



VSG PPG



Village Surgeries Patient Participation Group
01829 771588

TATTENHALL & FARNDON NEWSLETTER WINTER 2019 ISSUE 9 - email – vsg.ppg@nhs.net

WELCOME to our new chair

Esther Sadler-Williams!

My name is Esther Sadler-Williams and I would like to introduce myself as the new Chair of The Village Surgeries Patient Participation Group (VSG PPG).



I have been a patient at the surgery for over 18 years, since moving to Tattenhall.

I have been involved with the PPG since its inception and am delighted to be taking over the role of Chair from Clare, who will remain a very active member of the committee in her role as Vice Chair.

What made you want to become involved with the PPG?

As a pharmacist who has worked in many areas of pharmacy, including the NHS, I am passionate about ensuring that as patients, we make the most of the services available to us and that our voices are heard. In these challenging times for the NHS, as a rural practice it is critical that the PPG is a supportive community voice and works closely with the surgery to ensure the future stability for The Village Surgeries Group. We must identify patients' needs and find the best way to meet them.

Why do you think the PPG is important?

The PPG provides the connection between patients and the surgery; what may appear to work in the eyes of the surgery may be seen differently by patients, and it is the PPG's role to find a solution. Since the formation of the VSG PPG some significant improvements have already been made.

What do you see as critical to do in the next 12 months?

In January 2017, just after our formation, we organised our patient survey. Two years on it is time to repeat this to understand patients' current concerns and reflect on whether the changes made as a result of the survey have made a positive difference. This will help define our focus for 2020. We will also continue to share valuable information through our quarterly Newsletter and continue to work towards developing Dementia Friendly Communities.

What concerns do you have for General Practice/NHS?

We now have a single Primary Care Network following the merger of four groups that provided services. We understand that mergers can happen to improve efficiency, however, we must ensure that the services for our patients within the rural practices are still available and that they will be delivered in a way that doesn't inconvenience patients. The PPG will be working to ensure that this happens.

HAVE YOU HAD YOUR FLU JAB YET?

You are eligible for the free flu vaccine if you are pregnant, are aged 65 years or over, have a long-term health condition, or are a carer. Children aged 2 or 3 years are also eligible.

Should you still require the Flu Jab – please call to make an appointment and keep an eye out on the website and surgery Facebook page for further flu clinics.

Not sure if you are eligible? Check the website for more information or contact reception on **01829 771588**.

**HELP US
HELP YOU**

STAY WELL THIS WINTER

CONGRATULATIONS to our 2019 100 Club Winners!

The Village Surgeries Equipment Fund (VSEF) is delighted to announce the following winners from the draw held on Saturday, 2 November



- 1st – 23 and 87 (£75 each)
2nd – 25 and 58 (£50 each)
3rd – 6, 13, 18 and 71 (£25 each)



Village Surgeries Equipment Fund (VSEF)
Farndon & Tattenhall
Charity Reg. No. XT18184
Email: vsg.ppg@nhs.net Phone/Text: 07803 045024

Pick up a sign up form for next year's draw from one of the following locations:

- GP Surgeries in Farndon & Tattenhall
- Well Pharmacy in Tattenhall
- G.J.Rigby Pharmacy & Post Office in Farndon

For further information, contact **HELEN**;
email: vsg.ppg@nhs.net or
phone/text: **07803 045024**

Our thanks to you all in supporting the VSEF which provides monies for equipment not ordinarily funded by the NHS and from which we can all derive benefit.

Family Health Hub Day

Saturday 14th September we held our first VSG PPG Family Health Hub Day. The focus of the event was about bringing our communities together and showcasing the fabulous groups, clubs, sessions and activities we have access to within our villages.

Workshops included:

- Rob Catlow our Dementia Friend Champion attended the day and helped create 15 new Dementia Friends - add this number with those who attended the June event and this year your VSG PPG has helped to develop 50 new Dementia Friends.
- A group of parents and children learnt about The REST EASY Method: understandings emotions, naming them and learning breathing techniques to cope with the anxiety or stress.
- In the sunshine Don and his Tai Chi group demonstrated some of the movements to onlookers.
- Tattenhall First Responders helped a group of people gain knowledge and understanding in using a Defibrillator
- Farndon Brass Band entertained us throughout the day and we had the tastiest Flapjack kindly donated by Alison's Country Kitchen in Tattenhall

Representatives and information available from:

- Age Connect Wales
- Boogie Beat
- CareHub
- Carers Trust
- Dee Valley Nordic Walking
- Don and his Tai Chi
- Farndon Community Club
- Farndon Community Club Bowling Group
- Farndon Country Market
- Farndon Daycare
- Farndon WI
- Grace Strength and Balance
- Holt Gardeners
- Holt Local History Society
- Holt Marchwiel WI
- Ladies Fellowship
- Making Waves
- Malpas Cancer Friends
- Opal
- Picture To Share
- Rest Easy
- Sandstone Ridge Trust
- Siham Meditation
- Stay Calm and Content Counselling
- Teenage Cancer Trust
- U3A
- Village Surgery Equipment Fund
- Yoga with Polly
- Your PPG



Thank you to all these people for giving up their time to be involved in our event and also to those of you from our villages who took the time to visit and support us. We came together and made the VSG PPG Family Health Hub Day a success!!

