



# BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

## NEWSLETTER ISSUE 5 – JUNE 2019

### Contents

- **Cancel Appointments via Text**
- **Mjog Messenger App – up and running**
- **Current Patient Numbers**
- **Changes to Eye Clinic**
- **New Screen in Waiting Area**
- **Patient Survey Responses**
- **PPG Awareness Week**
- **Missed Appointments DNA**
- **Think Pharmacist**
- **Social Prescribing**
- **Staff Changes**
- **Just Ask Event**
- **Lipreaders Hear Better**
- **Dates for your Diaries**

We have completed a full year of quarterly newsletters and are delighted with the positive feedback received from patients and staff at BRS. When we launched we anticipated a problem filling two pages, but it's a struggle to keep the pages down. Who would believe that there are so many topics to cover to keep you all updated!

We are keen to promote Self – Care. Please read the 'Think Pharmacist' article to see what a huge difference your choices can make to patients' treatment in general.

As always we would love to hear your views, please leave your comments or ideas on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)

Editor

## CANCEL YOUR APPOINTMENT VIA TEXT MESSAGE



For those of you who receive text appointment reminders - you now have the opportunity to cancel your appointment by responding '**CANCEL**' to the text message. Your cancelled appointment then automatically becomes available on the booking system. It's hoped this will help to reduce the number of 'Did Not Attend' and save patients having to ring through to the surgery. BRS PPG will be monitoring the effectiveness of the cancel button and the impact on available appointments.

**TEXT MESSAGE CANCELLATIONS FOR APRIL 2019 = 69** (BRS only started using this new system part way through April – so an excellent start)

**Please ensure the surgery has your mobile number to benefit from this service.**

## MJog Messenger App – now up and running

Please consider downloading this app to your phone. Why? Downloading this app gives the surgery greater capabilities of communicating to you the patient e.g. health information, health advice and access to specialist online health services which have been recommended by your GP.



Whilst we appreciate this is not the route all patients would wish to take, please consider doing so as Mjog Messenger is a free text messaging service and will save BRS money.

## CURRENT PATIENT NUMBERS AT BRS – 16,127

As a PPG we are constantly monitoring data and we thought you might like to know that as at 30<sup>th</sup> April 2019 the total number of patients at BRS was 16,127. Data from the beginning of the year indicates that we have had 294 patients leave us by moving out of the area or sadly by passing away and 702 patients who have joined us from other practices or who are new to the area.

## CHANGES TO LB Eye Clinic Service at Bassett Road Surgery

You may have heard that the Leighton Buzzard Eye Clinic service run by Dr Jamal at Bassett Road Surgery has closed. Patients will be referred to the Minor Eye Conditions (MEC) service, which is designed to reduce the requirement for GP appointments whilst still providing high quality, specialist care for patients. Patients registered with BRS are eligible for the service, which is currently run via three participating opticians in Leighton Buzzard :

<b>DH Redfern /Juma Opticians</b>	3 High Street	01525 372157
<b>Specsavers</b>	18 Waterborne Walk	01525 219030
<b>King Eyecare</b>	2 North Street	01525 850312

Conditions that can be seen by the service include:

- Red eye or eyelids
- Irritation and inflammation of the eye
- Recent occurring flashes or floaters
- Recent and sudden loss of vision
- Dry eye, or gritty and uncomfortable eyes
- Significant recent sticky discharge from eye or watery eye
- Ingrowing eyelashes
- Foreign body in the eye

There are some conditions the Minor Eye Conditions service **DO NOT** cover, including:

- Diabetic retinopathy
- Long standing diplopia
- Adult squints
- Repeat field tests to aid diagnosis following a GOS sight test

To access this service - **make an appointment directly with one of the above opticians.** You will be asked some questions about your symptoms in order to assess how quickly you need to be seen, which should be within 24 hours for urgent cases and within a few days for routine appointments. Patients will need to take their glasses and information about any current medication with them to their appointment.

## NEW SCREEN SYSTEM IN WAITING AREA

We are delighted that there is now a third screen in the Waiting Area. These screens have been installed across Bedfordshire by the NHS Clinical Commissioning Group. You will notice that patients' names are no longer called aloud. Many patients preferred not to have this done. Instead there is a «ping» sound and a name appears on the screen.

**Patient feedback so far:** The third screen is welcome. There is concern for the visually impaired. This was discussed by the CCG with ITS Digital, the company who installed the screen system, bearing in mind that many patients preferred not to have their name called out. It was decided that any patient with difficulties was likely to attend with a carer/companion and would check in at Reception. Visually impaired patients unable to use the check-in screens would do the same. Reception staff would ensure that they were collected or escorted to their appointment.

We are fortunate to have a new member of staff, Angie Sellar, responsible for IT in the Practice. Angie is in the process of editing screen content. You will notice the larger print font, making items easier to see. The screens feature lots of valuable information and we would encourage you to look at them and send us your feedback.

