



The Selsdon Park Medical Practice  
PATIENT PARTICIPATION GROUP

November 2016 newsletter  
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## Welcome

Our Practice has had an active Patient Participation Group for many years, with the aim of helping communication between the Practice and patients. It is not always convenient or practical to discuss certain matters during a routine consultation. If you have any suggestions or enquiries about the surgery you may like to talk to the PPG, or if you would like to find out more about the PPG, please do not hesitate to contact us. We would be particularly interested in hearing about any services or information (e.g. support groups) you would like to see in the Practice. If you are a registered patient, you are a member of the PPG. The PPG hold regular meetings and if you have any suggestions, queries or would just like information, you can contact us by email. We also have a Suggestion Box at Reception for you to leave any comments. Be assured that any contact will be confidential and that the PPG does not hold any information on patients nor passes on such information to third parties.



### **Flu Vaccinations - Now free of charge to all!**

Please contact the surgery to book an appointment. If you are registered, you can now book on line. The flu vaccine is now offered free of charge on the NHS to everyone. Children can also have the Flu vaccine, please ask one of our Receptionists for more information.

### **Booking/cancelling appointments on-line: Simplified procedure for registration**

It is now much easier to register for this service. Simply go to: [www.patient.emisaccess.co.uk](http://www.patient.emisaccess.co.uk) complete the registration document with the security details required. Hand your completed form in at Reception. They will photo copy the ID and issue the log in details while you wait. You can now change your address or phone details and leave non-urgent messages. You can find a link to this site at our Practice web-site under Appointments.

### **Free NHS Health Check now available**

If you are aged 40-74 without a pre-existing medical condition you may be eligible for a health check, please contact the surgery to check if you are eligible and book an appointment. The NHS Health Check is a sophisticated check of your heart health. It checks your vascular or circulatory health and works out your risk of developing some of the most disabling but, preventable illnesses. Think of your NHS Health Check as being your 'Midlife MOT'. It checks that some of your body's most important systems are all running smoothly. Among other things, your blood pressure, cholesterol and BMI will all be checked and your results given to you. Your NHS Health Check can detect potential problems before they do real damage. Everyone is at risk of developing heart disease, stroke, type 2 diabetes, kidney disease and some forms of dementia. The



good news is that these conditions can often be prevented. Your NHS Health Check will assess your risk of developing these health problems and give you personalised advice on how to reduce it. It's free of charge, including any follow-up tests or appointments.

### **Protection from Pneumonia**

Who should have the pneumococcal vaccine? Babies: people aged 65 and over: anyone from the ages of 2 to 65 with a long-term health condition: anyone at occupational risk. Babies are routinely vaccinated with a type of pneumo jab known as the pneumococcal conjugate vaccine (PCV) as part of their childhood vaccination programme. They have three injections, which are usually given at: 8 weeks, 16 weeks and one year.

### **Introducing a Virtual Patient Participation Group (PPG)**

What is a Virtual Patient Participation Group?  
This is a group which has been set up in response to patients that have said they would like to be involved in a Patient Group but are unable to attend meetings.  
Do you have something to say, but don't have the time to attend meetings?  
Do you have ideas about how to improve OUR Practice?  
Do you have ideas about how you would like to see services provided, changed or improved?  
Then join our Virtual Patient Participation Group. Let us know if you are interested in joining by email or just pop a note in the PPG Suggestion Box on the counter at Reception. By doing this you will help our Practice provide an accessible and responsive service and you will be amongst the first to hear about news and updates.

### **Who can have the Shingles vaccine?**

Anyone aged 70 can have the shingles vaccine on the NHS. You become eligible for the vaccine from the first day of September after your 70th birthday. From September 1 2016, the shingles vaccine will be offered routinely to people aged 70 and, as a

more news & information



catch up, to those aged 78. You become eligible for the vaccine on the first day of September 2016 after you've turned 70 or 78. You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual flu vaccination. The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.

### *Let us have suggestions for future Health Talks*

We have been organising Health Talks, held locally at St John's Hall, Selsdon for many years. These talks are free of charge and open to all local residents. We promote the events in and around the local area, in the Surgery with posters and registrations slips and by email, if we have your details. Recent subjects covered include Arthritis, Common Skin Conditions, OCD in children and Osteoporosis. Our own Dr Trompetas gave the talk on the Warning Signs of Cancer. He illustrated developments in cancer detection procedures and the criteria for the screening regime, e.g. knowledge of the disease, reliability of testing, availability of cost-effective treatment for the disease, cost-effectiveness of the diagnosis, etc. The current NHS programme covers breast cancer, cervical cancer and bowel cancer. Smokers are more susceptible to lung cancer. Early signs for lung cancer would be persistent cough, chest pain, weight loss, etc. A chest X-Ray would normally be the first step. Early signs of bowel cancer include weight loss, abdominal pain, rectal bleeding, etc. Leukaemia, a type of cancer found in blood and bone marrow, has warning signs such as fatigue, fever, bone pain, bruising, bleeding, etc. Myeloma is another type of blood cancer for older people (70+), with early symptoms such as back pain, bone pain, fracture, etc. Rigorous blood tests should be the first step in both cases. Some 5000 cancer deaths per year could be saved in the UK, if the level of standards of care and screening could meet the "average" level of European standards, and the figure could rise to 10,000, if the level can meet the "highest" standard in Europe. We would like you to give us your suggestions for future talks. Please let us know what is important to you, email us or by popping a note in the PPG Suggestion Box on the Reception counter.



