



Cookham Medical Centre

News

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

Baby Clinic

For many years, a baby clinic has been held at Cookham Medical Centre. This has now been transferred to St Mark's Hospital, where patients from all other Maidenhead practices are already seen.

As well as monitoring the progress of babies' development, the clinic provided a chance for mothers to meet and socialise. The following opportunities for meeting others exist locally:

MOTHERS AND TODDLERS

Thursday morning at the Parish Centre
Contact Jo Hancock Tel. 01628 474278)

TRINITY NIPPERS

Tuesday morning at the Parish Centre
Contact Bridget King Tel. 07974 781920

THANK YOU!

The PPG gratefully acknowledges receipt of £200 from WAM LINK to enable us to continue and improve communication with patients.

Health Information Evening

Living with Diabetes Or Living Without It Reducing the risks and effects

All are
Welcome



Refreshments
Provided

**Wed 5th October 2011
8.00pm
at Pinder Hall**

Speakers :

Dr. David Dove,

Diabetes Consultant, Heatherwood and Wexham

Lorraine Knibbs, Dietitian, Cookham Medical Centre

Dr Azmy Birdi, Cookham Medical Centre

For information, please call 01628 523890



Cookham Patient Participation Group

Cookham PPG AGM

As required by its constitution, the Patient Participation Group gives notice of the forthcoming Annual General Meeting.

This will be held on Wednesday 5th October, in Pinder Hall, immediately following the health information evening about Diabetes. It is hoped that many of those attending the health evening will be able to stay for the AGM. Patients not attending the health information evening are welcome to attend the AGM, which will start at about 9 p.m. and will last for no more than 30 minutes.

Local organisations with an interest in health are eligible to nominate a member of the PPG committee. In addition up to six individuals will be elected to serve on the committee. To nominate representatives or individuals please contact our Hon Secretary, Chris Oxtoby (chris.oxtoby@btinternet.com or 01628 670705). If you would like to discuss what is involved, please contact our Chairman Brian Schirn (b@schirn.fsworld.co.uk or 01628 521809).

BOOKS ON PRESCRIPTION

The Primary Care Trust and the Library Service are co-operating in a venture to make information available on mental health conditions. As previously concluded in Cookham, books on mental health issues can be particularly helpful.

How does it work?

Once you have received your 'prescription' from your local health professional you can exchange it for the recommended book at Cookham or Maidenhead library. If the book is not immediately available, the library will get it for you from another branch as soon as possible - free of charge.

Do I have to be a member of the library to use this service?

If you're not already a member, simply bring your prescription to the library and you can join straight away.

How long can I have the book for?

The normal loan period is 6 weeks, but if you need the book beyond this time, it's easy to renew it either at the library or by phone or over the internet. The usual late fines for overdue books remain.

Is the service confidential?

Borrower details and book loans are strictly confidential information. Your prescription will be treated with respect and discretion by library staff. You are always welcome to have someone else pick up your book prescription for you, if you prefer.

New Patient Call System

After many years, the ailing disk and board system is being replaced. It has proved impossible to repair the current system. The new system will use colour screens to invite patients to the consulting rooms. The screens have the ability to display other information including video. The PPG will be helping to determine how this capability will be optimised. Add-on features, such as "self check-in" are possible but will be evaluated carefully to see if they would really be an improvement.

Staff changes

Dr Ravi Bansal has now left to take up a full time post at Claremont surgery.

Dr Fay Boundy has joined the practice as an F2 registrar.

Modernisation of the NHS

In the last issue of this newsletter, we gave a summary of the changes taking place. While most of that information remains true, some milestone dates have slipped because of changes arising from amendments to the Health and Social Care Bill.

If you wish to keep up-to-date with the changes, you can do so at <http://healthandcare.dh.gov.uk/> The following questions posed to the review body and the government response helps to expand on one aspect of the changes.

You talk about the importance of individual patients' voices being heard, and about the need for collective views to have a genuine input at a national level.

Q1. Is HealthWatch robust enough to deliver this?

Q2. Will Local Authorities provide enough funding for these services?

A1. In response to the Future Forum, we have strengthened the powers of both Local HealthWatch and HealthWatch England so that their advice carries more weight. Specific changes include:

- Service providers will need to have regard to the recommendations and reports from Local HealthWatch and Care Quality Commission will need to respond to reports from HealthWatch England.
- Through our strengthening of health and wellbeing boards, Local HealthWatch will have greater involvement in the development of commissioning plans and the authorisation and assessment of clinical commissioning groups.

