

St Stephens Gate & Newmarket Road Surgeries

PPG Newsletter October 2018

PPG Update

Since our last newsletter your Patient Participation Group (PPG) has been busy working with both practices. It was a great pleasure to be involved with the arranging and participating in the NHS 70th celebrations. Members of the PPG attended both practices and spent time talking to patients about their various NHS experiences and encouraging them to make comments in the Celebration books.

The intention is to offer the celebration books to the Norfolk archive for future generations, when it is felt that everyone who wished to include comments has been given the opportunity to do so.

Members of the PPG were also involved in arranging the get together for Dr Larsson on his retirement. Although I myself had never visited Dr Larsson, it was obvious by the many kind comments from both patients and staff that he will be greatly missed.

At the end of July another long-term member of staff from the Newmarket road site also left. Not many people would know who Rosemary Moore was, as her role for many years as Practice manager was behind the scenes ensuring the smooth running of the Newmarket road site. Rosemary has been very involved with the setting up of our group and offering much appreciated help at every turn and will be missed greatly by our group. We wished her well for whatever she should decide to do in the future.

I would like to take this opportunity to also remind all patients of the importance of keeping the practices advised of your up to date contact details from address, home phone number, mobile number to email address (if you have one). Forms to fill in with your details are available from reception. If you give your mobile phone number, the practices are able to send you an SMS message to remind you of any appointments.

Finally, I would like to again put out an invitation to anyone who might be interested in joining the PPG group. Please do contact us via the website or a hard copy note can be left at reception and a member of the group will make contact to let you know what we do and how you could be involved.

Practice Updates

Every week, around 35 appointments are apparently missed by the patients who booked them. This equated to more than a whole day's work a week for one GP or Nurse.

We know people can be forgetful and sometimes even the most organised person has a diary malfunction. If we are advised ahead of the appointment time that you cannot attend we will be able to give your appointment to someone else.

And that means that when you ring in for an appointment, you will have more choice over the times you are offered.

For some people, who have a substantial number of missed appointments we ask them to confirm the day before they are planning to come. If we don't hear from them, their appointment is released to someone else.

We always want patients to attend their appointments and we work hard to make sure nothing is wasted.

REMINDER -

FLU JABs may still be available if you are in a high risk group - please ask at Reception.

GP Patient Surgery 2018 Survey

EDP reports – Patients in Norfolk & Waveney have had their say in a wide-ranging survey.

St Stephens Gate Medical Practice and Hingham Surgery came out on top in the overall question of whether patient experience at the respective practices was good **both scoring 100%!**

97% think receptionists are helpful –
86% were satisfied with appointment days and times-
100% say their GP listens to them

Note from Sue Olver of PPG

The PPG book sales at the Newmarket road site have been well received and I would like to take this opportunity to thank everyone who has bought and donated books. As this venture has been well received at NRS we are looking at extending this to the St Stephens Gate site along with other activities. These sales and donations have raised £130 in 4 months, which will be used for Patient and Practice related items or events.

Primary Care Research at SSG NRS (St Stephens Gate & Newmarket Road)

Medical research takes place all the time in the NHS. Our GP practice participates in research within the NHS Primary Care Research Network.

Dr Bosworth, who currently leads the research effort for the practice, told us about the interesting studies that SSG NRS is participating in or are on the horizon. Here are some examples.

FRESH (Families Reporting Every Step to Health) is a collaboration with a Cambridge-based group, an innovative programme that is designed to get young children more active with their families. They ask that one of the children in the family group be in School year 3-6. Recruitment leaflets are posted on noticeboards in the practice, or you might be handed one by a practice nurse. If you are interested, you can get further information from the surgery or from the FRESH website
<http://www.cedar.iph.cam.ac.uk/research/directory/fresh/>

Flu season Swabs The practice is signed up to take swabs from patients this flu season for The Royal College of General Practitioners' virological (virus) surveillance scheme. An aim is to identify strains of influenza that are circulating in the community. This is an England-wide study.

Proposed stool-sampling trial: On the horizon, the practice is signed up for a proposed study based at the University of East Anglia to assess the links between the composition of the bacteria in the gut (called the gut microbiome) and the onset of dementia.



All this research requires the help of patients. Taking part in research is entirely voluntary. If you are asked if you'd like to be involved in a research study, you will be talked through what it means and given time to think about it. Anyone involved can change their mind at any time, without having to give a reason. Patient views and experience are important.

Dr Bosworth noted that the practice is paid a small amount to cover costs of research for some but not all of the studies. He said that the practice feels that the gain of being research active is that they learn from the outcomes of the research, "Participation in research enriches the practice and doctors".

We thank Dr Bosworth for his time talking, and the team that is forwarding research activity. More information is on the SSG NRS website under Research.

A Patient's Experience: Norfolk Diabetes Prevention Study (NDPS)

I was recruited to take part in a research study aimed at reducing the risk of people becoming diabetic. In my case the initial screening showed that I was diabetic, and my participation from July 2016 over the 18 months of the study became one of avoiding any worsening of my condition. In fact, I improved.

This study was about Type II diabetes in which one's blood sugar is abnormally high, normally because the body either doesn't make sufficient insulin, or cannot use it properly. The consequences can be a host of serious symptoms including problems with sight and with one's feet.

The course was a wonderful experience. The research was designed to test whether 'lifestyle' changes can prevent the onset of Type II diabetes by increasing activity, diet, and weight loss.

We had sessions learning about diet and exercise, and were encouraged to find exercises and food choices that we enjoyed. Pilates, walking, ping pong, hopping up during the commercials on the telly? We kept logs of exercise and food. I lost twelve kg over the eighteen months, and was told by one nurse that I had gone far enough! Best of all, I reduced my blood sugar to sub-diabetic levels, and am maintaining good habits and know how to get back on track if I start to lapse. I have a wonderful blood sugar monitor to help maintain this.

Overall this was a fantastic study that I really enjoyed, and I made some new friends, and it was a real privilege to have such a fine team of clinical and non-clinical experts teaching and monitoring us.

This research study was funded by National Institute of Health Research (NIHR) and sponsored by Norfolk and Norwich University Hospital (NNUH).

David White

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