

Rydal Group Practice
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Issue 8

Rydal Group

Patient Participation Group (PPG) Newsletter



Patient Group



Rydal Group Practice

Retirement of senior partner Dr Richard Price

Dr Price retired from Rydal Practice on 21 March. Patients registered with Doctor Price will be contacted in due course to be advised who is their named Rydal GP.

Partners are as yet undecided about whether there will be a senior partner at the practice.

Migration to a new Computer Clinical System

On 30th April 2019 Rydal Practice will be changing to a new computer clinical system called EMIS. This is a replacement for SystmOne which is currently used at the practice.

Rydal has made this decision as the majority of local practices use this clinical system. This will enable the practice, in the near future, to book appointments directly with the hub and to access patient data, if, for example, you were seen in A&E. It will facilitate more cooperative working between GP practices and, potentially, give them the ability to share staff.

In the order of 40% of Rydal patients use the website via SystmOnline to access services, such as getting an appointment or ordering prescriptions. The Rydal website will look the same and do the same things. However, as this is a completely new system, patients will need to be reissued with a new user name and password. To do this you will need to contact Reception.

Pharmacies

The Health Service has been promoting greater use of pharmacists as a source of help for a range of minor ailments. In addition, pharmacies can offer help through a number of services including smoking cessation, seasonal flu vaccinations. However, not all pharmacies provide the same service. The PPG routinely contacts local pharmacies to check the services they are offering and updates Rydal staff accordingly. We believe that Rydal will make the list of this information available to patients.

In some circumstances, for example when a patient is at work, in dealing with a call a receptionist may suggest that the quickest way to get medical advice is to see a pharmacist. In making such suggestions receptionists are not making medical judgments. Rather they are facilitating access to a source of medical advice. But patients can always insist on a call back from a GP.

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

Front Space

One of the consequences of initial contact with a doctor by telephone is that fewer patients come to the surgery. There is less need for seating for patients waiting, and the front space has not been a seating area for some time. The practice has made the space available to the PPG to make use of, within reason, as they see fit.

In response to this we are developing the area as a source of information to help and encourage patients to look after their own health and wellbeing. This is very much “work in progress” as tracking down information takes time and how we present the material may need to change in the light of experience.

The emphasis is on promoting sources of advice and support that a GP practice cannot provide in addition to its clinical services. We are thinking of where you can get support if you are suffering bereavement or loss, or if you need to get fitter, or if you or someone close to you is coping with a chronic illness. To start with we are collecting information in relation to six “themes”:

- Keeping fit and losing weight
- Bereavement and Loss
- Support for specific illnesses
- Mental health
- Disability
- Young peoples’ health

We hope that this might encourage patients who have had good experiences from other services, community groups, therapists or support groups, to contact us so that we can include their information in this area.

Ear Wax Removal

The Redbridge Clinical Commissioning Group (CCG) only funds the removal of ear wax by microsuction for certain conditions. In these cases, the patient will be referred to the hospital ENT clinic for this to be done, as it is no longer carried out at Rydal. The removal of ear wax, without one of these conditions, is not funded. At the surgery there is a sheet explaining what to do to aid ear wax removal. Microsuction is available privately at specialist centres, for a fee.

New Members

If you are interested in joining the Rydal Patient Participation Group please contact us via RydalPPG@gmail.com The group meets roughly quarterly and is well supported by the managerial and clinical staff at the practice. Our ethos is to work cooperatively with the practice on issues that affect patients. Our role is that of a critical friend.
