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**Penketh Health Centre**

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PATIENT PARTICIPATION GROUP

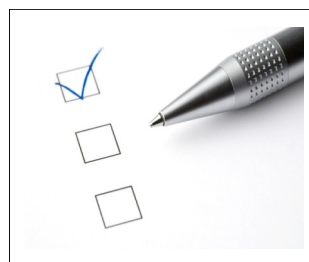
January saw the inaugural meeting of the patient participation group (PPG).

The group has been formed to support the health centre and its development taking your views, the patients into consideration.

The PPG will meet on a regular basis to examine, discuss and debate current and future plans for this practice, and have already started looking at your satisfaction, by developing a survey that has been issued to patients, seeking your views on matters such how easy it is to make an appointment and your experience of arranging to see a clinician.

The PPG will keep you informed, provide feedback and will discuss your queries and concerns. The participa-

tion group is there to listen to you—the patient, and to be a representative body to bring



Your Opinion Counts

your views forward in practice discussions.

Minutes of the groups meetings, terms of reference and news and events will be posted on a noticeboard within the waiting room and published on the practice website.

You will have the opportunity to meet and talk to members of the group as it develops, at events such as an open day planned for later this year.

PPGs are a grassroots way of affecting change, and involving patients in improving the health and well-being of the local community. They have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

You can contact the group members via email at:

[feedback@penkethppg.org.uk](mailto:feedback@penkethppg.org.uk)

remember this email is not regularly monitored and individual replies cannot be guaranteed. It is not to be used for health information or to contact the practice about your appointments/results or any other health related matters.

PRACTICE PAGES NEWSLETTER

This is the first issue of our new newsletter 'Practice Pages'.

We aim to publish 4 times a year to keep you informed of all that's new and developing within Penketh Health Centre. The newsletters content will include news, information,

events, topical health issues, health advice and clinic news.

We also hope to give advice and information on health centre systems, staff profiles and practice facts

Also included will be a roundup of useful websites,

feedback on your comments, analysis of surveys and an area to test your knowledge and have a little fun.

If there is something you want to see in a future issue of the newsletter let us know and we will do our best to include it.

## THE NEW APPOINTMENT SYSTEM

As you are probably aware the appointment system has recently changed to being, same day and 72 hours in advance appointments which are released at 8.30am. At this time you can ring or access the online booking system to make your appointment for that day. Early indications show that this is already saving significant amounts of wasted GP appointments where people failed to attend.

Did you know you can also book evening appointments on a Monday and Wednesday.

There are a limited number of appointments that can be booked in advance but if a doctor asks you to come back to

have an illness/condition reviewed they will flag your record so you will then be able to book your advanced appointment when required.

It is appreciated that many patients are finding the new appointment system difficult, with it maybe taking a few days to be able to make an appointment with your preferred doctor. However the system has been developed in response to patients suggestions who said they wanted to be able to make same day appointments. The old advanced booking system often would leave you waiting for your preferred doctor appointment for an extended period of time and using new systems the time wait is significantly re-

duced, often to same or next day.

Like any new system it needs time to 'bed in' and we, the PPG, have suggested the practice runs with it for a full 12 months before considering any changes.

*"The practice is exceptionally good at dealing with children"*

*"It is very encouraging to see when things don't go right you work to review and adapt your systems, to improve."*

## SNOWDEN CHALLENGE

Receptionists, doctors and district nurses will be climbing high on 9th June 2012 as they take part in a challenge to climb to the top of Snowdon. The sponsorship challenge is in aid of Tom Coleridge a local soldier who was injured in

Afghanistan. Why not support them by collecting a sponsorship form or making a donation at the reception desk.