For more information and pictures from the event visit the VSG Website www.thevillagesurgeriesgroup.co.uk

Discussing your health with a relative or representative

Sometimes in life we might wish our health to be discussed with someone else. This often happens as we get older or if sadly we become very unwell. As patient confidentiality is of paramount importance you will need to give your written permission for this to happen.

This written permission only has to be given once and is valid until you rescind it. For more information please contact the surgery.

With effect from December 1st 2019 this written permission will also now be required for children 11 and over. If you already have Patient Access and have proxy for any children between 11 and 16 then no further consent is required. This proxy access automatically lapses on the child's 16th birthday.



Local NHS changes you may have heard about

As part of the NHS current "five year plan" GP practices are being encouraged to work in groups of 30,000 to 50,000 patients. As a Rural practice we have in recent years worked closely with Kelsall, Bunbury, both Tarporley practices and Malpas. The NHS is now formalising this into a Primary Care Network (PCN). The VSG is now part of the Rural Alliance PCN which comprises the practices above and some 39,000 patients. As this is the first year of the NHS five year plan nothing much will change immediately. Over time the ambition will be to deliver more services in communities and be less reliant on hospitals. We will keep you informed.

SilverCloud Self-Referral



SilverCloud is our online self-referral option that will enable you to access a programme full of Cognitive Behaviour Therapy (CBT) techniques for anxiety and depression. It allows people to complete therapy in their own time, at a time and pace that suits them, whilst having regular weekly or fortnightly online reviews with a qualified mental health practitioner.

If appropriate for you, the SilverCloud programme can be tailored to your specific needs. It offers access to a number of different modules that provide information about depression and anxiety and tools and skills to manage these more effectively.

SilverCloud is particularly useful for individuals that have a busy lifestyle and would struggle to attend regular appointments during the day.

Sign up by here: <https://westerncheshireiapt.silvercloudhealth.com/signup/>

Or to find out more visit: www.silvercloudhealth.com/uk



Patient Access

In recent months the practice has simplified the process for patients to have online access. Over a third of our patients now have the ability to book GP appointments online, order medication, see their own medical record, test results and immunisation history. Please contact reception if you would like this service turned on for you. It's a quick and simple way to save you time.

Booking Appointments online – A reminder from Dr Siddorn

We encourage patients to book appointments online with our GPs and our Advanced Nurse Practitioner. Please note that blood tests, contraceptive services and flu jabs can **NOT** be booked online. Please contact reception for these.

DEFIBRILLATOR NEWS

Wonderful news: there will be a 2nd Defibrillator available in Farndon after a very successful fundraising event at Farndon Community Club on Saturday 28th September. The annual Greg Davenport Quiz raised enough to donate the required amount to the British Heart Foundation, who will supply the Defibrillator. A heated cabinet to house the Defib plus the cost of installation should also be covered by the generous amount raised on the night of the Quiz.

Once all the details have been sorted out, the Defibrillator will be installed on the outside wall of Farndon Community Club, thus making it available not only to anyone using the facilities at the Club but also, importantly, to the local community. The other Defibrillator in the village is housed outside the Pharmacy in the centre of the village.

It should be noted that this equipment and installation is unrelated to the Village Surgeries Group but is, nevertheless, a welcome addition to the healthcare of community.



Introducing Sister Julie Ferguson

We are delighted to welcome a new Nurse to the VSG team. Julie is a very experienced and qualified Practice Nurse with many years working in general practice. Julie will be working Wednesday, Thursday and Fridays at both Tattenhall and Farndon.

Missed Appointments

We continue our commitment to publish missed appointments with a doctor and/or practice nurse. For the months of August, September and October, **135, 124** and **126** appointments were missed respectively.

Regrettably, this continues to be a frustration. If you have a pre-booked appointment which you know you will be unable to attend, please let the practice know so that your appointment can be cancelled and re-allocated to someone who might need to see one of our practitioners.



DON'T FORGET if you have a Repeat Prescription that you will need over the festive period, then the last date to hand this in is **Wednesday 18th December**, to ensure you have it in time.

Date	Tattenhall	Farndon
24th December 2019	8.00am—6.30pm	8.00am—1.00pm
25th and 26th December 2019	CLOSED	CLOSED
27 th , 30th and 31st December 2019	8.00am — 6.30pm	8.00am — 6.30pm
1st January 2020	CLOSED	CLOSED
2nd January 2020	8.00am — 6.30pm	8.00am — 6.30pm

For information of what to do when the Surgeries are closed, please see the information on our website at www.thevillagesurgeriesgroup.co.uk

The PPG and the Staff at The Village Surgeries Group would like to take this opportunity to wish everyone a very Merry Christmas and a Happy New Year.

