

Patients' Group Newsletter: Sept 2019



bringing you information about our Surgery, telling you about events and inviting you to join us

For more information, call Richard on 07876 338175

or email him at PPGGrove@hotmail.com

Introducing our Group, known as *The Grove Patient Participation Group (PPG)*.

We are mostly patients, but one or two of the Doctors come to our meetings and so do some of the Reception Staff. We meet about three times a year.

Together we talk about what our experience of using our surgery is like and perhaps make suggestions of what could be done better. But we don't talk about our individual health matters. We work in partnership with the staff to improve communication and cooperation between the Practice and Patients to the mutual benefit of both.

Membership is open and free to all registered Patients and Staff of the Practice. Each of the four surgeries in Felixstowe has a PPG.

Helping our Health and Wellbeing

Soon there's going to be a new service to help patients with multiple, non-medical needs, to link to a wide range of services and organisations, often in the voluntary and community sector.

It can help anyone over the age of 18. For example - those who are lonely or vulnerable, or people with long-term conditions.

This new service is being called *Connect for Health* and it will be free and confidential. Come to the launch of this new service on Mon 23 Sept from 9.30 to 12.30 at Old Felixstowe Community Centre. Everyone is welcome.

The service has *Community Advisers* who can give practical, helpful, non-judgemental advice to help you decide what you would like to do to aim for a healthy lifestyle. This could be anything from joining a choir or the local Men's Shed, to helping someone with their garden or getting welfare and financial support.

Watch our PPG Noticeboard for more information about *Connect for Health* and to find out how to contact this new service.

Did you know that

You can allow any healthcare professional, who's directly involved in your care, to view your up to date health record? This includes your GP being able to view what other healthcare staff are doing to support and treat you.

If you agree to share your records, it saves time and improves patient safety. You can change your mind at any time.

The Receptionists at the surgery can give you a form to complete and hand in called:

'Who can see my health record?'

<p>Felixstowe Community Hospital News</p> <p>The Minor Injuries Clinic:</p> <p>You will probably have heard that we can no longer just walk into the 'Minor Injuries Unit' at the Hospital.</p> <p>The Clinic is open from 8am to 8pm seven days a week, but we need to make an appointment, either by calling our GP or by calling the NHS's 24 hour helpline on 111.</p> <p>We are assured that this change is to make sure that the service is as safe and effective as possible.</p>	<p>Dates for Your Diary</p> <p>Monday 23 September 2019</p> <p>from 9.30am to 12.30pm</p> <p>The new <i>Connect for Health</i> service is to be launched at Old Felixstowe Community Centre. Everyone is welcome.</p> <p>Details of our next 'PPG' meeting, held here at the Surgery, will be announced on our noticeboard. Or you can contact our Chairman, Richard, by phone or email.</p> <p>We usually meet in the evening.</p>
<p>New Frailty Clinic</p> <p>The first clinic will start Tuesday 1 October!</p> <p>It's good news that our local NHS is planning to improve services in Felixstowe and that our local Felixstowe Hospital is to be part of these improvements.</p> <p>As we get older, we want to stay as fit, active and healthy as possible but we may need particular types of care and support to help us to achieve this.</p> <p>Felixstowe has a higher than average registered number of patients over the age of 65 and an increasing emergency response for people in our area who fall frequently.</p> <p>The new 'Frailty' service will focus on adults who are experiencing the symptoms of frailty, helping them to live independently for as long as possible and, where possible, preventing progression to more severe levels of frailty.</p> <p>The Frailty Team will hold clinics twice a week at our Hospital but will also go out into the community.</p>	<p>Doctor's Corner</p> <p>'Flu Clinics</p> <p>These Clinics will be held at the surgery as follows:</p> <p>1. For patients over 65 years by 31st March 2020:</p> <p>Saturdays 21 and 28 September and 5 and 12 October and Fridays 25 and 22 October</p> <p>2. For patients under 65 years on 31 March 2020</p> <p>12 and 25 October and 22 November</p> <p>3. Children's Nasal 'Flu Spray'</p> <p>Children's Parents and Carers will be informed when the vaccine is available as the surgery currently does not have a date for delivery, but it should have arrived by the end of October.</p> <p>All eligible patients can make their appointments now.</p>