



Great Oakley Medical Centre

Patient Participation Group Autumn/Winter Newsletter 2016

Special points of interest:

- Flu jabs
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Flu jabs

The Surgery's website <http://www.greatoakleymedicalcentre.co.uk/news.aspx> contains all the relevant information about the flu jab, including recommendations about who should receive it.

If you have concerns that you may require the flu jab or have missed it, it may still be possible for you to receive the jab.

Please contact the Surgery about this.



PM Pledge

The new PM, Theresa May has indicated that supporting GP services 'remains a priority for the government. She also pledges to 'increase the primary care workforce by 10,000 (including 5,000 extra doctors). Please see the website '**Put Patients First**' at: <http://www.rcgp.org.uk/campaign-home/about-the-campaign.aspx>

Medication Side Effects

When taking any medication, it is important to balance the benefits of taking the medication against the risks of possible side effects it may cause. Thankfully, not everybody taking medications experience such difficulties.

However, as we are living longer, it is likely that we will suffer from more than one medical problem which will require medication. If you experience side effects then please do not hesitate to make an appointment with your Doctor to discuss this and to ensure that all side effects are noted and also your Doctor can give you something more suitable if necessary.

Medway School of Pharmacy and the School of Pharmacy at the University of Birmingham recently performed a survey for patients who experience side effects when taking a medication. This ensures that medications are closely monitored and all patients well-being is taken care of in a controlled manner.



NHS services explained

As our **A&E** Departments continue to struggle with the number of patients who are attending them 24 hours a day, it is timely to remind everyone of the options available to us when we need medical assistance.

A&E (Accident and Emergency) Departments, as the name suggests, are for accidents or medical emergencies. You should only visit A&E if you are seriously ill, have a serious injury and/or your life is at risk. The A&E Department is not the place to go with a complaint for which you would normally visit your GP. In such circumstances, you should contact your GP Surgery or telephone **111**, you should not attend A&E, unless you are told to do so.

Call **111** for guidance if you are not sure which NHS service you need. You should also call **111** for urgent medical help or advice in a non- life threatening situation. In addition, this is the number you should call if your GP Surgery is closed.

Only call **999** if someone is seriously ill or injured, and their life is in danger.

Visit an **NHS Walk-in Centre**, **Minor Injuries Unit** or **Urgent Care Centre** if you have a minor illness or injury (including sprains, minor cuts or rashes), particularly if your GP Surgery is closed and you cannot wait until it is open, or if you are away from home.

Community Pharmacists are qualified professionals who are able to give advice about common minor illness, including colds, flu, headaches and diarrhea. Many patients who attend their GP Surgery could obtain the advice they need from their Community Pharmacy. **Pharmacists** are also able to help support patients with long-term conditions, such as Diabetes, Heart Disease and Asthma.

If you do not think that the **Community Pharmacist** can help with a particular concern, or if you have been advised to do so by a **Community Pharmacist** or **111**, contact your **GP Surgery** if you feel unwell but it is not an emergency.



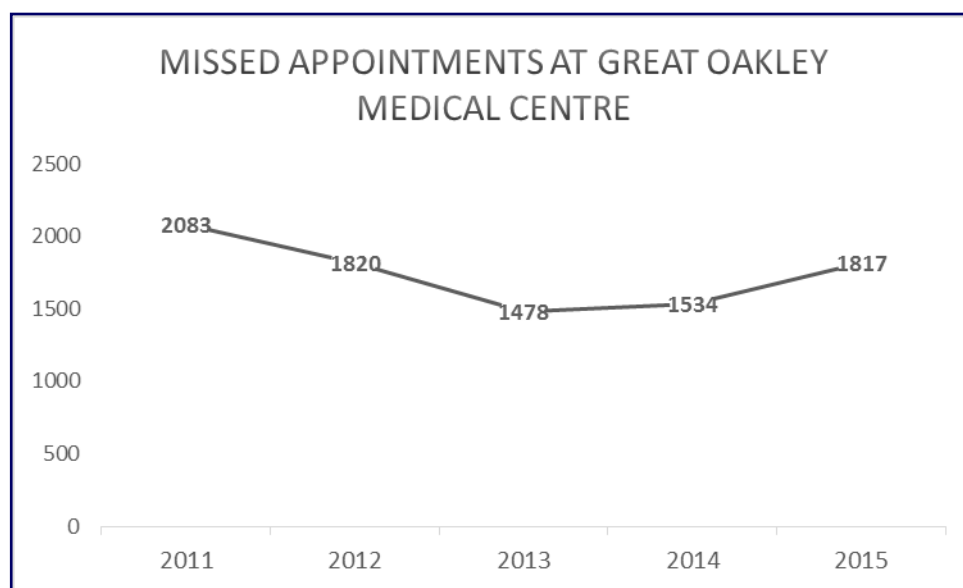


Missed Appointments

We constantly hear in the national press about patients complaining that they cannot get a GP appointment, or about the length of time that they have waited for an Outpatient appointment at their local hospital. However, up until now, there has been little mention of something which is a major contributory factor in both of these: people who do not turn up for appointments they have booked, and who do not contact the Surgery or the Hospital beforehand to say that they are not coming.

