



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 007

Email us at: wat.chal@nhs.net

February 2013

PPG Members

Watlington

- Roger Beattie
- Josephine Carrington
- Jenny Tindale
- Doreen Hobbs
- Shirley Brown
- Beryl Parkinson
- Jacky Wagstaff
- Marian Davis

Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- Lesley McCourt
- Gill Walker
- Lynn Baker
- Peter Grout
- Helen Moss-Black
- Audrey Mainwaring

If you have any issue that you would like raised at a PPG Meeting, please contact any of the above or email us.

Special points of interest:

- Flu Campaign
- Wasted Appointments
- Website hits
- Local PPG's
- Get a lift in Watlington
- 2012 Survey
- Remember !!!
- What's BCC?!

Contact Us
By Email

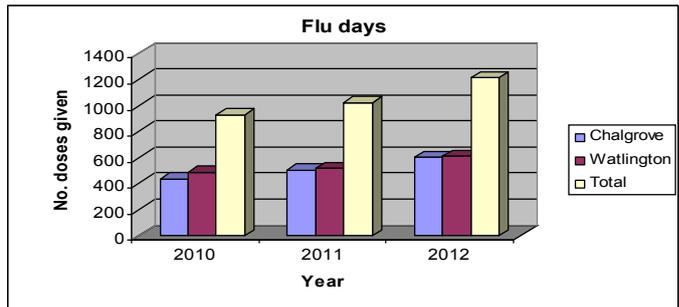
wat.chal@nhs.net

Positive Signs!

In January we reviewed a number of the aspects we regularly monitor. The signs are encouraging, due - in part we hope - to the increased level of communication the PPG has been able to provide to patients at both Chalgrove and Watlington.

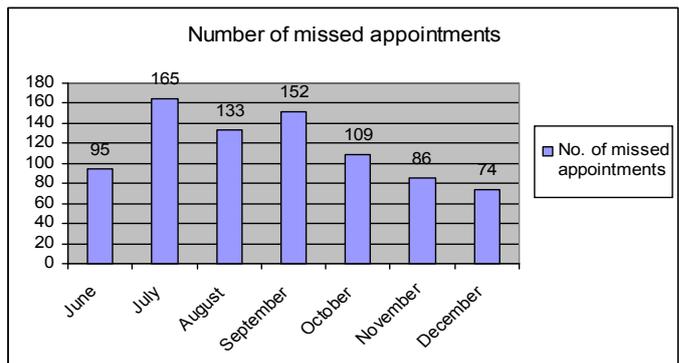
Flu Vaccination Campaign

As illustrated in the graph, the 2012 campaign was very successful. The number of patients receiving a flu vaccination this winter went up by over 200 and to date 1700 patients have been vaccinated. The Practice is considering offering an evening slot next time so that working people can avoid the early morning rush.



Wasted appointments

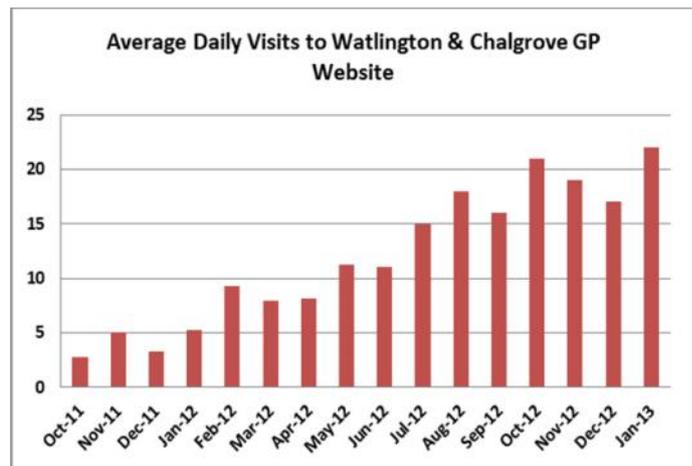
We're getting better! The number of wasted appointments (illustrated in the graph) is steadily going down which means less wasted time for the Doctors and the Nurses and more appointment slots available for patients: October-109, November-86 and December-74. Let's keep this up and keep those figures down!



Website

From the number of 'hits' we can see (in the above graph) that the number of patients having a look at the Practice website is showing an upward trend. If you are not one of this growing band then why not check it out today - a wealth of information is all there at your fingertips: www.watlington-surgeries.nhs.uk

Send us an e-mail too - we would appreciate your comments and feedback on wat.chal@nhs.net



Locality PPG Forum

As you may know, representatives from our own PPG meet regularly with representatives from other PPGs in South-East Oxfordshire to discuss issues such as the impact that the Oxfordshire Clinical Commissioning Group (OCCG) will have on primary care when it takes over in April.

There is to be a strong emphasis on patient participation in commissioning services and our Practice is keen to get a wide representation of patients involved with this Locality PPG Forum.

If you were thinking, "This will just be another layer of people who will sit around and talk!" you'd be wrong. The Locality PPG will take issues that our own PPG wishes to raise directly to the OCCG.

This is **your chance to have your say** in a forum that actually has a voice. If you are interested in being involved contact Kai Howard, the Practice Manager, for more information.

Patient Survey 2012

The results are back from the survey conducted at the end of last year to assess patient satisfaction with the service that the Practice provides. The initial impression is very good and indicates a very positive response from patients.

The results will now be analysed by 3 members of the PPG and a report prepared which will be made available to all patients.

NHS Direct / 111

As of Friday 25th January the NHS direct telephone number (0845 4647) was replaced by 111 and anyone dialling the old number will be advised to dial 111. The website remains the same.

In the last Newsletter we told you all about the new 111 service - check out the Practice website if you missed this - and we can report that feedback on this service has been very positive and most target response times have been met; although weekends are proving to be very busy and things take a little longer.

Summary Care Record Cards – update

Very few patients opted out of this service. The information stored on the Summary Care Record Cards will soon be available to authorised healthcare staff anywhere in England.

This means that if you are away from home and need treatment, staff will hopefully be able to access important information on your medication, allergies etc. wherever you may be in the UK. Although they will first seek your permission - unless you are unconscious of course!

Watlington Volunteer Drivers - Update

Patients in Watlington can ring 07765 154120, between 7.00 pm and 9.00 pm, Monday to Friday, to book transport for any trip of a medical nature: Hospital appointment, Dentist, Optician, visiting someone in hospital or a care centre etc. There is a mileage charge to cover costs but this can be refunded to claimants of certain benefits. Check out the local press for more details or, of course, the Practice website.

Chalgrove's equivalent CHATS service continues to operate and is very popular.

Latest Medical Article

Have you noticed a small red patch that has suddenly appeared, probably on your head or neck, which just won't go away? Well, "Don't panic!" Chances are it is a basal cell carcinoma (BCC) or small non-melanoma skin cancer that is not life-threatening and can be easily and quickly treated if caught early. One in three of us are likely to develop a BCC at some point so check out the medical article on the Practice website www.watlington-surgeries.nhs.uk for more details on this skin condition, what to look out for and how to reduce your risk of developing one.

The PPG would like to thank Dr Gregory for his interesting and informative talk on this topic.