*There are many events and awareness weeks that can provide invaluable information, why not visit:*

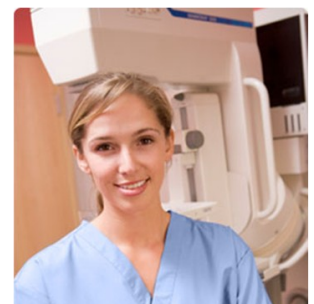
**[www.nhslocal.nhs.uk/my-health/equip/events/list](http://www.nhslocal.nhs.uk/my-health/equip/events/list)**

## BREAST SCREENING CALL

Mid February saw the start of the three yearly call of Penketh women to attend routine screening, the programme of screening is vital in the early detection of abnormalities that may signal breast cancer. The screening appointments will

be issued alphabetically up until approximately July. The programme is being extended gradually to include ladies from the age of 47. Ladies over 70 are not routinely screened but should continue with screening by contacting the unit on 01925 230 923.

See <http://www.whstkbss.nhs.uk> for more details.



# YOU SPEAK/WE LISTEN

Patient feedback is very important in shaping the future of Penketh Health Centre. The NHS and GP surgeries are facing turbulent times with NHS reform and the effects this will have on services. We will listen to your comments and concerns and use them to plan our future.

An area of the newsletter will be devoted to examining what concerns you have, and explaining what we are doing to address the issue.

Remember to make full use of the suggestion box in the waiting room for comments good or bad.

Although we will happily accept anonymous com-

ments, please consider including your details so we can discuss the issue further with you, remember a negative comment will never interfere with your professional treatment by the practice.

Remember you can also contact the practice by telephone or fax, details are on the front cover.

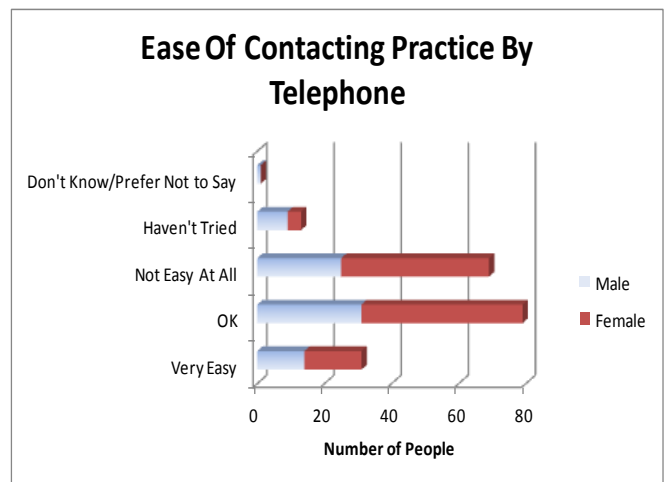
In the recent practice survey we identified 57% of people were satisfied with contacting the practice by telephone. We acknowledge this needs to be improved and would ask if you need to contact the practice about another matter or a nurse appointment, try to do this after 10.00am when the GP appointments have been allocated. Nurse

appointments do not operate on this same day system and can still be booked in advance. This will help to improve the availability of staff on the telephones. Using the text reminder/results service, see below, also frees staff telephone time.

The survey has been

analysed and the results have been published in the practice and on the website. We are listening to what you say and will continue to change and adapt where possible to give you the best service.

Please continue to give us your comments.



## Shouldn't you be somewhere?



Never miss another appointment with our **FREE** text reminders

### Why register?

80% of missed appointments are due to forgetfulness or patients simply feeling better. Missed appointments increase waiting times for all our patients.

To help improve our patient services we will send you a **FREE** appointment confirmation and reminder via text message. Should you no longer need your appointment early cancellation will enable us to provide care to another patient.

### How to register

To consent to this simply provide your details by filling out the attached form and hand it in to reception.

When you make an appointment a confirmation will be sent to your mobile phone. A reminder will be sent 24 hours before your appointment.

This service will also include general reports on test results and invitations by text to make an appointment for your health reviews e.g. annual hypertension clinic or flu vaccination.

