

# SUMMER NEWSLETTER 2018

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## General PPG Aims are to...

- ❑ Offer patient perspective to the practice.
- ❑ Improve communication between practice and patients.
- ❑ Encourage patients to take more responsibility for their own health.
- ❑ Provide practical support

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## Committee and New Chairperson

As you many of you know, the AGM of the Patient Participation Group (PPG) was held on 8<sup>th</sup> May 2018. Interesting reports were given by the departing Chairperson, Heather Leport, and also by Dr Kapoor with an update of happenings over the past few months. The draft Minutes of the meeting have been circulated and will be put on the Glenlyn website as soon as this can be done.

Thanks were given to Heather for her great energy and drive in steering the PPG over the last year, and several previous years as a PPG member, putting across the patients' view point to the practice. Fortunately Heather is staying on as a committee member. We are very lucky to have Paul Thompson volunteer to take Heather's place as Chair, and we look forward to an excellent year ahead. Other elected Committee Members are Karen Young, continuing as Secretary and Rosie Hodgkinson is joined by new members, Vicky Mitchell and John Hugall.

## Action Plan for the year ahead

As well as acting as a sounding board for the Practice and feeding back on matters generally, particular actions planned for the PPG this year include:

- ❑ Assisting with the autumn flu clinics;
- ❑ Assisting with educational events such as the cardiology talk mentioned below;
- ❑ Supporting the Practice with initiatives to engage with patients' carers and with patients who are military veterans; and
- ❑ Seeking to raise awareness of the PPG in general and how patients can best access the services which the Practice and the NHS provide.

## We are looking for volunteers!

To help with the flu clinics in particular. We are hoping to raise awareness of the PPG at these clinics and so the more helpers the better – your chance to participate!

Tea and cakes will also feature.

If you would like to help with any of these initiatives or have particular ideas for any specific PPG projects, please do email us at: [glenlynppg@gmail.com](mailto:glenlynppg@gmail.com)

## Feedback from Cardiology Talk at Giggs Hill on 28<sup>th</sup> July

Sally Wilson, lead cardiology nurse at Kingston Hospital, gave us an extremely clear and positive talk, with plenty of time for questions and answers. First she told us

about the Rapid Access Chest Pain Clinic (RACPC) which is held every Thursday at Emberbrook on the Giggs Hill Surgery site, and run by Kingston Cardiology Department. Dr Kapoor has been instrumental in setting up and maintaining this service for all patients in the East Elmbridge group of GP practices. The Community Coronary Service aim is for new patients to be seen within two weeks of referral from their GP. ECG's and Echocardiograms, symptom review and a risk profile assessment can all be done on the day. Next the patient needs referral for rapid investigations, with subsequent timely results and treatment plan. To avoid the general delays at Kingston Hospital, Dr Kapoor has arranged an NHS contract with the European Scanning Service in Harley Street, Central London. These advanced CT scanners give superb results, and can be reported on by a cardiology specialist within 48hrs. Speedy focussed tests actually save the NHS money which is otherwise wasted on local intermediate tests – all good news for us patients!

Next, Sally explained what symptoms give the alert to heart problems. These are “a discomfort or tightness, generally felt in the chest, reproduced by exertion and eased by rest”. However, the pain can be felt down the left arm, or in the jaw. The key point is that it worsens with exercise and improves with rest.

PowerPoint diagrams helped us in the understanding of the blood supply to the heart, blockage or narrowing caused by fatty plaque deposits and operations to sort out these problems. Chest pain is managed in two ways, medication and intervention, but Sally reminded us that prevention is better than cure and summed up with the following points:

1. **Get Active** – 30 minutes at least 5 days a week
2. **Eat Healthily** – fruit, fibre, and unsaturated fats
3. **Take prescribed medications** – statins for example
4. **Quit smoking** – if applicable.

Sally provided a wide-range of information booklets produced by the British Heart Foundation, eg. Diabetes and your heart, Reducing your blood cholesterol, Caring for someone with a Heart Condition and many more. Copies of all BHF booklets are available to download or order a free copy from:

British Heart foundation: [www.bhf.org.uk](http://www.bhf.org.uk)  
Heart Helpline: 0300 330 3311  
Booklets: [www.bhf.org.uk/publications](http://www.bhf.org.uk/publications)

## Booking appointments with the Practice

We know that the booking of appointments with the Practice remains a major area of concern for many patients. This is something which the PPG Committee is continuing to engage with the Practice on and we know the Practice is working on a number of initiatives to address patients' concerns.

If you do have a PC or smartphone, we recommend that you register for Patient Access to be able to book online (details on the Appointments page of the Practice website). Whilst this won't work for everyone, it does allow you to see immediately all the doctor appointments then available and to opt for one of these. It is also very quick and simple to use.

## **Communicating with the Practice**

Suggestions in relation to the Practice are always welcome and any sent to the PPG, along with feedback received at PPG meetings will be passed on to the Practice.

However, the PPG is not a complaints forum or a complaints mediator. If you have a complaint about the Practice, you need to address this directly to the Practice or through NHS England (see the NHS Choices website).

With this in mind, your PPG Committee will not respond to complaints about the Practice made to it but rather will pass these on to the Practice. Equally, we will not be responding in future to matters raised on social media platforms such as Facebook.

## **PPG Webpage**

Unfortunately, we are unable to update the our page on the Practice website at present but, as soon as the IT issues behind this are resolved, we will do so.

## **The next PPG Meeting**

The next general PPG meeting is now scheduled for 6.30pm on **Monday 24<sup>th</sup> September 2018 at Giggs Hill Surgery**. The Committee will also be meeting in the interim to progress various initiatives.

## **How can I contact the PPG?**

**By email:** [glenlynppg@gmail.com](mailto:glenlynppg@gmail.com)

### **Write to us at:**

The Glenlyn PPG  
% Glenlyn Medical Centre  
115 Molesey Park Road  
East Molesey  
Surrey  
KT8 OJX

**Thank you!** Paul, Karen, Rosie, Heather, Vicky & John