

September 2018 Report

Introduction

This is an update on our activities since our June newsletter. We are pleased to report a couple of new recruits to the Patient Participation Group (PPG) since our last newsletter, Roger Sheppard from The New Surgery (TNS) and Jennifer Underhill from Rothschild House Surgery. 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 rhsppg@gmail.com or in writing care of one of the surgeries' reception desks, marking the envelope for the attention of the Patient Participation Group. However, please note we cannot take up individual complaints which should in the first instance be addressed to the organisation concerned.

The New Surgery (TNS)

As we reported in our last newsletter, The New Surgery has spare patient capacity and anyone considering registering with a Tring surgery for the first time should investigate the facilities which it can offer. The feedback from TNS patients, both established and new, has been quite positive. Since the end of June new Extended Hours appointments across Dacorum were introduced and The New Surgery is one of the venues, with appointments having to be booked by telephone during normal surgery hours. These appointments are intended for those who have difficulty attending routine appointments during normal surgery hours. We would be interested in any feedback about your experience if you

have had an extended hours appointment at TNS or elsewhere.

Markyate Surgery

I recently met with a representative of Markyate PPG who had borrowed the pull-up banner we had made to publicise the PPGs and found it useful at their event. Remember that Rothschild House Surgery patients (not The New Surgery) can also book appointments at Markyate, which is about a thirty minute drive from Tring, if their preferred GP is there. This is one of the options in the new online Patient Access system.

Electronic Prescription Service (EPS)

Some of you may have read about plans to introduce Electronic Prescriptions, these plans have been postponed by Rothschild House until next year to ensure that the change is as smooth as possible.

New Musculoskeletal Services

A new provider of Musculoskeletal services (MSK), which includes such things as physiotherapy, was appointed by Herts Valley Clinical Commissioning Group (HVCCG) earlier this year. Weekly clinics are now held at Rothschild House on Thursday mornings. The new provider, Connect, has suffered some teething problems. We would be interested in any further feedback from users of this new service provider to rhsppg@gmail.com

New Patient Communication System – Bucks NHS Healthcare Trust

At the September PPG meeting we received a presentation from Jason Foster, General Manager for Patient

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Communications at Bucks NHS Healthcare Trust, which manages several health operations including Stoke Mandeville, Wycombe and Amersham hospitals. The Trust is introducing a new system of patient communications for those with booked hospital appointments and who are registered to receive text alerts. Instead of the old posted printed letter a text message is sent with a link to a secure patient portal together with a personal PIN number. When the patient clicks on the link and enters their PIN they will be able to view full details of their appointment and make any changes required. If the patient doesn't click the link within 24 hours a printed letter is automatically posted to the patient's address. You can see a YouTube demonstration of the system at this link - <https://www.youtube.com/watch?v=yHLEMTgeCHM>

Practice News

A new GP, Dr Rosie Bartholomew, started in July and will eventually be allocated her own patient list once she has completed her induction. A useful listing is now available on the surgery web site providing details of all the GP's "normal" working patterns, which shows at which surgeries they are holding clinics and on which day. This will help patients decide whether to wait for their own GP's next clinic at their preferred surgery or seek an appointment with an alternative. *Note that this list is subject to change due to emergencies, staff sickness and holidays!*
See <https://www.rothschildhousesurgery.co.uk/patient-information/doctors-work-patterns/>

'Flu clinics are now in operation, contact your surgery for further details.

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 is 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 asks you to answer questions about your main symptom 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.

We welcome feedback!

We believe that patients have useful ideas and feedback to share so please feel free to 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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Email: rhsppg@gmail.com**