### **PPG Patient Survey**

Members of the PPG spent several days handing out Patient Satisfaction Surveys during PPG Awareness Week 6 - 11th June and many thanks to the 269 patients who completed the survey. We are delighted to report that overall the results were

extremely encouraging, in particular the result that 98% of patients were satisfied with the service they receive from the surgery overall. The attitudes of the receptionists, doctors and nurses were all highly marked. Unsurprisingly the most negative results were in respect of waiting times

- in the surgery but even then only 37 patients (16%) showed
- any dissatisfaction with waiting times for a doctor and
- just 11 patients (5%) for a nurse. The results are being
- discussed at our regular committee meetings and we shall
- be exploring ways to make the 2017 survey results even
- better.

### **Obesity a National Problem**

- Obesity is defined by a person who is significantly overweight,
- has a lot of body fat and whose BMI is over 30. Studies have
- shown that obese people are more likely to suffer from amongst
- other things Type 2 Diabetes, back/knee problems and coronary
- heart disease. There are tools to help you reduce your weight
- including a Free NHS Weight Loss Plan which can be found at
- [www.nhs.uk/Livewell/weight-loss-guide/Pages/losing-weight-getting-started.aspx](http://www.nhs.uk/Livewell/weight-loss-guide/Pages/losing-weight-getting-started.aspx). Help can also be found on the NHS choices
- website at [www.nhs.uk](http://www.nhs.uk). There are links on our Practice website
- [www.selsdonparkmedicalpractice.nhs.uk/health-topics/weight-management-or-get-fit-for-free](http://www.selsdonparkmedicalpractice.nhs.uk/health-topics/weight-management-or-get-fit-for-free). Your Practice Nurses are here to
- help you whether that be for advice and continued support or an
- onward referral to Weight Watchers who have teamed up with the
- NHS to offer free 12 Weight Watchers sessions, or the MI Change
- exercise programme. Please book an appointment with one of
- our Practice Nurses for further advice. The Practice is thinking of
- introducing a Walking Club, initially once a week for one hour. If
- you are interested, please contact Pauline Copeman by email on:
- [pauline.copeman@nhs.net](mailto:pauline.copeman@nhs.net).

### **Care Quality Commission (CQC) Inspection gives Top Marks**

- Our Practice, along with all other Practices, is inspected annually
- by the CQC and as always we received top marks! Our overall
- rating was recorded as 'good' in respect of safety, caring, well-
- led, effective and responsive to peoples' needs.

### **Selsdon Contact Centre**

- Contact is a neighbourhood care organisation that provides
- practical help, advice, support and information to the local
- community. It is made possible by a dedicated network of
- volunteers. Their office can be found in the Selsdon Community
- Centre (below Sainsbury's), 132 Addington Road, Selsdon, South
- Croydon, CR2 8LA. Tel: 020 8651 4944 or
- email: [info@selsdoncontact.org.uk](mailto:info@selsdoncontact.org.uk).

#### **Services provided:**

- **Shopping Bus:** A regular door to door shopping bus to
- Warlingham Sainsbury's. Escorts also offer assistance round
- the supermarket where needed. Wheelchairs welcome. Visiting/
- **Befriending:** For housebound or elderly people needing support
- or company. **Library Trips:** Regular door to door transport to
- Selsdon Library. **Carer Support:** Information, advice and support
- on services and benefits and how to apply – assisting with the
- application if required. Providing day and evening respite for
- carers. **Practical Help:** Dog walking, 'one-off' gardening jobs,
- wheelchair pushing and basic DIY. **Young Families:** Supporting
- families with children or young adults. **Loan Equipment:** Contact
- has over 60 items of equipment available for short term loan.
- They include seven wheelchairs with seatbelts, walkers, zimmer
- frames, bath seats and smaller items e.g. radar keys to open;
- disabled toilets, grabbers, walking sticks & crutches. A deposit
- (returnable) is required and a small charge is required unless you
- are a Contact client. **Social Events:** Coffee mornings, outings
- (with escorts), Christmas party and regular newsletters.