

NEWSLETTER



September 2023

NUMBER 1

Welcome to the first Patient's Participation Newsletter. We hope you find it useful and informative.

It is around 30 months since the group was formed and progress has been erratic to say the least. However with the formation of the 'Steering Committee', matters have started to improve and we see the publication of this newsletter as an important step forward.

The basic idea behind the PPG is for patients to have a voice in the development of the practice by acting as 'Critical Friends'. This means we are prepared to highlight where the practice could be improved but in a supportive and encouraging manner. We must appreciate the extent of the demands faced by the practice while being realistic as to what can be achieved.

It is clear the Practice team are very competent, caring and professional and we are lucky to have them. They want to do well for us and in return we should be supportive of them. It's easy to complain when things go wrong but we should also remember to praise when all goes well.

The Steering Committee's job is to collect your views and ideas in regard to making the practice better. You might also like to become part of the group and make a practical contribution.

*Overall it is important to all that progress is made and with staff and patients working together, this is much more likely.
Please get involved and offer your ideas and energy.*

STEERING GROUP

Janet Evans

Pauline Foster

Kevin Goodwin

Graham Millington
(Chair)

HMP WEBSITE

At the last meeting it was decided to ask patients and other users to comment on the HMP Website.

We would like to know if you feel it satisfies your needs and how it might be improved.

Please spend a little time navigating the site and give us your opinions.

The Website address is below.

Thank you.

HMP Website : [Hednesford-medical-practice.nhs.uk](https://hednesford-medical-practice.nhs.uk)

HMP Facebook : facebook.com/hednesfordmp

The Steering Group's work so far

1. The first step was to write our 'mission statement' and meeting protocol. Both are now on the Practice Website.
2. We have reached out to other PPG's in order to enhance our skills and knowledge.
3. Three 'full member' meetings have been organised which have given patients the opportunity to tell us their experiences when dealing with the practice.
4. Members of the Steering group have visited the surgery and 'shadowed' staff members in order to see for themselves what happens in the office on a daily basis.

From the meetings six objectives have emerged.

1. *To encourage the greater use of Patient Access*
2. *To inform patients of opportunities they might take in order to enhance their own health*
3. *To produce a regular Newsletter*
4. *To address 'No shows' and reduce patient abuse*
5. *To enhance the surgery environment*
6. *To review the HMP Website*

PPG MEETING

The next full meeting of the PPG is on
19th September
at 10.00 am

**Would you like to
get involved with
the PPG?**

Go to HMP website

CLICK...

[Surgery Information]

CLICK...

**[Patient Participation
Group]**

You're there!

Our next full PPG meeting.

At our next full PPG meeting we really want to hear from YOU! What are your thoughts about HMP? Have you any concerns or can you offer ideas as to how the practice can improve. Come to the meeting on 19th September @ 10.00 am

Want to Contribute to medical research?

Future Health is a new research programme that aims to prevent, detect and treat diseases such as Dementia, Cancer, Diabetes, Heart disease and Stroke.

Future Health is a charity supported by many organisations such as the NHS, various health charities, Universities, some private companies and the government. There is a call for volunteers to provide data for the research and up to five million people will eventually be included.

Future Health will be the largest ever research programme and although initially volunteers were invited by random, it is now open to anyone aged 18 or older.

For more information visit Website <https://ourfuturehealth.org.uk>

Improving the surgery environment

The Steering Group, supported by a Full PPG meeting, decided to focus on improving the surgery environment. One problem we discovered was that although HMP has a service agreement with NHS Properties Services Ltd, this organisation is not fulfilling its contractual obligations. Consequently we have sent the following letter.

Dear Sir,

I am writing on behalf of the patients of Hednesford Medical Practice. We have become increasingly concerned about the failure of your organisation to carry out your contractual obligations in regard to the maintenance of the building on Station Road. This is in spite of repeated requests by the Practice Management Team.

You have received an extensive list of tasks that need completion and thus far you have offered little or no response, even though payments for your service have continued. Clearly, we find this unacceptable and we now seek action on your behalf to get this work completed in the very near future.

Perhaps you will be good enough to provide HMP with an immediate assurance that you will now accept your responsibility to complete the work and also to provide a schedule (inclusive of dates) when the work will be completed.

A copy of this letter is to be forwarded to local Councillors and our MP. You may take this as an indication of the level of concern we have over this matter.

Patients missing appointments and Staff abuse

It is concerning that many patients fail to attend medical appointments each month. The data for May and June is shown. Such 'no shows' result in increased waiting times for other patients and is frustrating to the medical staff.

THESE FIGURES ARE VERY HIGH. PLEASE ALWAYS KEEP APPOINTMENTS OR CANCEL IN GOOD TIME. THANK YOU.

MISSED APPOINTMENTS

Health provider	MAY	JUNE
Doctors	17	19
Practice nurse....	14	17
Physio/Pharmacist	5	5
Hlth. care/Ad. Nrse	42	71
TOTAL	78	112

The office staff are often confronted with abusive patients and this is worrying. All staff try to help as much as possible but they must follow strict rules and this can cause frustration in patients. However any staff abuse is unacceptable and might result in patients being excluded from the Practice. Please behave respectfully at all times.

Ordering repeat prescriptions using the Website

You can use the Practice Website to order repeat prescriptions saving you and the Clinical Team time and trouble. **Visit the Website: Hednesford-medical-practice.nhs.uk**

A) Scroll down to Blue Buttons and [CLICK \[Prescriptions\]](#)

This page reveals how you can order your repeat prescriptions conventionally.

B) Find the 'Online Prescriptions' panel and ... [CLICK \[No Account and REGISTER\]](#)

This takes you to the 'PATIENT ACCESS' WEBSITE which will allow you to order prescriptions.

[\(Please note you cannot book appointments on this website yet\)](#)

C) In the top panel find and ... [CLICK \[...register with Patient Access\]](#)

This page explains how to register and offers links to help with the registration process.

(HMP staff will also offer help and advice)

You will need to nominate your preferred Pharmacy and get access information from the reception team. However once connected, the re-ordering of prescriptions will be far quicker and more efficient.

Kevin explains the schemes merits.

"I have been using Patient Access for two years for repeat prescriptions. Once it's all set up there will be no more writing letters or visiting the practice. Your doctor will get the request on-line and process it speedily and efficiently. Your pharmacy will be quickly informed to prepare your medication. Once I had a prescription within hours of my request. It's a great scheme and really helps the medical staff".

The registration process may be a little daunting to those not used to computers but the reception team are very helpful and the PPG hopes to provide advice and guidance in the future.

Getting to speak to the 'right' medical practitioner

Once upon a time surgeries consisted of a Doctor and receptionist. Today there are many other highly competent medical professionals (working in tandem with the doctors), who are able to provide specialist help in a wide variety of areas.

A 'triage' system operates where a specially trained professional will take your initial call to the surgery and after asking a few questions, will then direct you to the most appropriate healthcare professional. This ensures you get the care you need quickly.

HMP is blessed with having a very caring and efficient triage team and they are very experienced in identifying the right service for your particular needs. They can also provide details of the full range of services available but a quick look on the HMP Website and you can quickly see what these are.

Go to HMP Website and [CLICK \[Surgery Information\]](#) Then [CLICK \[Healthcare Team\]](#)

Scrolling down the page will reveal the extent of the services offered. This should give you confidence in the ability of the Practice to provide the most appropriate type of care, guidance and support that is necessary to meet your needs now and in the future.

