



St. George's Matters

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

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WHO'S WHO The PPG Steering Group

Milly Wright (Chair)
Kate Gratwick
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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 Summer Newsletter

The sun is shining and we hope you are all enjoying the warm weather.

There are new initiatives in place at St George's and we include summaries of these in this Newsletter but firstly a big welcome to new members of staff. GP Registrars are fully qualified doctors who have had several years of hospital experience before joining us for their GP training.

Dr Alex Carrington will be joining us in August for 6 months while Dr Rebecca Sinfield will continue with us for a further 12 months and Dr Amaka Azie will be with us until February. Their time with us is invaluable to their GP training and they are very closely mentored by our GP Trainers Drs Hodgson, Sedgwick, Halder and James.

Dr Jenny Osborne will be returning from maternity leave in September. We welcome her back with open arms.

It is with regret that the Practice has announced that Dr Sarah Taylor will be leaving for pastures new on 31st October 2014. We send her our very best wishes for the future.

CONGRATULATIONS

Well done to Dr James and Dr Sedgwick who completed the Great North Swim (one mile in Lake Windermere) on Saturday 14th June in aid of Clatterbridge Cancer Research. They raised a total of £200.

Special points of interest:

- * **Welcome**
- * **Flu Vaccination**
- * **Unplanned Admissions**
- * **Regular Patient**
- Check-ups**
- * **On-line Booking**
- * **Family and Friends**
- Survey**
- **CCG**

DATE FOR YOUR DIARY

After last year's success we plan to run a DROP IN clinic on the first Saturday in October.

This clinic will allow us to concentrate solely on flu vaccinations without the general day to day requirements of the busy surgery. If you are eligible for a flu vaccine you will receive a postcard in the post 1-2 weeks before the clinic. In exceptional circumstances alternative arrangements can be made.



SATURDAY 4th OCTOBER

8.00am to 12noon

NO APPOINTMENT NEEDED

CHECK OUT THE PRACTICE WEBSITE FOR NEWS AND INFORMATION
www.stgeorgesmedicalcentre.com

PERSONAL CARE PLANNING

Melissa Howard : Business Manager writes:

Some of our patients who are thought to be most likely to be at risk of unplanned admission or A and E visits will shortly be receiving letters from us informing them that they now form part of our Case Management Register. The aim of this register is to reduce the likelihood of this happening by ensuring maximum support and care is in place. If you receive a letter you will be invited to discuss your care, be allocated a personal GP and have reviews throughout the year.

REGULAR PATIENT CHECK –UPS

Throughout the year the Surgery will send out letters to patients with long-standing conditions and ask them to come in so we can assess their health and ensure we are doing our utmost to keep them as healthy as possible

If you do not wish to have these check-ups please inform the receptionist once you have received your first letter. We will send out a total of three letters to you to remind you if we do not receive a response at first. We highly recommend you attend as these regular checks may prevent serious complications developing in the future.

ON-LINE BOOKING

Having listened to feedback from the PPG and other patients at the Practice, St George's Medical Centre went live in December with an option to select on-line booking. This system is available for making appointments and ordering repeat medications. It is available via Patient Access and details of how to apply and Registration Forms are in the surgery. The practice Website also gives details of the application procedure, The practice will need your email address to activate the registration process and your current telephone number– landline and mobile. Any appointments made will still require a call from a Doctor under the new triage system which has been in place at



WOULD YOU RECOMMEND THIS PRACTICE TO FAMILY AND FRIENDS?

Later this year, when you visit our GP surgery you will be asked whether or not you would recommend our surgery to your family and friends. The friends and family survey (nationally called FFT) is a simple way of collecting patient feedback to improve services asking four questions which will include:-

“ How likely are you to recommend our GP Practice to family and friends if they need similar care or treatment?”

This is scheduled to take place during December but full details will be in the Autumn Newsletter.

WIRRAL CLINICAL COMMISSIONING GROUP

(CCG)

The vision of the CCG is to improve health and reduce disease by working with patients, public and partners, tackling health inequalities and helping people to take care of themselves.

By working with many partners including Wirral Council, Wirral University Teaching Hospital, Community Trust and Cheshire and Wirral Partnership Trust many services in Wirral are now improving.

Patients can now access a wider range of services from their community and GP practices than ever before, reducing the need to visit the hospital and supporting self-care.

The CCG has increased the choice of services in the community and significantly reduced waiting times for services such as Physiotherapy and Podiatry.

It is committed to ensuring there is a highly trained primary care workforce in order that care is delivered in the right place and by the right person.

It has also supported GP practices to increase their opening hours to offer better access to patients.

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.