



Rydal Group Practice

One key thing that the PPG has learnt is that health is a two-way exchange between the health professional and the patient. It is not just down to what the doctor or nurse does for us. It is also what we as patients do for ourselves and how we cooperate with our professional helpers. In this newsletter we offer three reports which endorse this idea.

CQC Inspection and Report

Since the last newsletter the Care Quality Commission carried out an inspection of Rydal. Their Report was published at the beginning of April. Every aspect of Rydal's service was judged to be good so that the overall rating was Good. Whilst this is satisfactory, the PPG considered this to be disappointing because, compared with anecdotal information about other practices, access to appointments seems to us to be outstanding.

The inspection examined five aspects of the service by asking:

- are services safe? The answer is yes, although the practice needed to sharpen up its administration for managing safety checks. The inspection was useful in pointing out some deficiencies that were remedied by the practice immediately
- are service effective? The answer is yes, the system for assessing patient outcomes showed this to be at or above the national average.
- are services caring? The answer is yes, the national GP patient survey showed patients rated the practice above others for several aspects of care. A good illustration of a caring service is the Care Coordinator – see below.
- are services responsive to people's needs? The answer is yes. Patients reported that they found it easy to get an appointment.
- are services well led? The answer is yes. The inspection found that staff in the practice felt well supported, they knew what was expected of them and the practice responded to patient feedback.

Some areas for improvement were helpfully identified. These concerned staff training and risk assessments. Of direct interest to patients is the recommendation to "review how carers are identified and recorded on the clinical system to ensure information advice and support are made available to them". The role of carers in supporting patients is increasingly important as people live longer with chronic health issues, particularly dementia.

The link to the full report is <http://www.cqc.org.uk/location/1-567857585>.

Also of great interest is the the GP patient survey at <https://gp-patient.co.uk/compare?practices=F86012>. If you enter your post code you can easily compare the views of patients in local practices.

Contact the PPG:

The PPG is your contact with the running of your Practice. We cannot deal with personal clinical matters which 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

Further Projects

In order to spread the load, the PPG has asked members to research projects for review by the committee and the following are two such projects.

Expert Patients Programme

The Expert Patients Programme is a course, pioneered in the 1970s, as a practical approach to encourage self-management by patients, including control of their own health and treatment.

The course itself covers topics such as Using Your Mind to Manage Symptoms, Better Breathing, Dealing with Difficult Emotions, Physical Activity, Muscle Relaxation, Pain and Fatigue Management, Healthy Eating, Positive Thinking and Making Informed Treatment Decisions.

Course participants construct weekly Action Plans of simple achievable goals, such as baking a cake, visiting a friend or gardening. Participants can also choose exercise, diet modifications and problem solving. Any patient, with a long-term condition, can join this free, weekly two and a half hour course, which lasts for six weeks.

There are moves afoot to see if this course can be run at Rydal or patients can be sent to the NELFT centre, where regular courses take place.

Practice Care Co-Ordinator

Jane Martin has been the care co-ordinator at Rydal since 2014. Jane originally joined the practice in 2005, firstly working on reception, and then moving on to become a Health Care Assistant for four years.

The practice set up this role to help the most needy patients, such as the elderly and those receiving palliative care. Patients are referred to Jane by the GP's. Often advice is only needed in the short term but sometimes ongoing support is provided in conjunction with other organisations such as Age UK or Redbridge Voluntary Group to enable vulnerable patients to maintain their independence.

Another important role for Jane is to help ensure care plans are in place, where needed, for patients before leaving after a stay in hospital such as carer support and occupational health requirements. Jane also ensures that patients with learning disabilities are reviewed on a regular basis. She works with the doctors and nurses to co-ordinate their care.

The service is not to provide clinical advice, but to advise patients and give guidance to families who need help to care for elderly or vulnerable relatives, or are coming to terms with a recent bereavement.

The care co-ordinator operates this role on Tuesdays and Thursdays at Rydal. Patients or their carers, who think they could benefit with help from the Care Coordinator, should discuss this with their GP.

Carers register

Carers are people who, in an unpaid capacity, provide essential help to other people, often relatives, who are frail, chronically ill or disabled and General Practices want to make sure carers look after themselves as well. Therefore, it is important that your GP knows that you are a carer, so that they are aware of the extra pressures you are under and can offer you appropriate help, information or entitlements and health checks. They are required to keep a register for this purpose. **IF YOU ARE LOOKING AFTER SOMEBODY WHO IS DEPENDENT ON YOU FOR THEIR CARE, PLEASE INFORM RECEPTION.** The person you are caring for does not need to be a Rydal patient.

Flu Jabs

Take the initiative! The "flu jab season" starts in September for everyone over the age of 65 or with a long-term health condition and carers. There is evidence that the earlier you are inoculated, the more effective it is. And annual inoculations builds up resistance in the longer term. So remember to book your appointment in good time.
