

St Stephens Gate & Newmarket Road Surgeries

PPG Newsletter Spring 2019

PPG Update

Are you interested in Chit Chat? Members of your PPG have been making arrangements for a monthly coffee morning, a place to have a cuppa, to talk. It's called Chit Chat. It takes place at the Chapel (old Hospital site) nearby both surgeries, from 10:30-12:30 on the first Wednesday of every month. Everyone is welcome. Leaflets available at surgery reception.

Congratulations to the Chair of our PPG, Noreen Neal, for being shortlisted for the National Institute for Health Research (NIHR) Clinical Research Network (CRN) Eastern team 'Research Volunteer' Award 2018. You can read about the interesting work she does as a Patient Research Ambassador by turning to the back page of this Newsletter.

The PPG has a table of information in the St Stephen's Gate surgery waiting area on the ground floor, at the back.

Anyone interested in joining the PPG can contact us through the website or a note can be left at reception.

Food for thought

Be Self-Care Aware!!

Compare the Costs below:

Where you Visit	Self Care*	GP & Pharmacy	Walk-in Centre	A&E
Indigestion & Heartburn	£3.99	£35.28	£43.43	£69.99
Hay Fever	£2.50	£33.79	£42.04	£65.50
Blocked Nose	£3.99	£35.28	£43.53	£66.99
Pain (Paracetamol)	£0.59	£31.88	£40.13	£63.59

Make the right choice for YOU & YOUR NHS

Choosing to self-care when you suffer from a minor illness can help you and the NHS

Its Simple, Quick, Easy, and Considerate!

* Pharmacy or Supermarket

Practice Update

Introducing the Nursing Team.

We are very proud of our Nursing Team and realise that not all patients are aware of our skills.

Health Care Assistants

Our Health Care Assistants are able to take bloods (Phlebotomy), measure blood pressures, height and weights. They process the many samples we receive. They assist the nurses and doctors in many ways. They do NHS checks and ECGs. They can remove sutures and do foot screening for our diabetic patients.

Practice Nurses

The Practice Nurses have a varied remit. They help patients to manage their long term conditions such as Diabetes, Asthma, COPD and Coronary Heart Disease. They offer Health Promotion Advice, contraceptive advice, immunise patients, take cervical smears, manage wounds, lung function testing, bloods and ECGs to name a few! Our nurses are highly skilled and hold extra qualifications in their specialist areas. One of our newer members was voted Practice Nurse of the year for Hertfordshire before she joined us!

Nurse Practitioners

Our Nurse Practitioners have all obtained a Nurse Practitioner degree and are all prescribers. They form part of the Duty team assessing and treating patients who are ill and are able to deal with ailments such as coughs, joint pains, injuries, infections and skin conditions. They provide advice regarding sexual health and contraception including fitting contraceptive implants. They manage patients with long term conditions and have extra qualifications in their specialist areas.

Two of our Nurse Practitioners are Queen's Nurses.

A Queen's Nurse is someone who is committed to high standards of practice and patient centered care. The QNI supports innovation and best practice, in order to improve care for patients. We believe that one way to do this is to bring together community nurses who share common values with a shared title. The title is available to individual nurses who have demonstrated a high level of commitment to patient care and nursing practice.

**If you are unsure whether a nurse can help or not
PLEASE ASK reception.**

Patients as Partners in Research

In the last issue we looked at how our GP practice contributes to Primary Care research in the NHS. In this issue we focus on how patients are contributing with our knowledge and experience

Patients can be at the creative heart of research!

PUBLIC & PATIENT INVOLVEMENT IN RESEARCH

As patients and carers we have experience that can provide important insights into improving health. Did you know that a local initiative called PPIRes provides a way for members of the public to contribute to health research?

PPIRes stands for **Public & Patient Involvement in Research**. It includes NHS users, patients and carers in all aspects of the health research process. PPIRes works with volunteers and researchers together, supporting them to collaborate on research ideas in many different areas of health such as diabetes, frailty, dementia and food allergies in children.

Why are researchers interested in what we think of their research proposals?

As a patient, carer and NHS user, you can provide valuable insights from your personal experience, which can help shape health research that is funded through public money and carried out in the NHS. You may think of practical things that help make a research project and a health outcome better. Many publicly funded research projects now oblige researchers to involve the public.

How can you help?

If you are a member of the public, a patient or carer who lives in Norfolk or Suffolk, you can participate in this project. You don't need any other qualifications.

The kinds of things you could do are: give your views on the research question, help identify research topics, shape patient information leaflets, be part of research teams bringing the patient/carer perspective, and look at how research project results could be made available to all.

There is a lot of flexibility on the activities you can do, and the amount of time you can contribute.

If you are interested, contact the PPIRes Office: Tel: 01603 257009, Email: snccg@ppiresoffice.nhs.net

You can find further information on their website: nspccro.nihr.ac.uk/working-with-us/public-patient-and-carer-voice-in-research

A PATIENT RESEARCH AMBASSADOR'S EXPERIENCE FROM NOREEN NEAL

We all have seen adverts for Cancer Research, Heart Research and more recently Dementia and the on-going research to try and thwart this dreadful disease.

Although these areas of research affect many people, it is easy to forget that research affects us all. Indeed, where would many of us be now if Alexander Fleming had not discovered Penicillin, the first antibiotic that led in turn to the discovery of many other antibiotics which so many of us have relied on at some time.

With over 20 years background working in a research environment, and knowing that when I finished work I wanted to get involved in the voluntary sector, it was an easy decision for me to get involved as a Patient Research Ambassador (PRA).

The National Institute of Health Research (NIHR) first introduced the PRA role in about 2014 when they decided that it was important that patients' views should be taken into account in all stages of health research. Since then, researchers are finding that the need to have public involvement in their studies is a fundamental requirement when seeking funding. NIHR also decided that all NHS trusts should have PRAs to help highlight the role of research in our lives, and help bridge the gap between science and the public.

In my 3 years of being a PRA, I helped one study by looking through their proposed Patient Information leaflet and advised on changes that I felt were necessary. Along with a colleague I was also involved with reviewing data from another study prior to researchers writing up their results. More recently I have been involved with reviewing data and advising a PhD student on his study. With all of this, I am giving a layperson's (non-technical) perspective, which is an important complement to the professional one.

If anyone would like to know more about becoming a PRA, contact The Research and Development office of the Norfolk & Norwich University Hospitals NHS Foundation Trust on: Email: R&Doffice@nuh.nhs.uk, Telephone: 01603 289808

If you would like to receive a copy of future Newsletters via email please give your email address to Reception at the Surgery