



Hope Farm Medical Centre

Practice newsletter January 2019 edition

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Welcome...

Welcome to the new Hope Farm Medical Centre patient newsletter. Here we will share practice news and general information that may be of use. We will be publishing the newsletter quarterly, with the next one due April 2019.

If there is anything that you would like to see included in the newsletter then please email the practice -hopefarm.medicalcentre@nhs.net or let us know next time you are in. Copies of this newsletter will be available to download from our website.



HOPE FARM MEDICAL CENTRE

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Free NHS Health Checks

NHS health checks can help to diagnose underlying conditions including heart disease, stroke, diabetes, kidney disease and dementia.

People between the ages of 40-74 who have not been diagnosed with one of the conditions mentioned will be invited for a check once every five years.

What happens at the check?

- The check will take 20 minutes.
- You'll be asked simple questions. For example, family history and choices which may put

you at risk.

- We'll record your height, weight, age, sex and ethnicity.

- We'll take your blood pressure.

- We'll do a simple blood test to check your cholesterol levels.

- Provide advice on lifestyle changes.

You will first be invited to attend a blood test at the practice, or at extended hours if preferred. You will then be booked in for an

appointment with a GP Assistant (GPA) or Health-care Assistant (HCA) a week later.

Staff Changes

- ◆ We have recently welcomed two new practice nurses, Kristina and Lesley-Ann.
- ◆ Dr Lucy Beebe has joined us as our new GP registrar. A GP registrar is a fully qualified GP who is undergoing additional training.
- ◆ As some may be aware, Dr Smith is currently on maternity leave and her work is being covered by Dr Martys and Dr Micklewright.
- ◆ Sam from the Patient Services Team has sadly decided to leave us and we wish her all the best.
- ◆ January will also see Patrick join the Patient Services Team.

Men in Sheds fundraising



In September 2017 we decided to support a local charity called Men in Sheds in Ellesmere Port. This is a project run by Age UK Cheshire. The Ellesmere Port “shed” is at Junction 8 Business Park, Rossfield Road and it is a place where men over the age of 50 can meet to learn and share new skills and make new friends, and you can always just go for a cuppa and chat. They will always welcome new friends to the Shed.

Over the last 12 months we have raised funds through various ways including cake

sales, own clothes days, the NHS’s 70th birthday party and we have a continuous book sale in the waiting room where you can bring your unwanted books and make a donation if you take one.

In September we presented Men in Sheds with a £600 donation, which Mike and the guys were extremely pleased with. We have decided to continue raising funds for this very special charity.

To say thanks, Men in Sheds made us a fantastic bench and birdhouse which will definitely be used when summer comes!



If you or somebody you know may be interested, contact Mike at Men in Sheds –
mike.doherty@ageukcheshire.org.uk



Patient Access is a fantastic tool for patients to use, giving you the facility to book/ cancel appointments and order repeat prescriptions, all from your computer or smartphone.

We currently have 3518 patients who are registered for the service (29% of our patient population).

If you lead a busy life and

are unable to contact the practice at 8am, signing up to Patient Access will streamline your GP experience.

How else can it help me?

- Avoid confusion over prescriptions with an easy to understand list of your repeat medications.

- You can view test results online, saving you from having to ring us.

- Accessible and straightforward information keeps you up to date on your care.

- 25% of on the day appointments are available at 7am online.

To **sign up** please come to reception with photo ID.

DNAs (Did Not Attend)

A huge problem that many NHS organisations encounter is the occurrence of DNAs. DNAs are when patients miss an appointment without notifying the practice first. Recent data from NHS Digital indicate 1 in 20 GP appointments are DNAs, costing the NHS £200m per year. The obvious problem this causes is wasted clinician time, which could've been given to a patient who really needed attention.

Here are some stats you may find interesting:

- in 2018 (as of 23/12/18) there were a total of **2369** missed appointments.
- 453 patients with multiple DNAs.
- Woman aged 16-45, account for 18.8% of total DNAs. How can you help? If you are unable to make an appointment for whatever reason, please contact the practice as soon as possible to cancel. If we have your mobile number you can text us to cancel, or use Patient Access.



The winter months can be challenging for the NHS, particularly for urgent care services. 'Help Us, Help You' is about encouraging patients to take greater responsibility for staying healthy and managing their own health.

How can you help us help you?

- Speak to your pharmacist for minor illnesses before it gets more serious.
- Utilise NHS 111 for non-urgent problems.
- Are you eligible for a free flu jab?

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Wellbeing coordinator

Gemma Smith is our Wellbeing Coordinator at the practice. Her role is about social input; some people have described her as an interface between patients and local organisations. Gemma makes referrals and sign-posts people to help them become more aware of what's happening and available in their local community. She refers into other organisations or projects for things like benefits, housing issues, social outlets and activities. At times it could be more in connection with practical issues like transport or mobility issues, other times it might be about helping individuals put forms of support in place for themselves or a relative. Gemma supports patients in different ways in the form of home visits and usually works with people between a 6-8 week period but often this changes depending on circumstances, the wellbeing service will be as flexible as possible to create a form of support. You don't need a GP appointment to be referred to the Wellbeing Coordinator just speak to the Patient Services Team.

Patient Participation Group (PPG)

What are Patient Participation Groups and why are they needed?

For a number of years now, practices have had PPGs, which are generally made up of patients, the Practice Manager, staff and a GP. Hope Farm PPG meets on a regular basis at the practice, to discuss the services on offer and recommend improvements to benefit patients and staff. The aims and work of the group depends very much on local needs but has the aim of making sure Hope Farm puts the patient, and improving their health at the heart of everything it does.

The role of the PPG includes:

- Being a critical friend to the practice.
- Advising the practice on the patient perspective and providing insight into the quality of service.
- Encouraging patients to take greater responsibility for their and their family's health.
- Carrying out research into the views of those who use the practice.
- Organising health promotion events and improving health literacy (Events organised by the PPG have included workshops on dementia, diabetes and mental health awareness). These events are also attended by health professionals who give useful advice.

Benefits of a Patient Participation Group:

- Patients will have a better understanding and knowledge of the practice and its staff.
- Patients will be consulted about arrangements for their primary health care before decisions are made.
- Patients will have a platform to suggest ideas and voice concerns.
- The patient view will always be represented in local health care.
- Patients will have an opportunity to make links with other community initiatives such as healthy living centres and local charities.

Hope Farm PPG is aiming to make as many of the listed benefits take place, by striving to represent the whole practice population. If any patient is interested in contributing to the work of Hope Farm PPG then please register your interest to the practice.

Ken Salter, PPG Chair.

Do you know somebody who struggles to find transport to appointments?

Ellesmere Port & Neston Community Transport Ltd is an organisation that provides transport for members of the community who are disabled, elderly, disadvantaged, vulnerable or those who have no access to conventional transport.

They also operate a 'door to door' service under the banner 'Community Car Scheme' in which volunteer drivers can use their own car, or our adopted cars, to transport clients from their homes to various appointments at the doctors, dentists, hospitals etc.

Registration and membership:

To use any of their services, simply ring **0151 355 3739** and register your name, address and telephone number.