



St George's Matters

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

Spring 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 Spring Newsletter

It is almost 4 years since the PPG was set up and we are proud to give a summary of our achievements to date:

- Production of quarterly newsletters
- Assisting the practice at flu clinics
- Producing various items of literature to promote and advertise the group to patients potentially interested in joining the PPSG and/or virtual
- Developing several patient surveys, discussing the findings and supporting changes
 - Sharing ideas and best practice with other PPG groups
- Reviewing specific topics and policies such as end of life care, care data, electronic prescription services and research
 - Representation on the CCG patient forum
- Setting up and maintaining a virtual group—now 938 members
- Meeting with the Care Quality Commission to discuss patient engagement and the role the PPG play in the
- Involvement in local and national petitions related to healthcare/NHS

Interested in joining? Get in touch by emailing us or asking at Reception and we'll contact you with more details of virtual and monthly group

You will be very welcome.

Special points of interest:

- * Welcome
- * Achievements
- * Spring Bank Holidays
- * Dementia Cafes
- * Pregnancy
- * Counselling
- * CCG Wirral
- * Patient Access
- * Travel Vaccinations
- * Telephone Triage Survey



FACEBOOK IS COMING.....

SPRING BANK HOLIDAYS

St George's Medical Centre is committed to continuing to provide you with high quality care over spring bank holiday season. We will continue to be open during our normal working hours, however, our practice will be closed on

Friday 3rd April 2015
Monday 6th April 2015
Monday 4th May 2015
Monday 25th May 2015

Please contact Out of Hours for any emergencies during those times on 0151 678 8496

WHAT IS PATIENT ACCESS?

With Patient Access, you can now view, book and cancel appointments from home, work or on the move. What's more – because Patient Access is a 24hour online service – you can do this in your own time, day or night. Plus, Patient Access is not just for booking GP appointments you can also:

- Order repeat prescriptions
- Change your address details
- View your medication and allergies

How do I register?

Please visit the practice with photographic proof of identity. You will then be provided with an access code to enable you to activate your account fully.

Is my information secure?

All information that is sent to your surgery via EMIS Access is secure. Your personal details are encrypted and protected using the highest standard internet security so it cannot be intercepted. Only you and your GP surgery are able to see this information.

CLINICAL COMMISSIONING GROUP (CCG) WIRRAL

At the recent CCG Patient engagement meeting a decision was made to proceed with the ONE Voice model of a Patient Senate with PPG representation from all 56 surgeries to attend the Wirral meeting every two or three months. The first one will take place in May after the General Election has taken place. This was thought to be a successful outcome of our discussion at our last PPG meeting when the group wanted this model to be promoted at the Patient Engagement meeting. Further details about the first meeting will be reported in our Summer Newsletter

DEMENTIA CAFÉ AND ADVICE

Alzheimer's U.K. offers information and guidance at diagnosis or later on. They can talk through needs and give information to help informed decisions or can signpost Patients and carers/ family to services.

A 'Drop-in Café' for carers and people with dementia to come for information and support in a relaxed informal setting is regularly held at Floral Pavilion Café New Brighton

For details of this and other services contact

wirral@alzheimers.co.uk or

Telephone 0151 650 5505

Open

Monday to Friday

9.00am to 5.00pm



A purple poster with white text. At the top left is a white circle with the word 'pathways' in purple. Below it, the text reads: 'Are you unsure about your decision in a 'crisis' pregnancy?' and 'Are you experiencing unforeseen problems following an abortion?'. It then says: 'We will provide a listening ear in complete confidentiality. If you need help, advice or info please contact us on...'. At the bottom, it provides contact information: 'www.pathwaysupport.org.uk', '0151 639 8480 | Text: 07597 993 985', and 'Email: pathwayswirral@gmail.com'. A small note at the bottom states: 'c/o Oasis Church, Oxton Road, Wallasey Merseyside, CH44 4EU' and '*Pathways is not an abortion referral agency'.

GOING ABROAD THIS YEAR?

If you require vaccinations for your 2015 holiday you can pick up a travel form from reception or download a form from our practice website. If you do require vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required. It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.



**The survey on the Telephone Triage System is extended until after Easter. Please make sure you make your points of view known by completing the survey. Thank you.
Go online or pick up a form from Reception.**

PPG Email Address: WICCG.stgeorgesppg@nhs.net