



St George's Matters

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The Newsletter of the St George's Medical Centre Patient Participation Group

Christmas 2014/New Year 2015

WHO'S WHO The PPG Steering Group

Milly Wright (Chair)
Kate Gratwick
John Howe
Lorraine Mahabir
Sonja Pearson
Dave Peddie
Barbara Poole

Practice Liaison Jeanette Hudson

GP Liaison Dr Naylor Dr James

Business Manager Melissa Howard

THE PATIENT PARTICIPATION GROUP

Welcome to the PPG Christmas/New Year Newsletter

Women's Refuge Children and Women

***Will YOU help St George's Medical Centre to bring a
little bit of Christmas to the Refuge?***

We are making an appeal for Christmas Shoeboxes / Presents for children and women in the domestic violence refuge. All items should be new. If boxes/presents could be wrapped and marked girl/boy and an approximate age or 'Adult' if appropriate, we will deliver these on or before Christmas Eve.

We are also collecting good quality clothing/shoes/gloves/hats/bedding etc for the homeless.

It is an expensive time of year for all but we would be very grateful for any donations to make Christmas for others less fortunate, a little happier.



**Happy Christmas
To all Staff and Patients of
St George's Medical Centre**



Special points of interest:

- * **Welcome**
- * **Christmas Appeal**
- * **Christmas and New Year Opening Times**
- * **Summary Care Record**
- * **New Service**
- * **Staffing Changes**
- * **Research**
- * **Friends and Family Test**
- * **Prescribing Scheme**

CHRISTMAS AND NEW YEAR OPENING TIMES

St George's Medical Centre is committed to continuing to provide you with high quality care over the Christmas and New Year holiday. We will continue to be open during our normal working hours, however, our service delivery will be slightly different on Christmas Eve and New Year's Eve. On the 24th December and 31st December we will close our doors at 3.30pm but all phone calls between 3.30pm– 6.30pm will be diverted to our duty doctor hotline.

Summary Care Record

Summary Care Record (SCR) is an electronic record of important information about a patient's health. It will initially have information about current medications, allergies and any bad reactions to medicines. Additional information may be added over time if a patient gives their consent.

Please note, St George's Medical Centre is participating in the Summary Care Record and patients who have not opted out will have a Summary Care Record. For further information and opt-out forms please see Reception.

FRIENDS and FAMILY TEST

This is a mandatory survey that needs to be implemented from December 2014. Patients are being invited to comment whether or not they'd recommend the practice to their family and friends.

"How likely are you to recommend our GP practice to family and friends if they need similar care or treatment?"

Patients will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

The second question : "If we could change one thing about your care or treatment to improve your experience, what would it be?"

This will be a comment box only.

Survey Cards are available on the reception desk and you can also complete the questionnaire on the Practice Website at www.stgeorgesmedicalcentre.com

Patient responses are anonymous and will be submitted to NHS England on a monthly basis.

Thank you for your cooperation



NEW SERVICE

There are many different types of contraception available and it is important that you find one that you get along with and which suits you and your lifestyle. From 2015, we will be offering to fit and remove the contraceptive implant. Please make a telephone appointment with either Dr Rebecca Sinfield or Dr Helen Butterworth who will discuss the process with you. To find out more about all the different methods, go to the Family Planning Association (FPA) website at:

<http://www.fpa.org.uk/Helpandadvice/Contraception>

Prescribing Scheme

The Practice is participating in a prescribing scheme, commissioned by WHCC, to appraise internal policies and procedures and to review patients on certain drugs to improve safety and cost efficiencies. More details can be found on the poster in the waiting area.

RESEARCH

Following the Practice's recent involvement in research (MY COPD) it is being informed of further upcoming opportunities from the National Institute of Health Research (NIHR). The Practice has opted to be part of a research programme that will review the cardiovascular risk in patients with severe mental health problems. If the Practice is selected to take part, the practice nurse team will be eligible for specialist training by mental health nurses. If patients consent to be part of the scheme, they will be consulted by the practice's current nursing team (not an outside provider) to improve their cardiovascular risk.

Staffing Changes

Dr Rudnick is retiring from the Partnership on 31st December 2014. The partners and practice staff are saddened by this news but wish Dr Rudnick all the best for the future.

From December 2014—Dr Benjamin Yorke will be joining the practice on a 12month contract as a Salaried GP. Dr Yorke has recently worked in Moreton Medical Centre and Cavendish Medical Centre.

From January 2015—Dr Helen Butterworth will be joining the practice on a 12month contract as a Salaried GP. Dr Butterworth has recently worked at Hoyle and Meols' Practice and has been completing some locum sessions for us on a Friday

Interested in becoming part of the Patients' Participation Group?

Email us at the address below with your contact details and we'll be in touch.

PPG Email Address: WICCG.stgeorgesppg@nhs.net