

Welcome to our first ever Surgery Newsletter, produced in collaboration with the lovely members in our Patient Participation Group (PPG). As our patients, you are the most important people in our practice and your views matter to us. Good or bad we want to hear your comments so we can improve in the areas where we don’t meet expectations and celebrate the ones where we do. Our friends and family test box is located in the waiting room, please feel free to complete one of the cards available and leave us your feedback. All comments are read and discussed by both the practice and the PPG to see where we can improve and what we are doing right.

You can also access the Friends and Family test anonymously on our surgery website: [www.wigmoremedicalcentre.co.uk](http://www.wigmoremedicalcentre.co.uk)

**KELLY MILLS**

**PRACTICE MANAGER**

“What is the PPG?” Is the question which I imagine I hear being asked. The acronym represents Patient Participation Group, which was formed in March 2012 on the initiative of what is now known as the NHS Clinical Commissioning Group (CCG).

The PPG for Wigmore and Hempstead Medical Centres is a group of eight volunteers representing, the approximately, 4600 registered patients of the practices. The main objectives of the PPG are to share the experiences about the services provided by the Practice for the benefit of the registered patients, becoming involved in the development of new or extended services and assist in communication of the services offered by the Practice to the local community. The PPG does not involve itself in clinical matters nor the circumstances nor has access to the details of individual registered patients of the Practice.

The PPG meets, usually on a mid-week afternoon, about six times per year. As the Group consists mainly of members of a “certain age” we would welcome the input from younger members of the Practice community. If you think you could contribute to the PPG and are interested in joining the group please contact Kelly Mills who is the Practice Manager on 01634 231752 or email: Kelly.mills1@nhs.net

If you are interested in joining the PPG but are unable to attend meetings please do not be put off because arrangements can be made to accommodate you as a “virtual” member.

**COLIN FERRIS**

**PPG MEMBER**

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# WE ARE THE PPG

**Surgery & PPG Newsletter**

## Wigmore & Hempstead Medical Centre

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# Your Views Matter

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* Shut windows and pull down the shades when it is hotter outside. If it's safe, open them for ventilation when it is cooler.
* Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
* Keep rooms cool by using shades or reflective material outside the windows (metallic blinds and dark curtains can make the room hotter).
* Have cool baths or showers, and splash yourself with cool water.
* Drink cold drinks regularly, such as water and fruit juice. Avoid tea, coffee and alcohol.
* Stay tuned to the weather forecast on the radio or TV,
* Plan ahead to make sure you have enough supplies, such as food & water

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26 HOURS WERE WASTED BETWEEN 1ST MARCH 2016 AND 1ST JUNE 2016 BY PATIENTS NOT ATTENDING APPOINTMENTS

# DEMENTIA DAY FUN FACT

On Saturday 16th April I attended a “Dementia Day” meeting, held at St. Matthew’s Church, Drewery Drive, Wigmore. Julia Burton-Jones introduced members of the public who were willing to share their experiences of family members suffering from the disease.

The first speaker, a lady of 62 years, gave a moving account of how she coped with dementia and now gives talks to various societies, passing on information and help that is now available. Other speakers gave similar accounts.

There were stalls in the hall providing information from various societies.

Coffee, tea and lunch were provided by the church. On the whole I found the day informative and uplifting and would recommend anyone interested to attend the next meeting when it is announced.

**NINON TICE**

**PPG MEMBER**

We share 98.4% of our DNA with a chimp – ![C:\Users\gp\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R9RVJ3NA\Monkey[1].png]()

 and 70% with a slug. ![C:\Users\gp\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R9RVJ3NA\slug-vb[1].gif]()

## APPOINTMENT AGONY

Appointment availability is always top of the list for patient’s comments whenever we conduct surveys of our services. Over the past year we have introduced a number of changes to try and improve availability.

* More GP appointments available
* Appointments are now bookable online
* Clinical Pharmacist and Advanced Nurse Prescriber employed

Every day we have appointments which are wasted because patients do not cancel them when they are no longer needed.

We can utilise appointments even up to 10 minutes before the due time.

If for whatever reason you are unable to attend or no longer need your appointment please contact the surgery to cancel it so that someone else may use it.

# SUMMER SUN TOP TIPS TO KEEP COOL C:\Users\gp\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\B4BH090I\5-Free-Summer-Clipart-Illustration-Of-A-Happy-Smiling-Sun[1].png