



PPG Newsletter



Working with Alrewas Surgery staff to improve the services for everyone

May 2022

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Welcome to the latest PPG newsletter. The PPG acts as a patient voice, working with the staff of Alrewas Surgery to promote the wellbeing of patients and to help the practice improve its service delivery. Below are updates from the PPG and the surgery, together with some general health related information. We hope you find it of interest.

Defibrillators: We continue to maintain these and provide information about their use. There is a map to show where you can find them in Alrewas on the PPG noticeboard outside the pharmacy.

Patient Stories: PPG Members interviewed a number of patients in November 2021. Many thanks to those who took part and shared their recent experiences. We are pleased to report that the majority of the feedback was very positive. Some issues were raised and the surgery's response to these can be found in the document 'Surgery Update March 2022' in the Patient Group section of the surgery website.

Introducing Lindsey Walker, Care Coordinator: As a PPG we are interested in finding more about the different roles undertaken in the surgery. Here's a note from Lindsey who joined the team in October 2021. *'This is a new non clinical supportive role within the surgery and involves being first contact for Bowbrook Residential home in Fradley offering support to their staff, residents and their families. I am the link between the Surgery and care home staff so that the residents receive the same service and care as our patients who live independently.*

I am also available for non-clinical support for our elderly, frail and palliative patients and their families. I am able to take the time to listen to concerns and signpost to services that can help when the day to day living is getting difficult. I also work with our Social Prescriber who too, has many links with other outside services and support. Between us we will try and make things a little easier. Since in post I have supported more than 60 of our patients. Each day is different and I'm enjoying the variety the role brings.'

Hospital waiting times information: If you are waiting for a hospital appointment, a procedure or treatment, you can use the My Planned Care website. This gives direct access to average waiting times, as well as helpful advice and support while you wait. See: myplannedcare.nhs.uk/mids/derby-and-burton/.

SURGERY NEWS

New service: First Contact Practitioner

If you contact us with a muscle, joint or bone problem you may be offered an appointment with a specialist physiotherapist rather than a doctor or nurse. The reception team can give you further information.

Hospital Appointments: We are receiving a high volume of calls regarding hospital appointments. Did you know that if you have any questions about your hospital appointment or admission, you can contact the department that will be treating you directly? It is absolutely fine to do this. We understand and share frustrations regarding delays; however, we have no special access or influence and use the same telephone numbers that patients use.

Whilst we can try to help if there is a problem, proactively calling the consultant secretary or department as a first pass will, in most cases, speed up the process.

NHS Health Checks: The surgery continues to offer annual monitoring of long-term conditions. You will receive an invitation to attend when yours is due. Surgeries, however, are no longer funded to do 'Well Person Checks'. In our area Everyone Health (staffordshire.everyonehealth.co.uk) has taken on this role. To book an appointment for a free check-up of your overall health go to their website or text the word 'HEART' to 60777 and a member of the team will be in touch. You can also contact them on 0333 005 0095. If you have concerns about any aspect of your health, you can of course speak to one of the nurses or doctors.

Surgery Feedback: The surgery would like your feedback. This may be good or not so good! To comment please go to the following and leave a review: nhs.uk/services/gp-surgery/alrewas-surgery/M83035.

Or you can type NHS Choices into a search engine (Safari, Google, Bing etc), click on 'Overview of Alrewas Surgery' then select 'Leave a review'.

Goodbye and thank you: We said goodbye and good luck to nurse Sarah Greenfield who has been with us for a year. She's been a fabulous asset to the team and will be missed.

Hello and welcome: We are delighted to welcome Dr Ramesh Konala, our new partner. He is an experienced general practitioner with an interest in frail, elderly people and who also works in out of hour's services. Dr Aravind Rakkiannan has joined us as a salaried doctor. Again, bringing a high level of expertise and an interest in paediatrics.

We are also excited to welcome Sister Nicola Brennan to the nursing team in May.

Do give them all a very warm welcome!

Want to find out more about the PPG? Check the PPG section of the surgery website. If you'd like to get in touch, please email alrewas.ppg@nhs.net