

# NEWS ABOUT YOUR SURGERY

Newsletter from the

## Oundle Patient Participation Group (OPPG)

The Oundle Patient Participation Group, is run by Oundle patients in consultation with the practice staff. It is constituted in order: "to inform, consult, advise and support patients on health and wellbeing, and facilitate interaction between patients and practice."



### ANNOUNCEMENTS

- After 30 years service at the surgery, **Dr David Clayton** has announced his retirement later this year. We would like to thank him for his dedication and wish him well in any future endeavours.
- **The OPPG AGM** will be Thursday **10th October** at **6 pm** at **Fletton House** with NAB providing a speaker

### FLU CLINICS

The Surgery is now running flu clinics from September, for the flu vaccine. If you are aged 65 and over, pregnant, have certain health conditions or are a carer please call the surgery on 01832 273408.

For more information on who is eligible for the flu vaccine, please visit:

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

### Have you ever struggled to sign in for an appointment?

It's frustrating isn't it? You are busy, or managing multiple things, you are running late for an appointment. Or even on time, but then can't park, or other things happen. You finally get into the surgery just a couple of minutes late, but the auto arrival screen won't let you sign in now and you are suddenly behind a queue at the reception desk.

The 2 minute cut off was raised by the OPPG at a meeting. The challenge that the surgery has is that the automated system is set by a countrywide system, and the surgery, are at present, unable to change this.

### Things to consider if you run late

- If the clinician is on time, and a patient is late, the receptionist will usually check with the clinician to see if they are able to safely complete the appointment in the remaining time, or rebook.
- The surgery is aware clinicians do run late (though nurses tend to run on time) and although there is a disparity, if patients arrive on time for their appointments it really helps the surgery to run efficiently to the benefit of everyone.
- The standard appointment time is 10 minutes, so even 2 minutes late, means the appointment time is effectively cut by 20%

### Are there solutions to clinicians running late? Yes, but these could include:

- Longer appointment times (meaning less appointments available) - something the surgery is trying to avoid
- The Doctors having to be very strict on time keeping /1 ailment only - again, something the surgery doesn't wish to apply

**\*Please see reverse side for information on medicines and other news**

## Surgery updates

### Ever wondered why your medicines look different from one month to the next ?

The Local Clinical Commissioning Group (CCG) frequently reviews the medicines that we prescribe with a view to using the most cost-effective medicines. The new medicine that they recommend, that we prescribe, is usually the branded or the generic version of the actual drug, and even though the medicine may look, feel or taste different patients can be assured that it is as safe and effective as the original prescription that they previously received.

Any questions regarding these changes can be directed to the Patient Experience Team at [capccg.pet@nhs.net](mailto:capccg.pet@nhs.net)

### Primary Care Network (PCN)

- A PCN is made up of a group of neighbouring practices who will work together with a range of local providers across primary care, community services, social care and the voluntary sector to offer more personalised, co-ordinated health and social care to the local population.
- A total of 21 PCN's were created in the Cambs & Peterborough CCG
- Oundle is part of the South Peterborough PCN which is made up of
  - Oundle
  - Wansford
  - Yaxley
  - New Queen Street
  - Old Fletton
  - With a total Patient count of approx. 67,000
- Primary Care services provide the first point of contact in the healthcare system, acting as the front door to the NHS, the PCN will provide care in different ways to match different people's needs, including flexible advice and support for the 'healthier' population and joined up care for those with complex conditions.
- There will be a focus on prevention and personalised care, supporting patients to make informed decisions about their care and look after their own health by connecting them with the full range of statutory and voluntary services.
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**There will be no changes apparent in the surgery, Oundle patients will still see Oundle GP's & Nurses**

**For more information about PCN's visit: [www.england.nhs.uk/primary-care/primary-care-networks](http://www.england.nhs.uk/primary-care/primary-care-networks)**

### Health checks

All patients at 40 are called to attend the surgery for a healthcheck and are invited back every 5 years.

### Supporting your surgery and community

Gaining timely access to GP appointments are a priority for us all and not always easy, a problem reflected throughout NHS General Practices. Winter puts even extra strain on available appointments. NHS England ask patients to support their surgery as much as possible by cancelling any appointment as in advance as possible, if you cannot make it to your appointment or no longer need a consultation. The appointment can then be filled by another patient in the community. For more information from NHS England about missed GP appointments can be found here:

<https://www.england.nhs.uk/2019/01/missed-gp-appointments-costing-nhs-millions/>

**IF YOU HAVE ANY ISSUES YOU WISH US TO RAISE AT OUR NEXT MEETING, PLEASE CONTACT THE OPPG SECRETARY AT [oundleppg@gmail.com](mailto:oundleppg@gmail.com)**