



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 015

Email us at: wat.chal@nhs.net - Website www.watlington-surgeries.nhs.uk

May 2015



Patient Participation Group

Members

Watlington

- Roger Beattie
- Doreen Hobbs
- Beryl Parkinson

Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- 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:

- Hello, Goodbye!
- PPG Changes
- Get Involved
- Top Marks!
- Public Meeting News

Contact Us
By Email
wat.chal@nhs.net

Goodbye and Welcome

We are sad to report that our Practice Manager, Kai Howard, left the Practice at the end of April to take up a similar position in the Swindon area.

Kai joined the Practice almost 3 years ago and has done an excellent job managing the myriad of changes that have been thrust upon GP Practices over recent years. The PPG would like to take this opportunity to thank him for the encouragement and support that he has always given to the Group and we wish him every success in his new post.

We are, in contrast, delighted to welcome Carole Montague who joined the Practice on 20 April and will be our new Practice Manager effective from 5 May.

Carole is an experienced Manager who has worked with the PCT and Oxford Health for many years. On behalf of the Patient Population, the PPG would like to welcome her to the Practice and we look forward to a happy and mutually beneficial working partnership.

Your 'New Look' PPG

The Patient Participation Group has now been in existence for almost 4 years. It exists to represent the views of the Patient Population and provide two way communication between patients and the Practice. Indeed it is now a specific requirement of the new GP contract that every Practice has a PPG.

With the benefit of those four years' experience, some members felt we needed to review the way we operated in an attempt to be maximise the effectiveness of the Group.

Thus at our last meeting in March we voted to have a Core Group and a Patient Group. The Core Group will meet more regularly to consider all the various issues that affect patients and decide upon which of these the Patient Group will then take forward.

The Core Group will comprise two patients each from Watlington (Roger Beattie and one other - to be confirmed) and Chalgrove (David Lee and Lynn Baker. Our new Practice Manager will be invited to attend our meetings and Neil Topping will also participate as our representative for the South East Local Forum Group (SELF).

SELF is a forum where the 10 PPGs in the South Oxfordshire area meet regularly to provide a two-way channel of communication between individual Practices and the Oxfordshire Clinical Commissioning Group (OCCG).

OCCG has the responsibility for allocating the budget for health services in our area and also looks at ways of pooling the resources to provide better services for patients. This structure was introduced by the Coalition Government in an attempt to make the NHS more focussed and accountable.

You can judge if it has been a successful change to the way the NHS functions!

As part of our review we also considered the extent to which the wider Patient Population is connected with the PPG and we felt that we would like to encourage more input from, and interaction with, patients and will therefore be contacting local groups within Watlington and Chalgrove to set up a more defined form of two-way communication.

Come and Join Us!!!

Your PPG exists to give you a say. It is designed to be for your benefit, to give you an opportunity to influence the way health services are delivered in our area.

At the moment we have 12 members with an imbalance between Watlington and Chalgrove (see front page). In recent months we have lost Shirley Brown, Jacky Wagstaff, Lesley McCourt, Marian Davis, Josephine Carrington and Jenny Tindale from the Group. This was due to relocation for two of them and the other four decided to stand down for personal reasons.

We would like to thank all of them for their contributions whilst they were part of the team, they will all be missed.

Unfortunately, they were all from Watlington - hence the imbalance. So whilst we really need some patients from Watlington to join us we would also be very happy to welcome anyone who would like to be involved.

We are particularly keen to attract some younger members as we want the PPG to represent all age groups in our community and to do that we need more members in the 16 to 40 age group.

As stated overleaf we will also be endeavouring to make contact with local groups within the Watlington and Chalgrove area.

If you would feel you would like to be involved in any way, please e-mail us at wat.chal@nhs.net or contact any PPG member.

So come on, give it a go. If you have ideas how you would like to improve the NHS, here is your opportunity!



Your On-line Patient History

The online access for patients to view certain aspects of their medical history - medication, immunisation status, active problems and allergies - is now up and running. If you would like to be able to use this facility you will need to go into the surgery and request access; even if you have already signed up for online booking of appointments.

If you do not have access to the internet, just put in a request for a hard copy at the surgery.



Friends and Family Test

Some of you may recall we announced a change to how each GP Practice is assessed. It is called the Friends and Family Test which enables patients to rate the standard of service they receive from their GP experience.

Ideally you should complete this questionnaire after an appointment - you can do this online or fill up a hard copy available in the waiting rooms.

Recent results showed that over 87% of patients who completed an assessment would be 'extremely likely' to recommend our Practice to family and friends. There were many positive comments about all the Staff and no negative comments at all.

So well done to all the Practice staff!

Public Meeting

Back in 2013 the PPG had planned to organise a public meeting to give patients the opportunity to learn about the changes that were happening in the NHS and to ask questions on how these would affect funding, services etc.

As the new changes seemed to be constantly occurring, we decided to wait until things were more settled before holding this meeting. We are still waiting! Following the General Election there may well be even more change. Hopefully we will not have to postpone this meeting for too much longer.

But never fear - we will continue to keep you up-dated with what is happening via the Newsletter. You can also check out the PPG page of the Practice website which has regular posts on current health-related items that are in the news: www.watlington-surgeries.nhs.uk