



VSG PPG

Village Surgeries Patient Participation Group
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TATTENHALL & FARNDON NEWSLETTER SUMMER 2018 ISSUE 3 - email – vsg.ppg@nhs.net

Patient Participation Survey

Since the publication of our Spring Newsletter, your Patient Participation Group (PPG) has been working hard to analyse the outcomes of The Patient Participation Survey. The Survey closed on 14 April and we received 533 responses; much greater than we had expected. The feedback has really helped us understand what you like about the services from the surgeries and what might be improved.

The results will be presented in Farndon (at the Memorial Hall) on Tuesday 5 June at 7pm and in Tattenhall (at the Barbour Institute) on Wednesday 6 June at 7pm. Based on your feedback and suggestions, these sessions will also overview changes that will be made and, where it is not possible to make adjustments, the surgery will explain why.

Thank you also to the Pharmacies and the Post Offices that supported us in collecting the completed forms.

Route to Health Care for You and Your Family

Your PPG has prepared a comprehensive 'aide-memoire' which covers your 'Route to Health Care' and which appears on the back page of this edition. We hope you find this information useful.

Patient Access Drop-in Sessions

The advertised 'Drop-in Sessions' have now taken place at both the Farndon and Tattenhall Surgeries, aimed at empowering individuals in the use of 'Patient Access'. It was great to have patients in attendance so that they are now fully equipped to use the online facility. Once registered, patients can quickly make and/or cancel appointments and order repeat prescriptions. The Practice continues to encourage as many individuals as possible to register for 'Patient Access' – please visit www.thevillagesurgeriesgroup.co.uk to register. We ask 'seasoned users' to keep spreading the word regarding this valuable service.



INTRODUCING DR WOODHOUSE

The Practice is delighted to welcome Dr Woodhouse MBChB, MRCGP, DRCOG, to the team and who joined us as a GP in April. Dr Woodhouse brings with her a wealth of general practice experience, having previously worked in both city and rural practices. Her particular areas of interest are mental health and child health.

Dr Woodhouse works four sessions per week and can be seen at both the Tattenhall and Farndon surgeries.

MISSED APPOINTMENTS FOR THE MONTH OF APRIL

Our VSG is ranked 'Good' and (with your help) is seeking to move towards an 'Outstanding' classification. We are mindful, however, that 'missed appointments' with both a doctor and/or a practice nurse can be irritating for many. Failure to attend booked appointments can also cause serious delays in the treatment of other patients.

During the month of April, there were **120** missed appointments

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

VSG Website Changes

You will have also noticed that the Home Page of the VSG Website has been updated to ensure that using this facility is a more user-friendly experience, with a much clearer format and a more simple navigation menu. The Practice Facebook Page is also regularly updated and hopefully lots of you are also using this to get the very latest news on your Facebook news streams.



SPOTLIGHT ON SERVICES – YOUR LOCAL PHARMACISTS

We promised you that we intended to run some stories which ‘spotlight’ services in our communities. With this in mind, the PPG has been busy interviewing three of our local Pharmacists, the profiles of whom we share with you below:

TANVEER AHMED (and dispensing technician KAREN JARDINE)

The Village Pharmacy, 12 The Parade, Guy Lane, Waverton

Opening Hours 9.00am-6pm (Monday to Friday) & 9.00am-12noon (Saturday)



Married with three young children (including twins), Tanveer commutes daily from Coventry (yes, you read that correctly, ‘Coventry’). Unsurprisingly, therefore, family and work occupy most of Tanveer’s time albeit that he still enjoys tennis! Tanveer studied for his Pharmacy degree in Pakistan and completed his post-graduate qualification in Aston. He started his career working for various pharmacy multiples before setting up The Village Pharmacy in Waverton in 2015.

Tanveer offers specialised services which save patients seeing a GP. As a qualified ‘independent prescriber’, he offers routine counselling and can prescribe prescription medicines within his areas of expertise. He also undertakes regular ‘medicine reviews’ with patients to ensure that patients are coping with any treatment regime. Tanveer is also trained to administer flu injections.

