



Cookham Medical Centre News

Autumn 2012

Published for CMC by the Patient Participation Group (PPG)

Want to know more about your PPG?

Over half of you who replied to the questionnaire (see the Summer newsletter) were not aware of the Patient Participation Group (PPG). In the future, the PPG will have the opportunity to make formal submissions to the Clinical Commissioning Group (CCG), who will determine how healthcare is developed locally. To do that effectively, we need to hear your voice. A new leaflet, giving information about the PPG and how to contact us will be available in the waiting room. If you have questions, please use the contacts given in the leaflet.

STOP PRESS

We hear that Dr Azmy has been unwell and is recuperating at home. She hopes to be back in October. We wish her a full and speedy recovery. Dr Q, who is now a fully qualified GP will stand in until her return.

Automatic Check-in

After some teething troubles, the system is now working. It will let you know how many patients are before you and so give an indication of any delay. You may check in at reception if you prefer, but why not give the new system a try?

Is the NHS changing for me?

Is the NHS getting better or is it terminally ill?



Come and hear what the changes mean for you and your family.

Wednesday 7th November
7.30p.m. in Pinder Hall

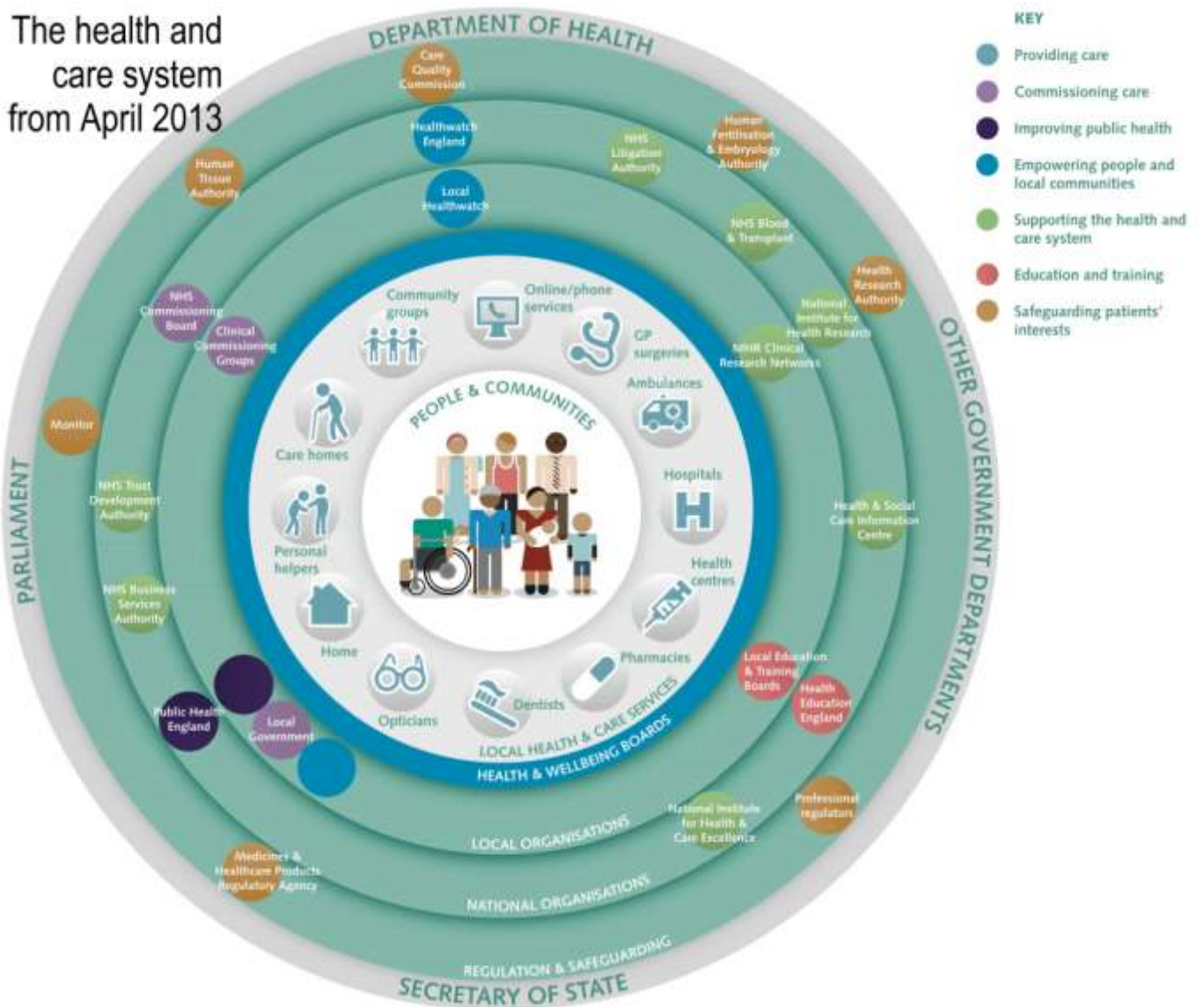
Lead by Dr Peter Roberts

Cookham GP and board member of the Windsor Ascot and Maidenhead (WAM) Clinical Commissioning Group (CCG)

Cookham PPG AGM

The AGM was held on Thursday 21st June, in the surgery waiting room. The Chairman's and Treasurer's reports, presented at the meeting, are available on the outside noticeboard. Thanks were again given to Dave Addis for examining the accounts. There were no changes or additions to the committee (see page 4). The first prize draw for members of the E-mail group (Friends of Cookham Surgery) was won by a patient from Gorse Road. The prize was a professional massage. To be eligible for future draws, all you have to do is join "The Friends" (see Page 3 for details). At the subsequent PPG committee meeting, the following officers were conformed in their posts: Brian Schirn (Chairman) Chris Oxtoby (Secretary), Roger Battye (Treasurer). Roger will continue to edit this newsletter. Since the meeting, Doreen Compton has volunteered to rejoin the Committee. We welcome her involvement. We will be advertising for additional members in September, targeting younger people. We would particularly welcome representation from school-age families.

