

# Patient Participation Group Newsletter - Winter 2016



Baslow  
Health  
Centre

## Patient Participation Group

Happy New Year

The post-Christmas period is a difficult time for all patients, with short days, cold weather and consequent difficulties in getting out and about. Please keep an eye out for vulnerable neighbours and offer help if you can. If additional help may be needed please alert the surgery, which can arrange for an assessment and, together with other agencies, facilitate the support to keep patients in their own home.

There is more detail included in the Local Community Directory about groups that are available locally for those who'd like a bit of extra company or support.

Finally the PPG wish you a healthy 2016.

Jane Buckham

## Local Community Directory

The Local community directory has been compiled by the Patient Participation Group with the aim of helping people to join in with their local communities.

The directory lists many of the clubs, facilities, befriending and community groups, organisations, activities, charities, and social enterprises that are based in - or work within the main areas covered by our Baslow Health Centre.

The directory is available to view online at [www.baslowhealthcentre.co.uk](http://www.baslowhealthcentre.co.uk) and at the Baslow Health Centre. If you would like a copy emailed contact the PPG at [Baslowpatients@gmail.com](mailto:Baslowpatients@gmail.com) or phone 01246 582274

## GP Consultations

If you have complex issues or you feel that you will require more than ten minutes of the GPs time then please ask for a double appointment.

## Our Doctors write ....

We would like to wish you all a happy and healthy 2016. It has been a busy winter so far and there are a lot of people with sore throats and snuffles that seem to be causing concern. Most of these are self-limiting viral illnesses and do not require antibiotics. There has been a large campaign nationally this winter about use of antibiotics. This link - <http://www.treatyourselfbetter.co.uk> shows some appropriate guidance and advice on how to manage common ailments.

After a 6-month trial with our advanced clinical practitioner there was a mutual agreement that there was insufficient uptake of her skills to make the post worthwhile. This was disappointing for us but we may visit this option in the future. We wish her well as she returns to out of hours care.

The whole surgery would sincerely like to thank you all for your generous donations to the Helen's Trust raffle and also for the purchasing of tickets. This was the most amazing response and we hope you are delighted with your winning prizes. The surgery are very proud to have raised in excess of £1000 for Helen's trust from this raffle which will support the charity to enable local people with terminal illnesses to stay in their own home.

## Urgent Prescription Delivery Service.

Last May the PPG were asked if it would be possible to support the practice by delivering urgent prescriptions to patients who were unable to collect them from the surgery. The service has provided approximately one urgent delivery per week. We currently have 9 volunteers who are providing this service. We are looking to recruit more volunteers to spread the load.

If you feel that you could help please contact the PPG secretary [kmaslen@aol.com](mailto:kmaslen@aol.com)

Tel 01246 582274.

### Would you recommend this service to friends and family?

Cards are available at reception. Please fill one in when attending an appointment.

The NHS Friends and Family Test (FFT) was created to help understand whether patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. Since its launch in 2013, more than 10 million pieces of patient feedback have been submitted. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more.

You can see the results of feedback on services near you at <http://www.nhs.uk/Service-Search>

Using the link it is possible to rate the service provided by our surgery. Our surgery has only 10 user ratings recorded. Click on "rate it yourself" under the "NHS Choices users rating" column and tick a few boxes. It only takes a couple of minutes.

**PPG Virtual Membership.** In order to operate effectively the PPG needs to have a membership representing a cross section of the practice population. It is unlikely that the Committee of twelve will achieve this. The virtual members receive (by email) committee meeting minutes and other documents explaining changes in the NHS, which will affect patient treatment. Virtual PPG members are encouraged to comment on what the committee are doing to put forward ideas for improving the services provided by the practice or to take part in subgroups where they feel they have some interest or expertise. As a PPG member you will automatically receive a copy of future PPG Newsletters and minutes of PPG meetings. To join please contact the PPG secretary. Contact details at the foot of the page.



### Baslow Village Defibrillators

These are situated outside the Spar shop, Village Hall and at the Sports Field. To gain access to the units please dial 999 and the Ambulance Service will provide you with the code and send an ambulance. You don't need to be trained on using the defibrillators as the unit talks you through the process (as can the Ambulance Service). The defibrillator will analyse the heart rhythm and will only produce a shock if it is required.



### Blood Donation



Bakewell Agricultural Centre hosts our nearest blood donor service. You can make an appointment or it has a limited number of walk-in slots. See <https://my.blood.co.uk/SessionFinder> for the dates and times and to make an appointment.

### Online resources

Email: [Baslowpatients@gmail.com](mailto:Baslowpatients@gmail.com)

On Facebook:  
Baslow Patient Participation Group  
On Twitter @BaslowPPG



Health Centre website  
[www.baslowhealthcentre.co.uk](http://www.baslowhealthcentre.co.uk)

**Contacts: Chair,** Jane Buckham [sjbuckham@yahoo.co.uk](mailto:sjbuckham@yahoo.co.uk)

**Secretary,** Keith Maslen [kmaslen@aol.com](mailto:kmaslen@aol.com)