

The Patient Voice

A Newsletter of the Priory Fields Patient Participation Group (PPG)

June 2025 Issue 03

Update on the PPG

The PPG continues to promote wellbeing and good health for all. In order to achieve this we held a successful drop in session on Saturday 15th March. These are some of the outcomes:

- A “call-back” system is in place if there are more than five people in the telephone queue. One patient said **“the telephone return call system is fantastic”**
- The commentary at the beginning of the telephone service is being actively assessed.
- Access to the online systems should be possible without a passport or driving licence.
- Although the receptionists are multi-tasking, it is important that patients are acknowledged when they arrive at the reception desk. **A notice requesting patients to wait until called forward has been implemented**
- Several patients indicated that they had problems using AskMyGP, the NHS App and System Online. **We are looking into providing sessions on these apps.**

It was noted that the surgery is looking into better supporting patients with disabilities.

This includes:

- Collecting patients from the waiting room
- Ensuring access to the surgery is safe – ie steps are painted and secure
- Investigating an alternative to using the check-in screen for those who are partially sighted
- Investigating whether the voice-over on AskMyGP can be simplified

To continue working towards our aims we had arranged a patient information evening for **Wednesday 28 May from 6.15 to 7.15 - at Priory Fields Surgery**. The topic was “self care” with presentations by Dr Aisha Naqshbandi and Owen Munjeri - Day Lewis Pharmacy, a poster advertising this went to patients and displayed in the practice.

We will continue planning a series of patient evenings, at the practice, when we will invite guest speakers to give a talk on the following topics: Structure of the Practice; Asthma; Cervical Screening; Prostate awareness.

Currently we will be focusing on:

September 2025 - Asthma
October 2025 - Men's health
February 2026 - New Patient information
April 2026 - Women's health.

We have yet to clarify dates – but watch this space!

Other Diary Dates

The PPG meets on a Wednesday every other month. Our future meetings will be held at meeting room, upstairs in Huntingdon Library at 2pm unless otherwise notified.

The dates are: 9th July 2025 and the 3rd September 2025

If you are interested in joining please contact the surgery or use the details noted below on the section on **listening and learning**.

Do you sometimes wonder what happens at the Surgery?

In each of our Newsletters we are planning to provide an insight into the day in the life of one of the professionals at the surgery.

In this edition it is a **“Day in the Life of a Social Prescriber”**

This outline reflects a typical day but, no two days are the same. The Social Prescribing Team consists of four people. They work across local practices – The Acorn Surgery, The Hicks Group, Papworth Surgery, and Priory Fields. Patients are referred to the service through a clinician at the Practice. Referral situations include, volunteering, housing, social service support, dementia and Alzheimer's. The Team listens to, and identifies people's needs and aims to increase their control of a situation. Each referral can have up to 12 sessions, depending on the person's needs. Social Prescribers can be identified by their purple uniforms.

Sometimes, a visit may involve contacting external services or the GP team on the same day, which can shift plans:—flexibility is key in our role. Thankfully, we are supported by GP teams and Primary Care Network colleagues for help and advice.

08:00 – Start of Day

- Check and respond to emails, tasks, and messages on the work mobile phone
- Catch up with the team
- Review notes for the day's planned patient visits
- Confirm no changes to appointments (e.g. hospital admissions, cancellations)

09:30 – 14:30 – Home Visits

- Carry out 3–4 home visits, each lasting between 30–60 minutes
- Take a quick lunch break between travelling to patients

15:00 – End-of-Day Wrap-Up

- Complete patient notes
- Follow up on admin tasks
- Return any missed calls from earlier in the day
- Make any necessary referrals based on today's visits

16:00 – Finish for the Day

- Time to walk the dog and recharge for tomorrow!

Please refer to our service via your GPs

Stay Well This Summer – NHS Health Advice.

Summer brings sunshine and fun—but also some common seasonal challenges. Here's how to keep you and your family safe and well.

Managing Hay Fever

- Keep windows and doors closed during high pollen times.
- Shower and change clothes after being outside.
- Dab petroleum jelly around your nostrils to trap pollen.
- Wear wraparound sunglasses to reduce eye irritation.
- Take antihistamines if needed—your pharmacist can help you choose the right one.

Avoid mowing the lawn or walking in long grass when pollen is high.

Sun Safety Tips

- Stay in the shade between **11am and 3pm** when the sun is strongest.
- Use sunscreen with **SPF 30+ and 4-star UVA** protection.

- Reapply sunscreen every 2 hours and after swimming or sweating.
- Wear a wide-brimmed hat and UV-protection sunglasses. Keep babies and young children out of direct sunlight altogether.

Stay Cool and Hydrated

- Drink **plenty of water**, even if you don't feel thirsty.
- Limit caffeine and alcohol, which can dehydrate you.
- Wear **light, loose-fitting clothes**—cotton is a great choice.
- Use a **cool damp cloth** or take cool showers to reduce body temperature.

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Watch out for Heat Exhaustion. Know the signs: headache, dizziness, tiredness, nausea, cramps, heavy sweating. What to do: Move to somewhere cool, lie down, drink fluids, and cool your skin.

Call NHS 111 if symptoms don't improve within 30 minutes. For more summer health advice, visit: www.nhs.uk Or speak to your local pharmacy or GP surgery.

Some patients have asked **What are Medical Pathways?**

These are step by step plans that guide how a patient is diagnosed, treated and supported for a specific health condition. It helps doctors, nurses and other health professionals to follow a plan from the first appointment through to treatment and follow up and referrals.

Pathways:

- Ensure patients receive the right care at the right time
- Help avoid delays, unnecessary tests, or missed treatments.
- Follow proven guidelines, to safeguard consistency of care
- Make certain different NHS teams work together.

Listening and Learning

We want to hear from you! Your experiences, suggestions, and insights matter to us.

How You Can Help:

Share Your Ideas: Have you got a brilliant suggestion or noticed something we can do better? Please email us at ideas@pfppg.org.uk or post your comments in the suggestion box at the surgery.

If you would like to join us, please contact the surgery or fill in the application form on the website at:

<https://www.prioryfieldssurgery.nhs.uk/practiceinformation/patient-group/>

Take Part in Our Surveys: From time to time, we may ask for your views on specific issues/topics. It would be great if you could spend a few moments doing this.

Interesting Healthcare Facts for Patients

Your pharmacist can do more than you think .

Many pharmacies now offer advice and treatment for minor illnesses—like sore throats, UTIs, or skin rashes—without needing a GP appointment. Ask at your pharmacy.

Half of all GP appointments could be avoided

NHS England estimates many appointments are for issues treatable at home or by a pharmacist.

Your blood pressure can be checked at home

Home monitors are inexpensive and give a more accurate picture of your health over time than a single reading at the surgery.

Antibiotics don't work for viruses

Common colds, most sore throats, and flu are caused by viruses—not bacteria—so antibiotics won't help and may even do harm.

NHS screening saves lives

Routine screenings for bowel, breast, and cervical cancer are among the most effective ways to detect issues early. Skipping them can put you at risk.

Every adult over 40 can get a free NHS Health Check

It helps prevent stroke, kidney disease, heart disease, type 2 diabetes and dementia.

Loneliness is as harmful as smoking

Social isolation can increase the risk of heart disease, stroke, and dementia. Local groups, befriending services, or even volunteering can make a real difference. Visit <https://www.campaigntoendloneliness.org/feeling-lonely/helpful-links/>

NHS 111 is available 24/7

It can guide you to the right level of care, even booking you into an urgent treatment centre, if needed.

Visit <https://www.nhs.uk/nhs-services/>