatch-cornwall/>

HealthWatch Cornwall Drop in session at Derriford Hospital tell them about your experiences and you could help improve services for other patients. Sept 15th.

<http://www.healthwatchcornwall.co.uk/have-your-say/>

Kernow Clinical Commissioning Group >

Their FIRST Newsletter contains many interesting articles, including a piece written by our very own Frank Trew (tvhPPG volunteer) Page 4

<https://www.kernowccg.nhs.uk/get-info/choose-well/minor-injury-unit-or-urgent-care-centre/>



The east Cornwall 'dilemma' East Cornwall PPG umbrella group chairman Nigel May shares his thoughts about healthcare in east Cornwall. Page 20

Dr Iain Chorlton is mentioned in his work and involvement with an innovative project to help people get the best from their medication which has won a prestigious award. Page 9

NHS Kernow Governing Body is made up of a chair, two executive directors, two clinical members, two lay members and six GP members, who are responsible for providing the clinical leadership of NHS Kernow as it commissions community, acute and mental health services.



Dr Iain Chorlton – Chair grew up in Cornwall and has been a GP since 1997, working the majority of that time in the county. He is currently a partner at Tamar Valley Health, one of the largest practices in the Cornwall. He has a longstanding interest in commissioning, and has stepped into the role of Chair having been a Governing Body GP for the East of the county since the CCGs formation. Dr Chorlton and his family are foster carers and he dedicates his spare time to the Friends of Urambo and Mwanhala charity supporting projects in Tanzania.

The Kernow CCG newsletter [here](#) or on their web site <https://www.kernowccg.nhs.uk>

>>>Thank You for reading our tvhPPG Newsletter please pass it on<<<

We would love to hear from you about volunteering, future new articles, your concerns, poor service or to Thank someone that cared for you.

Email tvhPPG@outlook.com