

April 2019 Report

Introduction

The big news is the announcement of a merger between Rothschild House Group and Berkhamsted Group Practice, see <https://www.rothschildhousesurgery.co.uk/announcement-to-patients/> - which will take effect 1st July. The respective PPGs will be taking a close interest as the merger proceeds to ensure that patient interests are protected. However, we believe that in the longer term it should be good for patients through access to more locally delivered services. The two practices will form the largest grouping of patients within the Dacorum Primary Care Network (PCN) "Alpha". For more details of why the government is asking local practices to partner in PCNs, the King's Fund has published a useful article - <https://www.kingsfund.org.uk/publications/primary-care-networks-explained>

We are pleased to report that we have gained two new recruits to the Patient Participation Group since our last newsletter, Chris Langford and Jacqui Tuszynski. Anyone with an interest in helping to support health services in our area, and ensuring the patients' voice is heard, is welcome to contact us, either via email rhspg@gmail.com or in writing, care of one of the surgeries' reception desks, marking the envelope for the attention of the Patient Participation Group (PPG).

As mentioned in the last newsletter, Tring Town Councillor, Chris Townsend, has joined us representing Tring Town Council. We are working with him to ensure that the authorities review new housing throughout the surgery's

catchment area, including Buckinghamshire, when developing local future health service plans.

I'd like to thank our members for attending various regional health meetings to ensure our voice is heard in discussions about wider NHS plans.

The New Surgery (TNS)

A Care Quality Commission (CQC) inspection took place in March and the PPG was consulted by the inspectors during their visit. The feedback from TNS patients, continues to be positive and we're confident of a good report.

Purple Star Award

Recently Markyate and The New Surgery were formally awarded their Purple Stars for providing services adapted to those with learning difficulties, something the main Rothschild House Surgery received in 2017 at the PPG's suggestion.

New Community Health Services

Two new community health services will be holding clinics in Tring, these are for referrals which were previously usually undertaken in hospitals. Dermatology (skin related problems) will be holding clinics at Rothschild House at weekends and ultrasound scans for upper abdominal and female pelvic investigations will be held at The New Surgery.

Practice News

Patients using Pitstone Surgery may have noted some recent improvements, not least the re-opening of the dispensary. A new video display system for the waiting room is being installed shortly and look

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out for further news of improvements in services at Pitstone.

A new web site serving all the practices is being planned and should provide a range of background health information in a more patient-friendly format.

Cervical Screening Services

A new campaign has launched to raise awareness of the risks of cervical cancer and highlight the benefits of screening, reminding women that cervical screening can stop cancer before it starts. The campaign encourages all women to respond to their cervical screening invitation letters, and if they missed previous invites, to **book an appointment at their GP practice**. See <https://hertsvalleysccg.nhs.uk/your-health-and-services/self-care/cervical-screening>

Out of Hours Services

Out of hours services are whenever the surgeries are closed and patients should call 111 for advice, unless it is a medical emergency when a 999 call should be made. From recent personal experience 111 can be a very effective service, with a duty GP making a call-back and, if required, an appointment made at an out of hours GP clinic such as West Herts Medical Centre. You can also access 111 online - <https://111.nhs.uk/>. This requests you to answer questions about your main symptoms and provides advice on where to go locally for help and when, or a call back from a nurse will be arranged. It will also tell you what to do if you can't see your usual doctor or dentist. Check out [\[association.org.uk/preparation-questions-gp-appointment\]\(https://www.patients-association.org.uk/preparation-questions-gp-appointment\) for advice on preparing for your GP appointment.](https://www.patients-</p></div><div data-bbox=)

We welcome feedback!

We believe that patients have useful ideas and feedback to share so please contact us, either using the email address rhsppg@gmail.com or write to us and mark your envelope Attention PPG.

**KEEP THE CONVERSATION GOING
BETWEEN DOCTORS, THE NHS AND
PATIENTS!**

George Edwards, Chair
Rothschild House Patient Participation Group
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