



THE PATIENT GROUP COMMITTEE

What does the Patient Participation Group do?

This group provides a communication channel between the patient and the practice. With the help and assistance of the practice, the group seeks suggestions from patients e.g., to highlight any areas that need attention.

Patient Group Committee

The Patient Group Committee consists of :

Ann Shilcock- outgoing Chair

Kusum Trikha- New Chair

Nick Roworth, Edwina Morris, Pat Rodgers

Dr Arora and David Jones (Practice Manager)

Welcome

Ann Shilcock has been the Chair of the Patient Group since its inception in 2009. She attended regular meetings led by the area health authority to gain an overview of the changes and improvements in the health service.

This strengthened the knowledge base of the patient group, enabling the group to provide effective support to Dr. Arora and her staff.

Ann has now decided to step down as the Chair but will remain an active member of the patient group.

Kusum Trikha has been elected as the new Chair of the Patient Group. She has been registered as a patient at Dr. Arora's surgery for many years and joined the patient group in 2015. By attending regular committee meetings and working closely with Ann Shilcock, she feels well placed to lead the group as its Chair.

If you have any queries, please contact her through the practice manager David Jones.

Social Prescribing

Noel Gillis is the Social Prescriber for the Great Hollands Practice

Her role is to:

- Develop trusting relationships by giving people the time to focus on what is really important to them;
- Offer personalised support, time and confidence to work on underlying issues which may affect a person's health and well-being, this could be debt problems, anxiety, stress, loneliness unemployment, poor housing and physical inactivity.
- Convey that a 'simple' telephone call can make a difference to a patient's well-being. The time spent having a conversation, allows the Social Prescriber to offer appropriate care and support for a patient. For example, this could be introducing someone to the current activities that are running in their local community.

She aims to make every 'contact count'. Patients can self-refer or be referred to this service by their GP or other health care professionals.



Surgery Pod: Please enquire at Reception if you would like to pop in to our Surgery Pod in order to check your blood pressure, height and weight etc



Practice Achievements

The Practice have made a number of successful achievements for patients this year and we thought that we should share these with our patients:

- 90%+ Cytology target
- 90%+ Childrens Vaccination targets
- 90%+ Shingles Target
- High Quality and Outcome Points Total
- Investment and Participation in the latest Information Technology — e.g. new telephone system coming soon
- Please check our website for the latest developments www.greathollandspatice.nhs.uk

It has been our mission at Great Hollands Medical Practice to offer the best possible standard of care to our patients. It has been difficult at times with dwindling NHS resources and staffing.

In the past year we have made a big effort to improve our recruitment and concentrated on developing access to appointments for patient and recalling patients with long term conditions such as Diabetes, Heart Disease COPD and Asthma. We have achieved a very high score on the Quality and Outcome Framework (QoF) as well as achieving some of the best target scores for Vaccination and Cytology in Berkshire.

IT developments such as the Surgery Pod has given patients the ability to self check blood pressure etc We have embraced the new Health Apps for patients such as Sleepio ,Healthier Together for children under 14, Getubetter and Econtations (Klinik) which are all available on our website to access. We are working with Frimley Health and Care providing a Remote Monitoring Service for patients to keep them well at home for those who are housebound with long term conditions.

TEAM DEVELOPMENT

The Practice Team continues to grow and with a wide range of professionals we are able to offer more support to our patients. A Mental Health Nurse in now in post; a part time Practice Nurse has been recruited and we have additional administrative support.. We now have 3 part time Pharmacists in the Surgery, and a new part time GP has joined the team. This increase in staff is very welcome. We are still seeking to recruit another GP.

Lloyd George Medical Records Digitalisation Project:

The Practice have recently scanned all our paper medical records for over 4400 patients to our Emis Web computer database. This means that all our old paper records are now on our computer system and can be accessed easily by our clinicians with all the usual security systems in place to protect this patient data. This is a fantastic achievement and we are proud that Great Hollands Practice is at the forefront of the latest NHS technology in making us a truly paper free practice.



PRACTICE WEBSITE:

Please take a look at our website www.greathollandspatice.nhs.uk and let us know what you think. You can order your prescription, book Klinik E-consultations online, view your medical records online and much more. We also have the facility to translate all information into your chosen language on our website We welcome your feedback.