

LOW MOOR MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

NEWSLETTER AUGUST 2019

CHAIRMAN'S UPDATE

It's been a very busy year for me, your Chairman, and our Practice Health Champions. I have completed an online course titled 'Understanding the Health and Social Care Environment'. The course provided a great incite into the workings of the NHS and associated organisations which in turn will benefit us, the patients, through the work the Practice Health Champions do.

Easter Colouring Competition: This year's event was supported by a Healthy Eating for children display and a sale of craft items made by the Craft Club. It was a popular event and we have been asked to run a similar event over the Christmas period and at the Sedbergh Community Centre

Fund Raising: The weekly **Wednesday Coffee Mornings** have continued to be successful. Not necessarily from sales of drinks, but certainly from the social aspect. The Macmillan Event on the 19th September 2018 raised £154 for Macmillan, and the 13th March 2019 event for Red Nose Day raised £27. In addition to these contributions donations were also made to the Health Champions, particularly on Red Nose Day. Other themed events IN 2018 included Halloween and Christmas.

Donations in 2018 totalled £140 and to date in 2019 the cumulative total is £390.05. It has been agreed that a transport chair will be purchased for the Practice, and the next project is to purchase an ECG machine.

ACCOUNCEMENTS

Breathe Better Bradford Group

This new group has been set up with the support of our very own Dr Hickman, Respiratory Lead for Leeds and Bradford. It's been identified COPD, chronic obstructive pulmonary disease, involving constriction of the airways and difficulty or discomfort in breathing is a major issue not just in BD12 but Bradford. To help patients cope with this illness better a gentle exercise group has been set up at Sedbergh Community Centre, weekly on Wednesday 2.00pm—4.00pm from the beginning of September. The free gentle exercise classes are run by fully qualified sports people who will teach patients very gentle exercise routines to improve their breathing. Why not take part and empower yourself to feel better and have fun. There will be no star jumps or running on the spot!

WEEKLY ACTIVITES

The Practice Health Champions continue to host a number of weekly events:

Monday Craft/Friendship club 10.30—12.00 takes place at Sedbergh Community Centre, it continues to be popular but attendance is variable. However, several lonely patients from this Practice are attending and from the wider community. The aim of the group is to overcome loneliness and isolation.

Wednesday Coffee Mornings, 9.30—11.30 which is open to all patients and takes place at the surgery. Call in for a coffee or cup of tea along with a biscuit and have a chat with us.

Friday Low Moor Strollers 11.00—12.00, Meet at Park Road entrance Harold Park, join us for a gentle walk and have a natter.

NHS GP SURVERY for June 2019	National average	Low Moor	Bradford CCG
% of patients who were satisfied with their overall experience of GP surgery	82%	90%	80%
% of patients who were satisfied with experience of making an appointment	67%	83%	61%
% of patients who found it easy getting through on the phone	68%	82%	59%
% of patients who were able to get an appointment to speak to someone	84%	89%	79%
% of patients who were satisfied with the type of appointment offered	74%	86%	71%
% of patients who are satisfied with surgery opening hours	76%	80%	73%
% of patients who find the receptionists to be helpful	89%	93%	87%
% of patients who would recommend their surgery to someone who has just moved into the area	77%	86%	73%

THANK YOU to our patients

The Practice would like to thank all its patients for not missing their appointments and for arriving on time. Out of 4275 appointments, 4142 arrived which gives an attendance rate of 96.89%. THANK YOU



WHEN THE PRACTICE IS CLOSED

NHS 111

In the case of urgent need when the practice is closed you should call 111 to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. Please note this is not an emergency call number, call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

DID YOU KNOW?

You can order repeat prescriptions online, and choose the local pharmacy from which you want to collect your medication. You can also book some appointments online and have access to your medical records including test results. Please speak to a member of the staff for more details or chat to a Health Champion at the Wednesday coffee morning.

YOUR CONTACT DETAILS ARE IMPORTANT TO US —ARE THEY UP TO DATE?

Make sure YOUR telephone numbers and contact details are up to date this is essential to ensure you receive text reminders for appointments or invites to flu clinics etc.



DATES FOR YOUR DIARY:

Wednesday 25 September—Macmillan coffee morning

Tuesday 8 October—PPG meeting

Saturday 16 November—Christmas craft fair held at Sedbergh Community Centre

MEDICAL INFO—STROKE SYMPTOMS

Would you know the symptoms of a stroke or what to do?



It's that time of year again, FLU CLINIC season will soon be upon us so make sure you make a note of the forthcoming Flu Clinics:

Saturday 5th October

Saturday 19 October



STROKE?

Think **FAST** & save a life
CALL 999

Face – Can they smile?
Does one side droop?

Arm – Can they lift both arms?
Is one weak?

Speech – Is their speech slurred or muddled?

Time – To call 999.

If you see these signs call 999 **FAST**.

PATIENT GROUP WHO?

We are Patients, just like you!

Our purpose is to provide a link between you and the Low Moor Medical Practice:

- We ask for your feedback, listen to you and share your views with the Practice
- Highlight wider NHS issues to help protect services
- Promote self help and self care
- Develop other schemes within the Practice.

There is much that the PPG and the Health Champions can do in the community but, it is directly related to the number of volunteers available. It is an area which is ripe for development and this Practice is highly regarded in the locality to accomplish this. As the Health Champion Chairman I am regularly being asked to participate in activities to support local community events and I strongly believe that this is the way forward for healthcare activities within our community – NHS wins; GP practices win and most importantly of all the patient wins. If you would like to know more about being a Patient Health Champion or wish to contact the Patient Participation Group for any reason please send an email to:

patientparticipation.group@nhs.net

We welcome enquiries from anyone interested in playing an active role in the PPG, we all have different strengths and can give time in various degrees, please help us to help you.



THANK YOU

We are, as ever, extremely grateful for the support received from Alex Avis (Practice Manager) and Maureen Vernon-Rowland (Assistant Practice Manager) and thank you to all the office staff and the Clinicians in the Practice who look after us, the Patients.