## PATIENT SURVEY 2018 – SOME PATIENT QUESTIONS AND BRS RESPONSES

**You said :**

***'I can never get through on the phone'***

**BRS Response :**

***A new phone system will be implemented later this year, which includes a queuing system. This will be installed when the current contract ends***

**You said :**

***'We have trouble getting appointments online'***

**BRS response:**

***Online booking of appointments has been reviewed and a greater number of GP and Matron appointments are now available***

**You said :**

***'I would like to be able to book appointments today, for tomorrow but there are never any online appointments available'***

**BRS response :**

***Practice Matron appointments are now released a day in advance so it is possible for you to book for tomorrow***

**You said :**

***'Now I've listened to the recorded message Dr Longstaff left on the answer machine. Can you switch it off? I don't need to listen to it again'***

**BRS response :**

***Unfortunately the message has to remain, as for some patients it might be the first time they will have heard it***

**You said :**

***'Have concerns about the growth of Leighton Buzzard and BRS's ability to maintain the level of service we have been accustomed to'***

**BRS response :**

***We continually monitor patient numbers and are confident that we are able to maintain a good level of service***

View our **PPG DEVELOPMENT PLAN**, which is based on data from the 2018 patient survey. Copies are available in the waiting area and on BRS website [Click here](#) to view.

# PPG AWARENESS WEEK 10<sup>th</sup> – 15<sup>th</sup> JUNE 2019



Did you know that every GP Practice in England must have a Patient Participation Group? Bassett Road Surgery PPG was established in June 2011. We are a group of active volunteer patients with additional virtual members online. For 8 years, together with our GPs and all Practice staff, we have developed a partnership based on mutual trust and respect. We know from experience that our surgery seeks tirelessly to improve its services to you. We regularly publish in this Newsletter examples of your comments and the surgery's responses.

We are affiliated to the National Association of PPG groups (N.A.P.P. – napp.org.uk), the umbrella group which promotes PPG Awareness Week every year. The theme for 2019 is 'Celebrating General Practice' and the aim is to highlight the importance of patient participation in achieving excellent care for us all.

The patient is at the heart of General Practice and through your feedback and your PPG you can help ensure that the services provided at Bassett Road Surgery respond to patients' needs and priorities. We invite you to use the PPG suggestions box on the bookshelves in the waiting area and to contact us on our email [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)

In celebration of PPG Awareness Week here is a list of PPG achievements to date :

In 2017 we won second place in the N.A.P.P. national Corkill Award for PPG excellence, enabling us to donate £350 towards the Blood Pressure Monitor in the waiting area. We wanted to give the money to something which would benefit patients directly.

- Membership of the Leighton Buzzard PPG Network
- Design and management of annual Patient Surveys together with analysis of data and make recommendations to the surgery
- Established 'Meet & Greet' group to gather patient views in the waiting room
- Helping the surgery to improve communication with patients, encouraging all patients to gain confidence in managing and taking control of their health and care
- Spearheaded 'Walk 4 Health' group with walks open to all adults
- Produced 'Information for Older People' yellow booklet (2 editions to date) now used town-wide. Copies available at Reception
- Established Working Party to research topics to benefit patients and surgery
- Involvement in the recruitment and appointment of new staff
- Established regular meetings with local pharmacists
- Influenced the streamlining of the current appointment system
- Continually influencing the telephone system
- Helping the surgery combat missed appointments
- Produce quarterly newsletters

We invite you to join us and support us in whatever way you can, and through us, to support your surgery.

## MISSED APPOINTMENTS – DID NOT ATTEND (DNA)

Month	Missed Appointments	Hours Lost	<b>If you no longer need your appointment, please let the surgery know as soon as possible – by phone, text or online so another patient can be given this slot.</b>
<b>April 2019</b>	<b>213</b>	<b>53</b>	
April 2018	180	35	



## THINK PHARMACIST

In line with advice from Beds Clinical Commissioning Group, BRS do not support prescribing medications that are available to buy from local pharmacies or supermarkets. Patients are encouraged to manage self limiting minor ailments with the support of their local pharmacies.

IN DR JL HENDERSON &  
PARTNERS



Over the last year this practice spent £63,626  
on treatments for mild  
hayfever

Choose  
self  
care

£60,325



spent on GP  
appointments

&

£3,301



spent on  
medicines



Speak to your  
pharmacist for help  
and advice on  
managing your  
symptoms for  
common conditions

If we were more self care aware we  
could use these important resources  
to fund:



242  
Chemotherapy  
treatments

OR



11  
Hip replacements

## Strep Test at Pharmacy – Tried and Tested – Patient article

*'Having felt unwell with a really bad persistent cough that had gone on for months and with friends and family nagging me that I should see someone about it; on impulse while in the High Street I decided to pop into Lloyds and ask for them to do a strep test (as mentioned in newsletter no. 3). I knew I would have to pay for the test, but as I was due to go on holiday the next day it seemed the quickest way to deal with the problem.*