If you have not read the local press recently, you may be surprised to hear that patients in Corby failed to turn up to **18,487** GP appointments that they had made last year. This adds up to over **3,000 hours** or approximately **300 x 10 hour** GP days where patients could have been seen but were not, because those appointments had been allocated to people who did not attend them.

This graph shows the number of missed appointments at Great Oakley Medical Centre over the last 5 years:



There are of course times when there has been an emergency and the last thing we think of in such circumstances is to cancel any appointments we have made. However, on most occasions when we cannot attend an appointment, it would not be difficult to let the Surgery know as early as possible so that the appointment can be given to someone else who needs it.

At **Great Oakley Medical Centre**, everyone who has given their mobile phone number to the Surgery is sent a reminder text about their appointment. Therefore, if you then realise that you cannot attend, or you no longer need the appointment, it is easy to just pick up the phone and let the Surgery know.



GP Patient Survey - July 2016

Here are some of the headlines from the most recent GP Patient Survey where **296** of the patients at Great Oakley Medical Centre were asked what they thought about the Surgery:



What this Practice does best:

These are the three results for this Practice that are the highest when compared to the average within the area covered by the Corby Clinical Commissioning Group (CCG):

- ◆ 86% of the patients who replied said they found it easy to get through to the Surgery by phone
- ◆ Corby CCG average is 73% and National average is 73%
- ◆ 82% of the patients who replied said that they would recommend the Surgery to someone new to the area
- ◆ Corby CCG average is 75% and National average is 78%
- ◆ 94% of the patients who replied say the last appointment they got was convenient
- ◆ Corby CCG average is 90% and National average is 92%

What the Practice could improve:

These are the three results for the Practice that are the lowest compared to the Corby CCG average:

- ◆ 58% of the patients who replied usually wait 15 minutes or less after their appointment time to be seen
- ◆ Corby CCG average is 69% and National average is 65%
- ◆ 73% of the patients who replied say the last GP they saw or spoke to was good at giving them enough time
- ◆ Corby CCG average is 84% and National average is 87%
- ◆ 76% of the patients who replied are satisfied with the Surgery's opening hours
- ◆ Corby CCG average is 80% and National average is 76%

For the full results of the survey, go to: <https://gp-patient.co.uk/practices/K83622>



Our Woods

Corby residents do not have to travel far to enjoy a woodland walk, there is even a wood in our town. Deep Roots Tall Trees is a group of artists, musicians, singers and composers who are working closely with Corby Borough Council to celebrate our town. Our Woods is a multi-event festival which encourages people to try something new in and around the woods in this area of Northamptonshire.

Woods keep us in touch with nature and are good for our wellbeing, there are activities in the coming months which will suit a range of ages and levels of fitness – there should be something for everyone!

Events include a walk through the woods with a ranger to collect leaves, then being guided by artists to create colourful prints, a walk through the woods with a local historian where you will hear about the myths, legends and histories that have shaped Corby and a walk through a nature reserve, enjoying the peaceful and relaxing atmosphere of the wood, while looking out for the plants, birds and mushrooms which can be found there.

For more information, please go to <http://www.deeprootstalltrees.org/our-woods/>



Fineshade Woods, Corby

E-mail to give your feedback: CORCCG.GreatOakleyPatientsInput@nhs.net

As patients of the Great Oakley Medical Centre you are all invited to use our e-mail address the Centre has created to communicate with members of the Patient Participation Group (PPG).

Please use the new e-mail address to express your views on how we can better represent you. Please do not use this email address for any medical issues or complaints. Medical issues need to be discussed directly with the medical staff. Individual complaints should be directed to the Practice Manager.

Furthermore, the **Patients Participation Group** welcomes your opinion on the facilities provided by the surgery and your ideas to help enhance the service already in place.



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<https://www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=K83622>

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When the surgery is closed please telephone 111 the NHS urgent care telephone service

You should call 111 if:

- It's not a 999 emergency
 - You don't think it can wait for an appointment with your GP, or
 - You don't know who to call for medical help
- For less urgent health needs, you should still contact your GP in the usual way.

For immediate, life-threatening emergencies, patients should call 999

Website: www.greatoakleymedicalcentre.co.uk