## REGISTER NOW FOR YOUR FREE APPOINTMENT TEXT REMINDERS AND HEALTH CHECK RECALLS

Please complete your details below and hand back to the receptionist:

**Full Name:**

**Date of Birth:**

**Mobile number:**

**Home Number:**

**Signature:**

**You will receive an appointment confirmation, a reminder 24hrs before your appointment and general reports of test results.**

**Details provided will be used solely for general contact and not passed to third parties.**

**It is your responsibility to inform us if you change your contact details.**

**IF YOU WOULD LIKE TO REGISTER TO USE OUR ONLINE SERVICES PLEASE ASK THE RECEPTIONIST FOR REGISTRATION DETAILS.**



Each issue we will bring you a seasonal recipe, this one is for a hearty vegetable soup.

## Ingredients

- ½ tbsp vegetable oil
- 1 medium onion, sliced
- 2 small carrots, sliced
- 3 sticks of celery, sliced
- 1 tin of chopped tomatoes
- 80g green beans
- ½ tbsp tomato purée
- 1 leek, sliced
- 80g frozen peas
- 50g dried pasta
- 1 litre of boiling water
- pepper to taste
- 1½ tsp of dried herbs

## Method

1. Heat the oil in a large pan, add the onions, carrots, leeks and celery and fry until sizzling. Lower the heat, cover and cook gently for five minutes, stirring if needed.
2. Add the tin of tomatoes, water, tomato purée, beans and frozen peas. Raise the heat to maximum. Bring to the boil and add the pasta, herbs and pepper.
3. Lower the heat and simmer for 15 minutes or until the pasta is cooked, stirring frequently to make sure the pasta doesn't stick.

## Allergy advice

This recipe contains celery and wheat (gluten). The pasta may contain egg.

## Food safety tips

Always wash your hands, work surfaces, utensils and chopping boards before you start. If you are not going to eat all of the dish, the leftovers should be cooled within one to two hours and placed in the fridge (for up to two days) or frozen. When reheating, always make sure that the dish is steaming hot all the way through before serving. Never reheat food more than once.

(See <http://www.nhs.uk/livewell/healthy-recipes/pages/hearty-vegetable-soup.aspx> for more details)



**Packed with tomatoes, celery, carrots and beans, this soup offers a great way to include more vegetables in your diet.**

Serves: 6  
Time: 45 minutes



## WEBSITE DIRECTORY

|  |                   |
|--|-------------------|
| <a href="http://www.asthma.org.uk/">www.asthma.org.uk/</a>       | Asthma Resource   |
| <a href="http://www.bbc.co.uk/health/">www.bbc.co.uk/health/</a> | General Health    |
| <a href="http://www.bhf.org.uk">www.bhf.org.uk</a>               | Heart Health      |
| <a href="http://www.diabetes.org.uk/">www.diabetes.org.uk/</a>   | Diabetes Resource |
| <a href="http://www.lunguk.org/">www.lunguk.org/</a>             | Lung Foundation   |
| <a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a>   | Cancer Care       |
| <a href="http://www.netdoctor.co.uk/">www.netdoctor.co.uk/</a>   | General Health    |
| <a href="http://www.nhs.uk/">www.nhs.uk/</a>                     | General Health    |
| <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>   | General Health    |
| <a href="http://www.patient.co.uk/">www.patient.co.uk/</a>       | General Health    |
| <a href="http://www.stroke.org.uk/">www.stroke.org.uk/</a>       | Stroke            |
| <a href="http://www.surgerydoor.co.uk">www.surgerydoor.co.uk</a> | General Health    |

*We take great care over the websites we list to and review them regularly, but Penketh Health Centre not responsible for the content of those sites. The inclusion of a link to an external website from here should not, therefore, be interpreted as an endorsement of that site, its content, or any product or service it may provide.*

## PUZZLED

Looking at the grid below see if you can identify eight words in the grid, each word relates to a health centre theme.

Letters can appear forwards/backwards and run horizontal, vertical or diagonal. Rearrange the first letters to identify a chronic condition.

