

## SPRING NEWSLETTER 2019

### Brexit

Glenlyn Medical Group has been following their 'Exiting the European Union' Policy, and the Government, the Medicines and Healthcare Products Regulatory Agency and the NHS have all been working hard behind the scenes to ensure Continuity of Service.

Glenlyn Medical Group tell us it will "endeavour to give patients support at this time by making additional telephone slots available during the working day for discussion with GPs, and increased Online Triage access. However Glenlyn Medical Group must ensure that those who genuinely need to access care are able to do so and that those who seek to acquire unnecessary additional medication are reassured that there is no need and that they will continue to be supplied in the accustomed manner" (Glenlyn Medical Group Policy).

In other words, we are advised, as of March 2019, that there is **no need to stockpile medicines** and **that doing so might actually cause a shortage in the future.**

### Online Access

The PPG Committee has been working hard with Practice Manager, Joe Todd, and others on Glenlyn Medical Group staff. On April 2<sup>nd</sup>, Karen and Heather will attend a Digital Briefing event for Surrey Downs CCG, Patient Participation Group members, and we are looking forward to hearing their top tips in due course.

With regard to Online Triage, Glenlyn Medical Group are piloting this exciting project. The Clinical Commissioning Group (CCG) is helping with the funding for this and has provided a tablet with relevant information which includes sign posting and advising patients of pharmacists which are open. This has to be actively managed by the locality and involves centralising information with the six other GP practices in East Elmbridge.

Glenlyn Medical Group receptionists and pharmacists have been very helpful, and the NHS advises that "there are a lot of places where people can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is the local library, but there are many other places to learn for free, such as:

Age UK helps older people get online. For more information and to find your local Age UK centre please go to [www.ageuk.org.uk](http://www.ageuk.org.uk) or call the Age UK advice line on 0800 169 2081.

Good Things Foundation in partnership with NHS Digital is running a programme to ensure people have the skills they need to access relevant health information and health services online.

UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to [www.learnmyway.com](http://www.learnmyway.com) “

(NHS England)

## Extended Access

The fantastic new Extended Hours Clinic appointments are available 7 days a week. These are held at Glenlyn in Thames Ditton, Monday - Friday 18.30-20.30 and Saturday - Sunday - 08.00-11.00.

## PPG News

As you may have seen, the Minutes of the PPG Meeting held on 14. 1.19 are displayed on Glenlyn Website, under the heading '**Have Your Say**'. Since then we have been keeping abreast of events and news in social media, and keeping in touch with the Practice.

We have recently had a **meeting with the CCG Patient Experience Coordinator**, Rebekka Roberts, and Joe Todd, Glenlyn Group Practice Manager. Rebekka explained that that her role, which began in October 2018, is to establish joint meetings of the Patient Groups within our area of Surrey Downs CCG, one of three CCGs which make up Surrey Heartlands. We had an excellent meeting together, and discussed current and future communication between Glenlyn and its patients and the PPG. We will keep you posted!

In February, on behalf of the PPG, Rosie attended a **Kingston Hospital Intensive Care Patient and Family Support Group Meeting**: “A Patient and Family Evening with a talk by Dr. Louise Ma, Intensive Care Consultant”. It was extremely interesting and it was obvious that patients receive very high quality care. Meeting the staff and patients and hearing first-hand experience gave a great boost to confidence should one ever have to be an ICU in-patient.

## Future PPG Plans:

We are working on another patient educational event, following the successful talk on cardiology last year, but in the meantime we are beginning to organise 'Meet your PPG' sessions during **PPG Awareness Week 10<sup>th</sup> – 14<sup>th</sup> June**. The committee would love some **volunteers from the general PPG membership**. They are much needed.

**It is important that as many patients as possible join the PPG**, so please do encourage your family and friends who are patients to do so. The more who do, the greater our influence will be and the more we can help the Practice deliver the services we want.

The next PPG Meeting is the **AGM on Monday 13<sup>th</sup> May**, Giggs Hill Surgery at 11am. **New committee members are much needed – please join us!**

To join or contact the PPG, please email: [glenlynppg@gmail.com](mailto:glenlynppg@gmail.com) or via Glenlyn website or write to Glenlyn or Giggs Hill surgeries.

Thanks from *Paul (Chairman), Karen (Secretary), Heather, Rosie, Vicky and John.*