

ARE YOU AWARE OF “PATIENT CHOICE”?

If you are being referred to hospital by your G.P., you have the right to choose which hospital you are referred to. If you have a preference, then specify this at the time your G.P. is referring you. If you do not state a preference then the G.P. will refer you to the hospital that has the earliest available date. Healthwatch Lincolnshire recently carried out a survey in our practise and found that “most” patients knew about Patient Choice!

MY HEALTH LINCOLNSHIRE!

The Boston Clinical Commissioning Group, (Holbeach Medical Centre is a member) have produced an app which can give you useful information on health matters. Download the app at: www.myhealthlincolnshire

NEED SOME ADVICE?

Try contacting *LINCS2ADVICE* on 0844 257 0042, Mobile: 0300 303 8789 or www.lincs2advice.org.uk This is a FREE service available to the residents of Lincolnshire and provides advice on money, health, care, legal, family, home and work related issues.

WHAT IS THE PATIENTS’ PARTICIPATION GROUP?

We are a group of **Volunteer Patients** from the Holbeach Medical Centre who are undertaking to be a “critical friend” of the Holbeach Medical Centre. We would like to make Patients aware of changes that the Practice is making. Sometimes Patients who do not often visit the Medical Centre or who are unable to access the Internet, are unaware of improvements to services.

We aim to produce 4 newsletters a year, but because of the high cost of postage these Newsletters will be distributed by collection from the Holbeach Medical Centre; Boots the Chemist; Holbeach Pharmacy; The Library, or with your written consent, via email. (Consent forms available from the Medical Centre or from the website) .

The PPG is unable to respond to complaints; deal with Patient-specific issues; or have access to medical records. The Holbeach Medical Centre does have a Complaints Procedure. If you have a formal complaint, please contact the Reception Desk for a copy of the Complaints Procedure, or ask to speak to the Practice Manager.

JOIN US: If you are interested in joining the PPG—See Medical Centre Reception for an Application Form. New members always welcome.

FUTURE NEWSLETTERS: If you have ideas or suggestions of what you would like to see in future Newsletters, please let us know by writing to the PPG at the Medical Centre address.



HOLBEACH MEDICAL CENTRE

Park Road, Holbeach, Spalding, Lincs.,
PE12 7EE

Surgery & Enquiries : 01406 423288

www.holbeachmedicalcentre.co.uk

PATIENTS’ PARTICIPATION GROUP NEWSLETTER—SPRING 2015-2016

Welcome to the Spring Edition of the Holbeach Medical Centre Newsletter produced jointly by the Holbeach Medical Centre and the Patients’ Participation Group.



FUNDRAISING

Thanks to your generosity...



The Christmas Raffle raised a total of £415.63.

Huge thanks to Bill for organising prizes and the raffle.

A list of prize winners was displayed in reception.

The Easter Raffle raised £253.

Special thanks to all who donated prizes but especially Cindy, Heather and Joyce who provided Easter Baskets

The Christmas Santa Run, in conjunction with The Rotary Club of Holbeach raised £191.34

A Big Thank You to all who made this possible!

The PPG are fund raising to provide an Information Screen in the surgery to help further improve communications between Patients and the Medical Centre, and the proceeds from the above efforts will go towards this cause.

NEWS & INFORMATION

PPG ACTIVITIES

St Barnabus Lincolnshire Hospice

Ruth O'Melia recently visited the PPG to talk about the St Barnabus Hospice Trust. Members were amazed at the services they provide ranging from palliative in-patient care to family support. The organisation has an 11 bed in-patient unit in Lincoln but it also cares for people with a life-limiting illness in their own homes. Day therapy services are provided across the county in addition to advice and support on all manner of issues including bereavement, benefits and allowances. If you need their help or would like to make a donation to support the organisation telephone 01522 511566 or visit www.stbarnabushospice.co.uk

PPG AGM Outcomes

At the AGM elections Graham Scorthorne was elected chairman.

We have a vacancy for a Secretary! Any Volunteers out there?

Treasurer is Jackie Sheldrake. Admin and Newsletter production falls on the shoulders of Sue Scorthorne and Eilene Keeling is our Healthwatch Liaison Officer.

Eilene, the out-going Chair, reported that the PPG had grown substantially over the past twelve months. Aided by the PPG the practise was able to report that the number of patients who did not turn up for an appointment had been reduced dramatically.

Future plans include: continuing to raise funds for an improved communication system in the waiting room; visiting patients in local care homes and continuing to represent patients in ensuring they get the service they deserve. Changes are likely and the PPG sets out to represent your interests.

We must say a huge thank you to Mark Murfet , our past secretary, who has had to stand down as secretary because of work and study commitments. We wish him every success in the future.

The Butterfly Hospice

Based in Boston and linked to The Pilgrim Hospital, The Butterfly Hospice offers six beds for palliative care. Details are available from 01205 311222 or enquiries@butterflyhospice.com

PRACTICE NEWS & REMINDERS

ON-LINE SERVICES

If you would like to register for on-line appointments, repeat prescriptions and access to some of your medical records: take your photo driving licence, or passport plus a utility bill to Holbeach Medical Centre and ask reception to sign you up! (Under 16's need an adult to complete the formalities on their behalf but the child's ID is still required.) You will receive a printout with a password. Go home and log on!

From 1st April patients who want the above service, even though they do not obtain their prescription from HMC will be able to do so. Just ask at reception for details of the scheme.

So, from now on, all patients will be able to access: on-line appointments; on-line prescriptions; on-line access to repeat prescriptions and on-line access to certain parts of their medical records.

You should also be aware that the practice now transfers relevant information to patient records electronically and transfers patient records electronically between practices when patients register or deregister (GP to GP).

SHINGLES VACCINATION

This Vaccine is Date of Birth Specific. ONLY Patients whose birth dates fall between the following date are eligible:

- ⇒ 02 September 1943 to 01 September 1944
- ⇒ 02 September 1935 to 01 September 1936
- ⇒ 02 September 1934 to 01 September 1935

An appointment with the Nurse is necessary for this vaccination.

If you are still unsure, please contact the practice and speak to the Practice Nurse.

PNEUMOCOCCAL VACCINATION

If you are 65 or over you are eligible for this vaccination. (This vaccination is usually only needed once every 10 years). If you are eligible, then please make an appointment with the Nurse.

CQC REPORT ON HOLBEACH MEDICAL CENTRE

The report is now on the NHS web-site and on HMC's web-site. Action plans have been produced to address the issues raised by the inspection but the Care Quality Commission is still to approve them.

FAMILY AND FRIENDS TEST

This questionnaire regarding our services has now started. Could you please complete and return, as again this information is required by NHS England.