*I only had to wait a couple of minutes before the pharmacist took me into the consulting room and explained what we had to do. A quick swab of the throat, said swab placed in a solution and a wait for the colour of line that would appear. Within 15 – 20 minutes of entering Lloyds the consultation was complete and having discussed the options available to me, I was leaving with a prescription for antibiotics. Fantastic service and I'm pleased to say that within 5 days of taking the antibiotics my cough had almost gone.*

*Thank you for giving me, the patient, information to make a decision about my own care.'*

## SOCIAL PRESCRIBING

You may have heard social prescribing mentioned in the news recently. Social prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services. Referring people to a link worker who can give time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing, connecting people to community groups and statutory services for practical and emotional support.

It aims to support individuals to take greater control of their own health. It works for a wide range of people, including those :

- with one or more long-term conditions
- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing

BRS is fortunate to have **Zoe Andrews - Social Prescriber** working at the surgery. Referrals to see Zoe will be made via your clinician.

Message from Zoe 'You may also be interested to know that 20% or 1 in 5 GP appointments are for non-medical reasons. The service is for adults (18+) but of course those adults may have children and they may be a carer. Leighton Buzzard has a great variety of local activities, community groups and services which often patients do not know of but may also have fears and social anxiety about attending.'

Unlike a 10 minute GP appointment my initial appointment with patients is up to an hour to discuss a range of options and create a wellbeing plan and I have time to do health coaching with them. Health coaching is the use of evidence-based skilful conversation and strategies to actively engage patients in health behaviour change. Any follow up sessions that are needed take place in the community.'

## STAFF CHANGES AT THE SURGERY

**Welcome** : Jenny Brown - Treatment Room Nurse, Sam Greany - Health Care Assistant, Julie Bazin – Administration, Linda Leotta - Summariser and Work Flow Optimiser

## JUST ASK... Healthwatch Central Bedfordshire Event



**JUST ASK...**  
Talk to us, we are listening

**Tuesday 27th August**  
**High Street**  
**LEIGHTON BUZZARD**  
**9.30am - 1.30pm**

Healthwatch Central Bedfordshire will be visiting an area near you to provide information, advice and guidance about local social care, health, housing and additional services. We will be joined by our partner organisations and local voluntary groups.

Please come along to find out more about the services available in your local area.

## LIPREADERS HEAR BETTER

Are there times when you struggle to hear? Do you complain that people don't speak clearly these days? You may have hearing loss. A hearing test is easy and painless. It is very important to treat your hearing loss, and today's aids are very discrete, but of course they don't cure hearing loss.

Research has shown that joining a Lipreading class helps to avoid the damaging social isolation that can accompany hearing loss. Lipreading classes teach you to let your eyes help your ears fill in the things you miss. They are small friendly classes, and as well as learning Lipreading we cover, how hearing works and the things that can go wrong, equipment and organisations that can help, strategies to cope in various situations, and much more - oh, and we laugh a lot!

There is a Lipreading and Managing Hearing Loss class in Leighton Buzzard on a Monday evening. For more information or to book a place on the course **email [mb.lipreading@gmail.co.uk](mailto:mb.lipreading@gmail.co.uk) or call or text 07741 095921.**

To get a free hearing test on the NHS, see your GP for a referral to a hearing specialist (audiologist).

## DATES FOR YOUR DIARIES

### BRS PPG "SURGERY" DATES

- **Wednesday 26<sup>th</sup> June**
- **Wednesday 24<sup>th</sup> July**
- **Wednesday 28<sup>th</sup> August**

To book an appointment please contact the PPG on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com). Slots will be available **between 6.00pm and 8.00pm**. We will be able to give general advice about the practice including: ordering medication, booking appointments online, help finding your way around the new website and listening to your ideas to help improve the service you receive at BRS or to discuss difficulties you may have encountered.

### SURGERY CLOSED FOR STAFF TRAINING

- **Thursday 20<sup>th</sup> June**
- **Wednesday 18<sup>th</sup> September**

The surgery will be closed on the above dates between the hours of **2 pm – 6.30pm** as staff will be taking part in mandatory training.

### JUST ASK...

Talk to us, we are listening

HEALTHWATCH CENTRAL BEDS EVENT  
**Tuesday 27th August 9.30am - 1.30pm**  
High Street LEIGHTON BUZZARD



### PATIENT FEEDBACK ON THE NEWSLETTER

We would love to hear your feedback on the newsletter. Did you find it useful and informative? Is there something you would like us to cover in future newsletters? Do you have a non-clinical question that you would like answered? If so, email us at [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com) or leave a comment in the PPG Comments Box in the surgery – with your contact details and we will get back to you.

If you would like this in a larger font, then please contact the editor on [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)