Clearly Tanveer enjoys working in a rural Pharmacy. Not only does he offer a medicine delivery service three times a day, but he is fully aware that for many patients the Pharmacy is the nucleus of a village. Mindful of the need to develop a two-way dialogue based on trust and respect, Tanveer must be getting it right since patients who have moved out of the village still come back to The Village Pharmacy.

A realist, Tanveer accepts that there are strains on budgets and unrealistic demands which the NHS needs to address. For example, he considers that doctors and pharmacists should be paid the same for administering flu jabs. He is also concerned that since many medicines are readily available at a variety of outlets and online, these medicines are sold without patients getting accurate advice.

Tanveer is delighted that the PPG provides an easy, non-bureaucratic way to express opinions. He also works closely with the Village Surgeries Group, who are always helpful and action all requests promptly.

What next? Tanveer will soon be running travel and allergy clinics as well as offering an ear syringing service. He is also delighted that the Village Post Office service will soon re-locate to The Village Pharmacy site which will mean more services for patients all in one place.

BRENDAN NYSS

Well Pharmacy, High Street, Tattenhall

Opening Hours 9.00am-6.30pm (Monday to Friday) & 9.00am-1.00pm (Saturday)



Married with two boys at University, Brendan has previously run his own pharmacies but decided to join ‘Well Pharmacy’ in June 2017. As Pharmacy Manager, work keeps Brendan pretty busy but in his free time he enjoys sport (is Secretary of the Liverpool Chemists’ Golf Society) as well as playing the guitar. Brendan studied for his degree at Liverpool John Moores University.

Brendan is trained to prescribe for some limited minor ailments such as cystitis and impetigo and has undertaken additional training so that the Well Pharmacy is registered as a ‘Healthy Living Pharmacy’, thereby allowing Brendan to support services such as blood pressure monitoring and weight management. Brendan also undertakes ‘medicine reviews’ and can supply emergency hormonal contraception if required. On Wednesdays and Fridays, medicines are delivered by Well Pharmacy dedicated driver ‘Mike’.

Brendan joined 'Well' because as a new company they are really keen to develop services and support patients in the best possible way. He particularly enjoys meeting people and working within a village community, based on patient trust.

He is mindful of the huge amount of work which is involved in checking prescriptions and in confirming that clinically there are no issues when multiple drugs are prescribed. Brendan works closely with the VSG to resolve any concerns. He is also able to support the provision of medicines to care homes and is keen to empower patients to order repeat medications in a way that is appropriate for them.

Brendan acknowledges that there have been fundamental changes to the profession and the need to offer the same services against funding cuts. On a positive note, Brendan welcomes electronic access to national 'summary care' patient information. Through this service, unless a patient has opted out, he is able to better support visitors to the area and, in fact, Brendan regularly supplies medication to a patient who lives in Derby.

And the future ... Brendan recognises that Pharmacies have a great role to play in signposting patients to various services. He agrees that there is a lot of focus in minimising waste and preventing overprescribing of medicines. The emphasis on generic versus branded prescribing will continue.

On a light-hearted note, Brendan used to be a 'radio star' with Radio Shropshire when he undertook a weekly pharmacy phone-in – with a regular fan base of over 80 ladies!!

GRAHAM RIGBY

The Pharmacy, High Street, Farndon

Opening Hours 8.30am-6.00pm (Monday to Friday) & 9.00am-12.45pm (Saturday)



With the shortest commute to work (living above the shop), Graham has managed The Farndon Pharmacy for nearly 29 years. He is married, has three grown sons and enjoys family life, DIY, kit cars as well as other motorsports. He qualified at Liverpool John Moores University and started his Pharmacy career with Boots.

Graham spends a lot of time counselling patients and suggesting treatments for managing minor ailments, thus saving them the inconvenience of having to make GP appointments. He considers it very important to be on hand for patients when medicines are issued, helping patients to understand how best to use or take their medication. Talking with his patients is something which Graham particularly enjoys – the questions are always varied but not always Pharmacy-centric since lots of individuals consider Graham to be a font of knowledge on motorsports!

