



# Great Oakley Medical Centre

## Patient Participation Group

### Winter Newsletter 2018

#### Special points of interest:

- Welcome to new staff
- Blood Pressure
- NHS Ambulance Services
- Communication
- Flu Vaccination
- Support to Veterans
- Well Walking

#### Welcome to our new Doctor

On behalf of the PPG and the patients we would like to welcome our new Doctor: **Dr Maria Keerig**. Dr. Keerig also works for the University of Leicester and is involved in the teaching of medical students.

We have recently welcomed new members to the Reception team: **Hannah, Natalie** and **Julie**. It is wonderful to see how well they have all settled in. On board is also our new Healthcare Assistant: **Toni**, who is a valuable source of help for our Nurses assisting in taking ECG readings, blood pressure checks, NHS health checks and assisting with different procedures.

#### Blood Pressure - Self Screening in GP Waiting Rooms



A study by researchers from the **University of Oxford** found that making more blood pressure monitors available and accessible for patients in GP waiting rooms could increase the detection of high blood pressure and better enable patients being treated for high blood pressure, to monitor and control their condition.

If you wish to have your BP checked during your appointment please use the machine in the waiting room and take the print-out to your appointment. **If you are in doubt just ask the staff and they will be happy to help you.**



**NHS**

**East Midlands Ambulance Service**

NHS Trust

**NHS England:** East Midlands Ambulance Service (EMAS) Medical Director and a clinician who responds to **999** emergency calls said: “We welcome the announcement made recently. It is clear that patient safety and patient care is at the heart of this change. “In most **999** calls we know the best clinical outcome for patients is not about the fastest response time by the nearest vehicle but the most appropriate one.

“The changes announced today have been called for by paramedics and ambulance crews, the people that care for and treat the most seriously ill in our communities, and the evidence from a trial involving over **14 million** calls handled, shows that the change gives the opportunity to save more lives.”

Following the announcement , there will be **four** categories of call:

- Category one is for calls about people with life-threatening injuries and illnesses. These will be responded to in an average time of seven minutes.
- Category two is for emergency calls. These will be responded to in an average time of 18 minutes.
- Category three is for urgent calls. In some instances you may be treated by ambulance staff in your own home. These types of calls will be responded to at least nine out of 10 times within 120 minutes.
- Category four is for less urgent calls. In some instances you may be given advice over the telephone or referred to another service such as a GP or pharmacist. These less urgent calls will be responded to at least 9 out of 10 times within 180 minutes.

This redesigned system for ambulance services in England focuses on ensuring patients handlers are able to identify those patients in need of the fastest response.” get rapid life saving, life-changing treatment, and is strongly endorsed by expert organisations such as the: Royal College of Emergency Medicine, the Stroke Association, [Association of Ambulance Chief Executives](#) and the College of Paramedics.

*(Taken from: <http://www.emas.nhs.uk/>)*

Having problems walking far? Why not join us and improve your fitness.....

Walking will take place at Corby Boating Lake and surrounding woodland paths.  
Every Sunday at 11am at the Boating Lake Car Park  
50p person - all proceeds to Lakelands Hospice

Get fitter and expand your capabilities.

**TAKE THAT FIRST STEP TO A HEALTHIER FITTER YOU...**



For more information contact Ron Vickers: 01536 265496

## Communication



Communication comes in different forms, including **verbal (spoken)**, **written word**, **lip reading**, **sign language** and **even body language**. The person that you're caring for, may develop communication issues as a result of a physical condition, such as hearing difficulties or visual impairment, or as a result of a condition affecting the brain, such as Alzheimer's disease or Stroke. These communication problems may come on through special needs, gradually or could happen overnight. Leaving both the person involved and family members, unprepared and unsure how best to communicate with the person you're caring for.

If a person's hearing or sight is impaired, body language and tone of voice will become more important. They may also need to learn new skills, so they can communicate better, such as sign language or lip reading. This is where patience and learning new skills can be vital for the person who has the problem and also for others in the family or carers to be able to communicate better. This reduces stress and frustration all around. When communicating with someone who has problems, it is wise to evaluate and look at how to go forward and what is the best form of communication in the circumstances?

There are courses available on sign language that can help and add to your skills. Digital Aids are out there in so many forms and of course learning to observe a person's needs in their body and their facial language. For autistic children there is Makaton and Pecs (picture based communication). Your Speech Therapist or Doctor can give advice on different aids that are available and signpost individuals. Whatever the problem there are a few guidelines that we can all use when communicating

Here are a few pointers for helping someone with communication difficulties

- Keep language clear and simple.
- Speak in a normal tone of voice, don't rush.
- Allow the person time to take in information and to respond.
- Stick to one topic using short sentences e.g. 'Your daughter is visiting at 2 o'clock'.
- Use any communication aids that are available. Remember don't speak down to the person.
- Don't interrupt the person while they are trying to speak, just prompt if necessary and they are happy with you helping them.
- Look as well as listen, you will learn a lot from their own natural gestures, facial expressions and body language.

You can find more information at: [www.stroke.org.uk](http://www.stroke.org.uk), [www.rnib.org.uk](http://www.rnib.org.uk), [www.autism.org.uk](http://www.autism.org.uk)



## Flu Vaccination

We are pleased to say that many patients have had the opportunity to safeguard themselves against the Flu Virus this year. It has been a great success with patients protecting themselves against what can be an unpleasant and dangerous illness to those who are vulnerable.

We would be grateful if you have already had a vaccination at a Pharmacy to please let the Receptionists know and we can stop contacting you and add the information to your notes.

## Support to Veterans

In recent years we have established a list of Carers and been able to offer them services and support. We would now like to offer additional support to our military veterans and we are keen to support the Armed Forces Covenant. To get more information please go to: [https://www.gov.uk/government/uploads/system/attachment\\_data/file/49469/the\\_armed\\_forces\\_covenant.pdf](https://www.gov.uk/government/uploads/system/attachment_data/file/49469/the_armed_forces_covenant.pdf).

There is additional support that can be accessed as a veteran to assist with health and social needs, so we would be grateful if you could let us know if you (or a relative registered with us) have served in the British Forces so we can record this on the medical notes. This includes retired regular and reservist personnel who may have served many decades ago. Thank you for your support in this important area.

### Well Walking Group

Having problems walking far? Why not join us and improve your fitness.....  
Walking will take place at Corby Boating Lake and surrounding woodland paths.

Every Sunday at 11am at the Boating Lake Car Park  
50p person - all proceeds to Lakelands Hospice



**Get fitter and expand your capabilities.**

**TAKE THAT FIRST STEP TO A HEALTHIER FITTER YOU...**

**E-mail to give your feedback: [CORCCG.GreatOakleyPatientsInput@nhs.net](mailto: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. Contact the PPG with your comments by email at: [CORGG.GreatOakleyPatientsInput@nhs.net](mailto:CORGG.GreatOakleyPatientsInput@nhs.net) or via the 'Contact Us' page on the website of the surgery. We will reply to your comments as quickly as possible.

## **Subscribe to this Newsletter**

To receive this newsletter by e-mail, you can subscribe by registering at:

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

### **GREAT OAKLEY MEDICAL CENTRE**

**Address:**

1 Barth Close, Great Oakley, Corby, Northamptonshire. NN18 8LU

Tel. No. 01536 460 046. Fax No. 01536 461 404.

Website: [www.greatoakleymedicalcentre.co.uk](http://www.greatoakleymedicalcentre.co.uk)

### **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](http://www.greatoakleymedicalcentre.co.uk)