



Summer 2011 Published for CMC by the Patient Participation Group (PPG)

Travel Vaccinations

You need to complete a travel risk assessment form (preferably before seeing the nurse) to identify what your requirements are.

Some preventive medicines need to be started some time before you travel, so do check in good time!



THANK YOU!

We are grateful that this issue of the Newsletter has again been sponsored by a local organisation.

If you would like to sponsor a future issue, please contact our fund raiser Alison Standen on 01628 527332 or 07796 375958

Advance Notice

The Next Health Evening

Diabetes Update

At Pinder Hall in October

Date to be announced

All are welcome



NHS Changes

As you are no doubt aware, the radical change to the way the NHS is run is under review. While we cannot guess what effect this may have, the implementation of the changes has been delayed by only a few months. Planning for the change is therefore continuing. The following is a brief summary of what is going on.

GP consortium

Our consortium will comprise all the GP practices from Maidenhead and Windsor, together with two practices from Ascot. Dr Peter Roberts is playing a leading role in the development. The consortium has appointed Graham Box* to provide administrative support during the evolution. Graham is already in discussion with Patient Groups about how patient views will influence the development and commissioning of services. The consortium will act in shadow form from this year and be fully responsible for designing and commissioning health services from 2013.

Health and Wellbeing Board

Each local authority is required to create a health and wellbeing board. The Windsor and Maidenhead board is chaired by Councillor Dudley. HealthWatch will be represented on the board.

HealthWatch

This will be a statutory body, taking over the monitoring and investigative functions of the Local Involvement Network (LINK) from about July 2012 and having additional responsibilities for complaints and advocacy from 2013. HealthWatch will be funded via the Royal Borough, but as its remit includes social care (commissioned by the Borough) will need to be independent in action.

Local Involvement Network (LINK)

The LINK provides the current way in which the public are involved in health and social care provision. It will continue in its present form until March 2012, when its responsibility will transfer to HealthWatch. See Page 4 for how to get involved.

Primary Care Trust (PCT)

By July of this year, Berkshire East PCT will have "clustered" with Berkshire West to improve efficiency. The PCT will cease to exist in March 2013, when the GP consortium takes full responsibility.

** Until recently Graham was Chief Executive of the National Association for Patient Participation and has contributed to our PPG activities in the past.*

OUT-OF-HOURS SERVICE

Ten percent of calls to the out-of-hours service are for repeat prescriptions.

Repeat prescriptions provided by the out-of-hours service will be limited to life preserving medication. Normally sufficient quantities will be provided to tide you over until your GP service is available. This is because the out-of-hours service is charged for drugs prescribed but is not funded for this expense. You may therefore end up paying the prescription charge for a very small quantity of medication.

A better solution is to visit the pharmacy in Cookham, where you may be able to "borrow" medication until your repeat prescription is available from the medical centre. You will qualify if you are known to the pharmacy and your medication has been prescribed for at least six months. Controlled drugs are NOT included. It may be possible to help other patients. Do ask.

Of course the best solution is to request a repeat prescription in plenty of time!



As many of you already know, I will be leaving Cookham Medical Centre at the end of July as I have successfully completed my GP training. That success would not have been possible without all of you and I would like to say a big thank you to the patients for making me feel so welcome and to the PPG for their support. I have thoroughly enjoyed my time at the surgery and it has been a real honour having been able to work there. I would also like to say a special thank you to Dr. Birdi and all the other members of the team for welcoming me into their 'family'. I will be very sad to have to say goodbye.

Dr. Ravi Bansal

The PPG wish Ravi every success and thank him particularly for his contributions to health information evenings.

Discharge Summaries

If you or a relative are discharged from hospital it is likely that you will be given a copy of the discharge summary for your GP.

PLEASE MAKE SURE THAT THIS IS DELIVERED AS SOON AS POSSIBLE TO THE MEDICAL CENTRE.

A more detailed summary is usually provided by the hospital, but

THIS MAY TAKE UP TO SIX WEEKS TO ARRIVE!

This means that your GP does not know what medication you are taking or even that you have left the hospital.

DON'T WAIT UNTIL YOUR NEXT APPOINTMENT

Warning

Lead was stolen from the Medical Centre recently from behind the locked gates. It will be replaced with less valuable zinc, but apart from the expense and inconvenience it is almost certain to result in an increase in insurance premiums. The amount taken was relatively small, which suggests that nowhere is safe.

Staff changes

ST2 GP registrar, Qusai Arsiwala, has joined the practice

*See the Winter 2010 newsletter (available on the website) to discover what ST2 means!

Dr Ravi Bansal will leave the practice at the end of July, to take up an appointment as a GP in Maidenhead having successfully completed his year as a Registrar.

It is hoped that another Registrar will join the practice later this year.

Putting names to faces

The PPG have agreed to assist Ruth in completing the picture board.



YOUR COMMENTS

The car park situation is disgusting, something should be done about it and soon!