Having worked at The Pharmacy for the best part of 30 years, then it is not surprising that Graham has a strong rapport with the community and that individuals feel comfortable in seeking his advice.

He is keen to dispel the myth that Pharmacists simply stick labels on boxes of medicines. A huge amount of Graham's time is spent discussing prescriptions with the doctors, checking dosages, and ensuring that no problems arise if a patient is prescribed several medications. Sometimes, he has to make an 'emergency supply' of a medicine without a prescription when visitors to the area forget or run out of their supplies. Occasionally, Graham will still measure a patient for a truss.

Graham considers the PPG to be important since working with the Practice helps identify patient concerns and what might be improved for positive patient outcomes.

Like our other Pharmacists, Graham acknowledges that there have been lots of changes both nationally and locally, many of which have brought financial squeezes to The Pharmacy. He acknowledges that pharmacists are asked to do so much more, though frequently they are insufficiently remunerated by the NHS for this. On a positive note, however, Graham is delighted that they now receive many prescriptions electronically which has improved the overall process for everyone involved.

And the future ... for Graham, he would like to see Pharmacies having a stronger voice with better national recognition and remuneration for pharmacists as well as less red tape and paperwork. This can only be for the greater good and allow more time to be spent at the point of need i.e. the patient.

An afterthought ... Graham once had to provide a course of antihistamine tablets for a horse – each dose was 30 tablets – 2400 tablets in total!!

THE ROUTE TO HEALTH CARE FOR YOU AND YOUR FAMILY

Published by your Patient Participation Group

SELF CARE

Many minor ailments do not require a visit to the doctor and confident self-care is very often the best way to get well again - www.selfcareforum.org publishes 14 Fact Sheets that can be read and downloaded. If you don't have internet access or anyone who can do this for you, ask at your GP surgery and they will provide the Fact Sheet you need – see list to right.

Reliable Self Care advice is also available at www.nhs.uk/conditions then search for "self care". This website has a lot of health care information in the Health A-Z.

1. Low Back Pain
2. Eczema
3. Heartburn and indigestion
4. Fever in children
5. Constipation
6. Headache and migraine
7. Coughs
8. Acne
9. Sprains and strains
10. Sore throat
11. Otitis media (ear infection)
12. Common cold
13. Sinusitis
14. Urine symptoms in men

NEED HELP OR RE-ASSURANCE?

YOUR LOCAL PHARMACIST can offer expert advice on many minor ailments. No appointment necessary! The consultation is usually in private.

If the on-duty Pharmacist is accredited to do so, they may be able to provide medicine rather than you having to go to your GP. If appropriate, the Pharmacist may refer you to your doctor or other health care professional.

Examples:-

Coughs & colds, high temperature, sore throat.
Aches & pains, headaches. Hay fever & allergies.
Insect bites & stings. Indigestion & diarrhoea.
Constipation & haemorrhoids. Heartburn.
Contact dermatitis & minor skin infections.
Warts & Verrucas. Athlete's foot. Mouth ulcers.
Cold sores. Conjunctivitis. Earache. Thrush. Cystitis.
Nappy rash. Head lice. Threadworms.

GP SERVICES — Village Surgeries Group tel. 01829 771588

Your GP will not refuse an appointment, but before you make an appointment please consider the alternatives as above. Our Receptionists are trained to handle and respect confidential information and deal with appointment requests appropriately. Appointments bookable on the day are for urgent/acute problems. If necessary your GP may refer you on for hospital care.

ONLINE SERVICES.

To book appointments and order repeat prescriptions, find details of "Patient Access", the 24hr online service at - <http://www.thevillagesurgeriesgroup.co.uk>

There are also details of the GP Extended Hours Service available outside normal practice hours.

URGENT HEALTHCARE CONCERNS

PHONE 111

Speak to a fully trained adviser who will assess your situation and can connect you to more Specialist help, direct you to local services or send a Doctor or an ambulance if necessary.

24hr Service

LAST RESORT

EMERGENCY PHONE 999 or GO STRAIGHT TO A&E

For use when someone is seriously ill or injured and their life is at risk
Non-urgent calls divert ambulances from those with genuine needs