A2. In terms of funding, we do not feel it would be appropriate for funding for Local HealthWatch to be 'ringfenced'. Whilst we acknowledge the difficult financial decisions many local authorities have had to make for 2011-12, we believe that if Local HealthWatch organisations are to play a full part in their local communities, funding decisions need to be made locally rather than nationally. As such, we agree with the NHS Future Forum's conclusion that "local authorities will be held to account for funding HealthWatch through both the health and wellbeing board and the authority's overview and scrutiny functions."

- We are consulting local government and key stakeholders, including Local Involvement Networks (LINKs) about the best way to allocate the additional funding that will be available for Local HealthWatch's role.



YOUR COMMENTS

and helpful. I only fall a little short of saying it's a pleasure to come here!

Name supplied

GP response:

It is always good to hear positive comments about the medical centre.

PPG response

Thank you for taking the time to record your positive comments. We are committed to making all comments known, so it is good to be able to include compliments as well as concerns.

The surgery phone was ringing for twenty minutes without being answered.

GP response:

We have six lines into the surgery, which are answered in turn by staff in the office as well as at the reception desk. At busy times, the phone may ring continuously, but no caller will be waiting for very long.

PPG response

Thank you for raising this issue. We were unaware how calls were queued, so this has been educational for all of us. The comment related to a Monday morning, which must be one of the busiest times of the week as many callers will be seeking "on the day" appointments. We would like to hear from anyone who has had difficulty getting through at particular times.

Definitely one of the friendliest surgeries I have attended - out of a total of at least two dozen across the world. The receptionists are efficient

When the computer failed

PPG member's observation.

I was one of those who had an appointment booked while the computer system was out of action. Like all practices, Cookham Medical Centre relies on the computer to manage appointments, to display patient information during a consultation, to record information and to issue prescriptions. The fault was extremely rare and could not have been predicted. The team from receptionists to GPs are to be congratulated for coping with the situation calmly, for continuing to work in the patients' best interests and for completing all the additional work needed to convert hand written notes into computer entries when the system was restored. About 500 prescriptions were involved. Cookham Pharmacy staff also deserve praise for dealing with the backlog.

No data was lost because of the failure.

Friends of Cookham Surgery – Stay in Touch

The number of you who have joined the e-mail list continues to grow. We will continue to make application forms available in the waiting room. Please drop the completed form in the Comments box. As well as receiving occasional information, you will be helping the practice to demonstrate that it is working actively to communicate with patients. This is a requirement for the practice to qualify for additional funding. Further details are included in an article on the next page.

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

More Money for Services to Cookham Patients?

The practice is funded according to what it does. Principally this means supplying a prescribed list of services in common with all other practices. The practice can choose to undertake other services for which additional money is paid. Some services require the agreement of the Primary Care Trust, which controls the money. Directed Enhanced Services (DES) are authorised by the NHS and do not require PCT approval. To encourage practices to involve their patients in planning and monitoring the care provided, the Patient Participation DES has been introduced this year and lasts for two years.

Aims of the Service

The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRG) and to seek views from practice patients through the use of a local practice survey. The outcomes of the engagement and views of patients are to be published on the practice website.

Key Requirements

1. Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population.
2. Agree areas of priority
3. Collate patient views through the use of a survey
4. Provide the PRG with the opportunity to discuss survey findings and reach agreement on implementing changes.
5. Agree action plan
6. Publicise the Local Patient Participation Report on the practice website. (If a practice does not already have a website it will be necessary to create one).

The Position in Cookham

As we have an active PPG in Cookham, we are well placed to meet the requirements, but plan to use this as an opportunity to widen public involvement.

The practice already has a website

cookhamdoctor.co.uk, operated by the PPG.

For some years, the PPG has been involved in discussing the results of surveys and agreeing and monitoring actions.

We are expanding the number of patients involved through the e-mail group "Friends of Cookham Surgery".

One look at the membership of the PPG committee would show that it is not representative of the practice population (we have one member under 50)

We will be exploring ways to involve a wider cross-section of the community in the future. Clearly the e-mail group provides an opportunity, but we would be pleased to have any suggestions from **YOU**. Could Facebook or Twitter have a role? Maybe informal discussions in Pubs and Clubs should be considered.

LET US KNOW WHAT YOU THINK.

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 Qusai Arsiwala (ST2 Registrar)

Dr Fay Boundy (F2 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

E-mail: chris.oxtoby@btinternet.com

Phone: Brian Schirn 01628 521809

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