

# New Pond Row Surgery Newsletter October 2009

A big welcome to one and all to this the first edition of our practice newsletter. This will be a regular circulation distributed through the practice and available online ([www.newpondrow.co.uk](http://www.newpondrow.co.uk)). The aim of the newsletter is to keep you all informed of new developments and services available both at the practice and in the wider community. It will also serve to signpost educational meetings that we will be running on a regular basis, often involving expert guest speakers covering a range of health issues.

The launch of the newsletter also coincides with the exciting unveiling of our new PATIENT PARTICIPATION GROUP (PPG). This is a group run by the patients for the patients with the aim of providing invaluable input from YOU to the surgery on the direction of new health developments and strategy within the practice and community. Through this vehicle you can supply direct feedback on how we are meeting your needs with existing service provision. The group will have a bulletin in each edition of the newsletter and a communication board in the surgery and updates on our new interactive screen in the waiting room. They will be requiring volunteers to help with this exciting venture so please do get involved and start making a difference TO YOUR PRACTICE.

As you may have noticed, we have started making some improvements to the look and feel of the practice interior and this is hopefully the start of further modifications and improvements to be made to the surgery premises over the next couple of years. We would welcome any feedback or support you can give us with these improvements.

The practice is also delighted to welcome our new Practice Manager, Derek Burks. He comes to us with a wealth of experience in management with lots of innovative fresh ideas and we feel strongly that both the surgery and the community will benefit greatly from his considerable expertise.

Unfortunately new exciting beginnings often coincide with sad farewells and it is with much sadness and fondness that we say farewell to Ellie Roberts who leaves us to take over a new practice manager's position in Eastbourne, closer to her home. Our loss is their significant gain and we would like to thank Ellie for her considerable contribution to the practice over the last four years and wish her every success in the future.

## FORTHCOMING EVENTS FOR YOUR DIARY

### FLU CLINICS

It's that time of the year again but this time, as you are no doubt well aware, we are in the midst of a Pandemic Flu wave. This means that we will be carrying out the normal flu clinics on Saturday mornings (the first wave scheduled for the 10th and 17th October) but also will be running separate clinics for at risk patient groups once we receive the Swine flu vaccines. We anticipate this will be sometime in the next month and will be advertising these clinics and advising the groups to attend. For further information regarding these clinics please see our notice board at the front of the surgery, in the waiting room, with further details on our website [www.newpondrow.co.uk](http://www.newpondrow.co.uk) and recorded telephone messages.

### PRACTICE OPEN DAY

Shortly we will be advertising an OPEN DAY event where members of staff will be present to say an informal hello and to introduce some of the exciting new projects planned for the surgery. There will, of course, be some refreshments and an opportunity to meet some members of the PPG and an opportunity to learn about and play with our new interactive screen.

### CHILDRENS COMPETITION

We would like to invite all our budding youngsters and artists to create a new badge for our surgery. The winning design will be made into a new display at the front of the surgery opened by the winning designer and be placed on all our future practice communications. The winner will also receive a **FAMILY PASS TO DRUSCILLA'S ZOO AND THE OPPORTUNITY TO FEED THE ANIMALS AT THE PARK!** The competition is open to all children aged 10 and under, registered at the practice and entries to be submitted by 30<sup>th</sup> November, 2009. We will announce the winner in the Christmas edition of the newsletter and hopefully unveil the new design in January 2010.

GOOD LUCK TO ALL!!

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**Would you like to influence the development of your local practice?**

*The aim of Patient Participation Groups is to give patients, GPs and practice staff an opportunity to meet; to exchange ideas and information; and then to take action.*

**New Pond Row Surgery Patient Participation Group** is where this can happen. The patient participation group holds regular meetings where discussions focus around issues affecting this practice. Our first meeting was held on March ..... which was an exciting meeting with lots of enthusiasm and an abundance of fresh ideas.

**Where we are today.** From this meeting we have now moved forward and have begun to formulate new ideas as to how we can improve the practice. Of particular interest is the suggestion of having support groups where patients of the practice will be supported by other patients, in line with the model of the expert patient. The Expert Patients Programme is a lay-led self-management programme specifically for people living with long-term conditions. The aim of the programme is to support people in increasing their confidence, improving their quality of life and better managing their condition. It is felt that this would be of

particular value to our practice and currently we are looking at what type of groups would best suit the new pond road surgery.

**This is where we need your views.**

The group has also looked at the outcomes from the patient survey carried out by our practice and have begun to develop ideas of how to improve the surgery, based upon these outcomes.

**What about the future?** Currently the surgery is looking very bare which *unfortunately* is due to swine flu *whereby* all leaflets have to be removed from the waiting area. *However* in the *near* future when this restriction is removed we will be able to keep all patients informed and all patients will be able to inform the group by using the notice board in the surgery.

*More exciting ..... the practice now have an interactive screen in the waiting room. This means time in the waiting room will not be wasted time.....it will be time where you can have your say.*

This is all exciting news for our practice and as a group we are keen to ensure that the voice of the patients is heard.

**The Good News Spot.**

We now have a new practice manager which is really good news for us all. Derek Burk as a *wealth* of experience and knowledge that he will be bringing to this surgery and on behalf of the PPG and the patients in general we welcome Derek to our practice.

*Our congratulations go to Maggie Gibson who is now Maggie Thomas on her recent marriage.*

*And to Dr. Bartlett on the addition of a new baby boy to his family.*

## Short Questionnaire for Patient Participation Group

1 As a member of this practice how would you like to receive information about the group?

- news letter left at the surgery
- E-mail
- Other please state

2 The PPG is now looking to set up some support for patients of this practice. As a patient what would you like this support to look like, please also include condition/illness.

- A formal support group with guest speakers etc.
- Drop in group
- Other please state

4 Do you have any general comments you would like to make about the practice?

- What the practice is getting right
- What you think is not working at the practice

3 Would you like to get involved?

Yes.....

No.....

If yes please can you fill in name and contact details below, to ensure we keep you up to date with all meetings etc.

Name

Address

Telephone number

e-mail address

Thank You for Your Time