The health and care system from April 2013



Official diagram of how you fit in to the New NHS and Social Care System.

If you find this confusing, you are not alone! Why not come to our next Health Information evening on November 7th and hear what these changes may mean for you and your family. Details are given on Page 1.



Just a few hours of your time can help make a big difference

Based at Elizabeth House at Cookham Rise, Cookham Voluntary Services provide help for local people, who, for whatever reason, need transport to get to medical appointments.

CVS is totally dependent on volunteers, both as drivers and to help to man the office control centre. It is always on the look-out for new recruits. The arrangements for volunteer drivers are extremely flexible and for people who do have some time available during the week, occasional driving jobs can normally be fitted around other commitments. Drivers receive a mileage allowance for the use of their cars and are covered by the CVS insurance policy.

CVS provides the local community with a much valued and essential service. By joining CVS you can play an important role in sustaining and improving its outreach. Even a few hours per year of voluntary service would help make a difference.

For more information or to get an application form, please contact the CVS office on 01628 523839 (weekday mornings 10.00 - 12.30) or get in touch with Mike Clark on 01628 530047, or mike@tapestryoflife.co.uk.



YOUR COMMENTS

PPG response:
While a few may regard this publicity unfavourably, there are many more who would like the volume turned up. Sadly it is already at the maximum!

Could we please have a water fountain?

Practice response:
The cost (several hundred pounds each year) is considered too high and there is a risk of toppling. A glass of water can be obtained from reception.

PPG response:
We support this idea and will see if an affordable and stable solution can be found.

Many thanks to Dr. Roberts for impressive care.

Practice response:
It is always nice to have positive comments!

I was not able to have a 24-hour monitor fitted because I was unaware what sort of belt I needed and that I should not have applied body lotion.

We are sorry that you were not given this information before your appointment. Written guidance is now given to all patients when they make an appointment.

Can we have Wi-Fi in the waiting room, so that I can let my family know when to expect me?

Practice response:
We do not plan to provide this.

PPG response:
If home contact is needed, why not step outside and make a brief phone call?

I am not happy that my name is displayed on the board when I am called to my appointment.

Practice response:
We have investigated the use of aliases and it is not practicable. Our system uses the leading technology and is considered satisfactory in many practices.

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 and have included a tear-off strip below.

WHY NOT ACT NOW - IT COSTS NOTHING!

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. Communications are about six times 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

BE IN IT TO WIN IT!

To encourage you to join the Friends of Cookham Surgery, the PPG is offering a prize, to be awarded to the person picked at random from our mailing list. Draws will be held quarterly and the winner announced in this newsletter.

Please include me in the “Friends of Cookham Surgery”.

E-mail address _____

Please supply me with **A.** Cookham information **B.** A plus local NHS information **C:** B plus national NHS information

Please tear off this strip and place it in the Comments Box

PPG Network

Cookham has had a patient participation group (PPG) for over 20 years. Other local practices are starting to form groups in line with the Government intention that patients will influence the design and delivery of services.

On 9th August, the first meeting to bring patients from all the practices in Windsor, Ascot and Maidenhead (WAM) was held. Although not many practices were present, the foundations were laid for the future of a PPG network.

We expect Cookham PPG to be fully involved, making sure that the voice of our patients is heard.

Network Aims

- To develop membership of the network to all WAM PPGs
 - To develop a strong collective voice / to empower PPGs
 - To influence and partner with the Clinical Commissioning Group (CCG)
 - To affect and influence change / decision making
 - To share information, ideas, experiences and best practice
 - To support the development of PPGs
 - To offer mutual support (buddy system)
 - To be a starting point for shared consultations
 - To reduce duplication of effort e.g. to issue a newsletter covering shared information, allowing individual PPGs to concentrate on issues unique to their practice.
 - To develop links with Healthwatch (therefore additional link to Health & Wellbeing board to influence decisions around health & social care commissioning and service design)
 - To ensure the value of PPGs are recognised
 - To discuss common issues with a view to resolution
 - To partner with other organisations e.g. Princess Royal Trust Carers Service to access members and influence service delivery
- Network Sustainability – Long term link with Healthwatch*

Network membership

- Representatives from each PPG (not all PPGs are established so initially membership may not be fully representative of all surgeries)
- CCG Board representative – Karen Holmes
- Healthwatch representative, who will also provide support to the group.

Staff changes

We welcome Kate, who has joined the team on reception.

On-line services

The introduction of appointment booking and repeat prescriptions on-line has been delayed until an IT specialist is available in the practice.

PPG committee

Brian Schirn *	Chairman
Chris Oxtoby *	Hon Secretary
Roger Battye *	Hon Treasurer
Pat Cronshaw	(MS representative)
Julia Mercer	(Elizabeth House rep.)
Joyce Sayer	(WI and CVS representative)
Mary-Lou Kellaway	(Parish Council rep.)
Rose Coop *	
Sally Somerville *	
Doreen Compton **	
	Elected member *
	Co-opted 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 Shiraz Dean (ST3 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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