

A W SURGERIES

# PATIENTS PARTICIPATION GROUP

## NEWSLETTER

### NEWS FROM THE SURGERY



#### Computer System

We have recently updated our computer system and would like to thank you for your patience and understanding during the transition period. The changes we have made will enable us to offer a text reminder service for appointments. This of course will require correct contact information. Please keep us informed of any changes to your contact details.

#### Flu Vaccination

Have you had your flu vaccination?

If you are over 65, pregnant or fall into one of the at risk categories we still have some vaccine available. This year, children 2/3 years of age are also eligible and are being vaccinated with an intranasal spray. Please give us a call or pop into surgery to make an appointment with one of the nurses.

#### Get Well Without Antibiotics

Antibiotics are medicines used to treat infections caused by bacteria

Bacteria can find ways to survive the effects of an antibiotic.

They become resistant so that the antibiotic no longer works. The more often we use an antibiotic, the more likely it is that bacteria will become resistant to it.

All colds and most coughs and sore throats are caused by viruses.

Antibiotics do not work against infections such as colds caused by viruses.

Viral infections are much more common than bacterial infections. The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and rest. Colds can last about two weeks and may end with a cough bringing up phlegm. There are many over the counter remedies to ease the symptoms – paracetamol, for example **.Ask your local pharmacist for advice.**

If the cold lasts for more than three weeks, or you become breathless or have chest pains, or already have a chest complaint, see your doctor.

**CATCH IT.**

**BIN IT**

**KILL IT !!!!!**

The Dudley Clinical Commissioning Group wish to remind people in the Dudley of this simple message to protect themselves from spreading colds and flu

**CATCH IT.....** Always carry a pack of tissues and use them to cover your nose and mouth when you cough or sneeze

**BIN IT.....**Dispose of used tissues as soon as possible

**KILL IT.....** Clean your hands with soap and water as soon as you can and wash them frequently.

Cold and flu germs can live on your hands and tissues for many hours and so easily transmitted.



During 2013 your patients participation group has gone from strength to strength, making sure it's voice and opinions are heard not only in the surgery, but at the numerous meetings member have attended, including public consultations on changes to Russells Hall A & E, alterations to primary care ( doctor's surgeries, clinics, the walk in centre), meet regularly with representatives of surgery patient participation groups.

We also discussed a number of topics including the implementation of the consultation survey on their proposed closure of the Holly Hall walk in centre / out of hours doctor's with the clinical commissioning group representatives. Group members also assist Healthwatch Dudley, attend Dudley council meeting when their GETTING IT RIGHT campaign covers areas of concern to our fellow patients, such as Care of the Elderly and Mental or Disabled people. The group has also produced and distributed (with the grateful assistance of surgery receptionists) four quarterly newsletters and undertaken the annual patient's satisfaction survey. As you can see we have had a very busy but successful year. The group's strength has grown over the year and we extend a very warm and welcoming hand to them all.

The forthcoming year will probably see the start of major changes to the delivery of primary health care in Dudley. The results of the consultation undertaken by both the commissioning group (CCG) and Healthwatch Dudley,(HW) will be presented to the CCG Board meeting on 9<sup>th</sup> January. This is a public meeting and your panel representatives will be there to listen. In our January meeting, we have a representative from the CCG coming to address us, so that we get quick and accurate feedback of proposed changes. We are aware that if the changes outlined in the consultative document published by the CCG do go ahead, alternative provisions such as extended GP surgery hours, localised urgent non appointment treatment, urgent access to mental health assistance and many other provisions have to be in place first. As a group, we take comfort in the fact that we are listened to by those at the CCG and in the future the ties between patient participation groups and the decision makers will get stronger.

It is clear from attending the various forums last year that there is a sever lack of knowledge in the public arena of where to go for help, or what to do in certain circumstance affecting your health. We are committed to ensuring steps are taken to address this and will work with all the necessary agencies to make the routes to the answers you need easier, clearer and quicker.

We will continue to hold our month meeting, with guest speakers regularly attending to give us greater insight to relevant sections of the heath service. Remember, if you have a concern over any procedural matter we are here to help but we cannot get involved in medical diagnosis.

As you can see 2014 will be an important year for us locally with many meetings to attend to ensure the public voice is heard.

If you can spare a little time and want to influence the shape of OUR HEALTH SERVICE, then please join us.

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