

Rydal Group Practice
020 8504 0532

June 2015
Issue 3

Rydal Group

Patient Participation Group (PPG) Newsletter



Rydal Group Practice

The NHS was at the centre of the election campaign. On 6 May the Daily Mail had a headline which suggested we are heading for a wait of a month to see a GP. The Rydal Patient Participation Group has been supporting the practice in its efforts to ensure that this does not happen and that patients receive the advice and help they need promptly. We believe that to achieve this requires changes in the way we patients use our GP service as well as changes the practice itself is making. This newsletter deals with these changes.

Contacting the Surgery

Frustrations in getting through to the surgery by phone have continued. The problem is caused by the limitations of the phone system and, more importantly, insufficient staff available to answer calls at peak times.

However those of us who have requested a call back by using the practice website know that this is a very efficient method. You need to ask reception for your username and initial password in order to be able to use the website to its full advantage.

If we can encourage patients to use the practice website to make requests of the practice, the less demand there will be on the telephone system. Although we appreciate that not everybody is able to use a computer (or likes doing so), the more people who access the surgery through the website, the better the service for those who prefer the phone or calling in.

The website has undergone a major facelift and we have been working with the practice to make the changes user-friendly. The previous website was dated, rather messy and not at all straightforward to use. The PPG urged that the website become primarily a means of contact rather than a source of information about the practice. The new style website was launched on May 18th.

The Home Page now offers you three prominent buttons that allow you to:

- Request a call-back appointment
- Order a repeat prescription
- Contact the Practice for specific information

You can also access information on other services (e.g. various clinics) and general practice information (e.g. members of staff).

We expect that there will be some further improvements but we hope we have a website that looks simple and will prove really easy to use.

So our strong message is: **USE THE RYDAL WEBSITE (rydalgp.co.uk) TO CONTACT THE SURGERY IF YOU POSSIBLY CAN.** It makes it better for everyone.

The Building - Signage

The Reception desk is complete but more building work is desirable, for example creating easy access for wheelchair users. The practice has applied for a grant from NHS England in the hopes of being able to get on with this sooner rather than later.

Connected with the building is the issue of signage. The PPG received comments that people did not know where the toilets were and a disabled patient did not know there was a wheelchair accessible toilet. The PPG is currently working on how to improve signs to find your way around and indeed signs outside that make it clear that you are at Rydal Practice. We have provided the practice with a statement of our suggestions. These include: numbered rooms, hung signs showing where the toilets are, fewer notices scattered about and more prominent signs on the frontage. The practice partners have agreed with all our recommendations.

Contact the PPG:

The PPG is your contact with the running of your Practice. Personal clinical matters must be dealt with through the existing system, but please let us know if you have any comments, suggestions or general complaints about the running of the Practice.

Email us: RydalPPG@gmail.com or write to us via our Mailbox in Reception

HealthBridge Direct and Getting Help when the Practice is Closed

As described in the last newsletter, enterprising GPs in Redbridge, led by Dr Diggines, have set up company called **HealthBridge Direct** which now provides an evening and weekend GP service. This is currently delivered from Newbury Park Group Practice and Fullwell Cross Medical Centre, although the plan is to open two more.

Details of this service are available on the Rydal website and in the adjacent box.

Consultations will either be with a GP or Nurse Practitioner from a number of local practices at **one of the two centres that have been specially set up in Redbridge**. They will attempt to allocate a centre as close as possible to where you live.

Consultations at the centres are by **appointment only as there is no Walk-in service**.

The centres are for the type of urgent conditions that are usually dealt with by your GP but are **not for ongoing chronic problems like heart disease**.

HealthBridge Direct wants to gather together a group of patients who, like Rydal PPG, can act as a critical friend to help them develop services in a way most beneficial to patients. If you are interested in helping please contact the manager, Karen Stubbs by email (karen@healthbridgedirect.co.uk) or via the website contact page (www.healthbridgedirect.co.uk).

NEED TO SEE A DOCTOR IN THE EVENING OR AT THE WEEKEND?

IF IT IS NOT AN EMERGENCY REQUIRING A&E RING THIS NUMBER: 020 3770 1888

The line is open:-

- Monday to Friday: 2pm - 9pm
- Weekends and Bank Holidays 9am - 5pm

You will be seen between:-

- Monday – Friday: 6.30pm – 10pm
- Saturday: 9am - 5pm
- Sunday 9am - 1pm

After these times, please ring 111

Over-use of A&E

Although not directly concerned with the health service beyond Rydal, the PPG has been concerned that improved access to general practitioners and practice nurses should make a contribution to taking some pressure off A&E. We support the NHS campaign to encourage people not to use A&E unless it is an emergency. The NHS offers advice on how best to react to health worries - see below:

Coughs and Sneezes, Sore Throats, Hayfever, Hangover, Diarrhoea, Grazed Knee, Headache	Treat yourself with the help of your pharmacist
Vomiting, Ear Pain, Tummy Ache, Back Ache, Rashes (that do not go away)	Contact your doctor At weekends and evenings call HealthBridge Direct on 020 3770 1888
Worried or unsure about a new health problem	Contact your doctor Out of Hours - Call 111
For Bad Cuts, Persistent Pain After Trips and Falls, Sprains, Rashes and Itches	Go to Whipps Cross Urgent Care Centre
Emergencies: i.e. Loss of Consciousness, Chest Pain, Blood Loss, Choking, Sudden Persistent Weakness, Major Accidents	Call 999

Patients with Long Term Conditions

We have worked with the practice nurses to create a form that you can take away from a long term condition review that will have information to help you manage your condition. We are trying it out to see if it is useful and will review it due course.

Young People - New Facebook Page

The practice wants to get better at engaging with young people about their health and the services it offers. A 6th form member of the PPG has told us that young people communicate primarily using Twitter and Facebook. Twitter does not suit our purpose but we are developing a Facebook page on which the practice can post messages of particular significance to young people.

By “liking” the Rydal Facebook page users will be notified of all new posts on their Newsfeed.

So please search for “Rydal Group Practice” on Facebook and follow us.