GP response:

The bay markings in the car park have been painted, which should reduce the incidence of cars taking two spaces. This has reduced the effective capacity of the car park.

PPG response

Although we bought special paint for this job quite a long time ago, the instructions required 48 hours drying time. This would have meant closing the car park, which was not feasible. In the end, spray paint was used. We are grateful to Ruth Franklin, her son and Dr Ravi Bansal for giving up their time to do this work at the weekend. Because of parked cars, a couple of bays have yet to be marked.

Please help by parking carefully!

A patient visiting the centre knows the name of the doctor or nurse being seen. However, the receptionists are not identified. In my view they are all good or outstanding and being able to identify them would enhance their status and relationship with patients. (summary of comment)

GP response:

Receptionists prefer not to wear name badges, but it will be possible to identify them from the photo board that will be available soon.

A complaint was received about waiting times

GP response:

The problem is recognised. We are testing a new appointment system that leaves some gaps in the booked appointments. This means that the number of patients kept waiting should be reduced. It should also reduce the stress on the GP's who are balancing the needs of individual patients against the need to maintain the appointment schedule.

PPG response:

We welcome the initiative and will report what effect it has in future newsletters.

Friends of Cookham Surgery – Stay in Touch

We are pleased to report that more of you have joined our e-mail list and are now receiving newsletters and other information direct. As a result we have been able to reduce the number of printed newsletters needed, slightly reducing our costs. We hope that more of you will join our mailing group. To encourage you to join, for a trial period, invitation slips will be given out with the disks when you arrive at reception. Please complete the slip and drop it in the comments box. (You should receive no more than 6 emails per year)

If you will not be visiting the surgery soon and would like to join the mailing list, please e-mail our secretary chris.oxtooby@btinternet.com

(You can unsubscribe at any time by advising the same e-mail address.)

A lot of useful information including times when the Medical Centre is closed for staff training can be found on the website at www.cookhamdoctor.co.uk

Local Involvement Network (LINK) for Health and Social Services in Windsor, Ascot and Maidenhead

Many of you will have registered with the LINK in order to be kept up-to-date with what is going on and potentially to take part in surveys or activities. Keeping you informed has been the responsibility of the "Host" appointed by the Royal Borough. For various reasons the contract with the Host has not been renewed from April of this year. During the transition to Healthwatch (Page 1), support for the LINK is being provided by Windsor and Maidenhead Voluntary Action. Details of relatively few LINK members have been passed to the new host. We are therefore supporting the LINK's drive to re-establish and grow the membership. This will be carried forward to Healthwatch, which will have even greater influence.

If you are one of those who were disappointed not to have been kept informed, please be aware that this deficiency is being addressed. Please consider renewing your contact with the LINK. If this is new to you and you would like to know more, read on!

The LINK has the following objectives:

- To provide a common approach to monitoring health and social care within the RBW&M
- To provide a stronger, more independent voice
- To represent the widest possible range of views
- To make community involvement more convenient

Getting Involved

Involvement is as little or as much as you choose. By joining the register of interested people and organisations you will be kept informed and may choose to become involved in projects that interest you. The register of people and organisations is known as the "Reference Group".

If you are able to dedicate some time and have organisational skills, you may wish to put your name forward for election to the Steering Group.

To become a LINK member contact:

Jazz Khan on 01628 781644 or Michaela Helman 07766256660.

Email:
wamlinks@hotmail.com

Website:
www.rbwm.gov.uk/web/social_wam_link or
www.wmvolcation.org.uk

BERKSHIRE COMMUNITY FOUNDATION

The PPG are delighted to announce that Berkshire Community Foundation (BCF) have donated £175 to help us maintain our activities. Information about the work of BCF in helping voluntary organisations in Berkshire can be found at www.berkshirecf.org.

PPG committee

Brian Schirn *	Chairman
Chris Oxtoby *	Hon Secretary
Roger Battye *	Hon Treasurer
Pat Cronshaw	(MS representative)
Julia Mercer	(Elizabeth House rep.)
Alison Standen	(CVS representative)
Joyce Sayer	(WI representative)
Mary-Lou Kellaway	(Parish Council rep.)
Rose Coop *	
Sally Somerville *	Elected member *

Cookham Medical Centre Lower Road Cookham, Berkshire SL6 9HX

The Aims of the Patient Participation Group are included in the Constitution, which is available on request.

Any matter raised with a member of the PPG is treated with complete confidentiality

Health Centre Doctors

Dr Azmy Birdi	Dr Peter Roberts
Dr Mike Sealy	Dr Susie Hayter
Dr Cathie Scothorne	
Dr Emma Bradbury	
Dr Ravi Bansal (Registrar)	
Practice Manager: Ruth Franklin	

Appointments	01628 810242
Visits and Advice	01628 524646
Fax number	01628 810201

We welcome contributions from readers, but reserve the right to select articles for publication.

For PPG matters contact

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