

YOUR LOCAL PATIENT PARTICIPATION GROUP

- Contributing to the continuous improvement of services

- Fostering improved communication between the practice and its patients

- Helping patients take more responsibility for their health

- Providing practical support & help to implement change

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CONTACT US

If you have ideas, suggestions or questions of your own then the Radcliffe Surgery Forum would like to hear from you. You can contact the RSF at either the Reception Desk or via the Suggestion Box both to be found in the surgery. Alternatively you can contact us via the website Patient Group page:

www.radcliffeontrenthealthcentre.co.uk



Radcliffe Surgery Forum

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The cost of wasting valuable surgery hours!

At a time when most people are actively seeking ways to save money or better manage their budgets, it comes as such a surprise that so many patients continue to miss their appointments with health care professionals at the surgery.

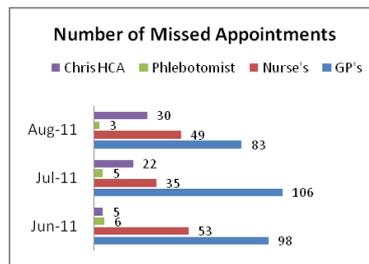
In the last edition we published 'missed appointments' figures from Jan-May and promised an update this edition. Sadly the figures are not an improvement and instead have got worse over the months of Jun-Aug!

It is estimated that a 10 minute GP appointment is valued at £48.00 and looking at the figures for Jun-Aug this equates to a potential waste of £13,776.

One of the objectives of the RSF committee is to consider the improvement of services by enhancing communication between the practice and its patients and in light of this, two questions arise that beg for answers:

Why do patients miss appointments?

What can be done to minimize this issue?



It would be great to hear your suggestions on how the surgery can encourage patients to inform it of cancelled appointments and also on what actions to take to minimize the problem. You can drop your ideas in writing in the red Suggestion Box at the surgery or alternatively contact us via the website on the Patient Group page.



'Flu Day' at the Surgery: Saturday 15th October

Radcliffe on Trent Surgery is holding its 'Flu Day' on Saturday 15th October between **8:30am and 12:00 noon**. If you fall into one of the following groups of patients then you are eligible for a flu jab—no appointment is required, just turn up at the surgery:

- Anyone 65 years and over
- Patients with chronic heart, lung, kidney or liver disease
- Diabetics, asthmatics & the immuno-suppressed

If however you are away on this day and are not able to attend then please telephone the surgery after this date to make alternative arrangements. If you are house-bound, you can phone the surgery during October to discuss your situation.

The surgery hopes to see as many people as possible on 'Flu Day' and aims to make it as fast and light hearted as possible. As many patients will testify, the 'Flu Day' has been very successful in previous years.



Getting the most from your GP practice

A "one stop shop" guide to help patients get the most from their GP practice is launched by the Royal College of General Practitioners (RCGP). **'It's Your Practice: A Patient Guide to GP Services'** is available free of charge and gives patients a diverse range of useful information—from choosing and registering with a surgery and understanding the different services that are available, through to making appointments and getting the most from your consultation. You can find a link to this guide on the surgery website under Patient Group page on www.radcliffeontrenthealthcentre.co.uk



Xmas & New Year Hours



Please note that the surgery will be closed on Monday 26th December, Tuesday 27th December and Monday 2nd January. For emergencies please use the out of hours service which will be running as usual.



Carnival Success!

A big THANK YOU to everyone who came along and supported the RSF at the village carnival held on Saturday July 9th this year. We sold out of the samosas and onion bhajis and had great fun with the quizzes held. The funds raised will be used for administrative costs and printing of materials and this newsletter. See you again next year!

New films to raise awareness of self-directed support for people living with dementia

The Mental Health Foundation has launched a suite of films aimed at raising awareness about dementia and the use of self-directed support in helping people with dementia, their families, carers and social care professionals. The films are part of a range of resources launched in response to the findings of *Dementia Choices*, a two year project which found that people with dementia, their carers

and social care workers are in need of more practical information about how self-directed support (including direct payments and personal budgets) can help improve their care. To learn more contact the Mental Health Foundation directly or check out the following web-link:

www.mentalhealth.org/our-news/news-archive/2011/11-08-17



Get involved with your patient representation group

Your surgery would like to know how it can improve its services to you and how you perceive the surgery and staff.

To help with this, the surgery is setting up a virtual patient representation group so that you can have your say. The surgery will ask the members of this representative group some questions from time to time, such as what you think about the

opening times or the quality of the care or service you received. They will contact you via email and keep the surveys succinct so it shouldn't take too much of your time.

The aim is to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. The surgery needs young people, workers, retirees, people with long term conditions and

people from non-British ethnic groups.

If you are interested in joining this virtual patient representation group then go the surgery website (www.radcliffeontrenthealthcentre.co.uk), find the Patient Group tab and fill out the sign-up form. Go on and make your voice count!



Principia Rushcliffe Health Network Meetings



Here are some dates for your diary should you wish to become more involved in ensuring local health services are designed around local health needs:

4th October - Principia Rushcliffe Cancer Forum meets at Keyworth Primary Care Centre. The forum's aim is to improve services for people with cancer and improve the care for all people at the end of life. For more information, contact **Sue Knowles** on 01 15 981 6988 or

email her at sue@rushcliffecvs.org.uk

19th October - Principia 50+ Sub Group meets in Ruddington and tackles a wide range of topics including healthy living, hospital & community health care, social care and transport to health. For more information contact Sue Knowles (see above)

20th October - Principia Diabetes Forum meets in Ruddington to discuss aspects of diabetes care for anyone who has an interest in diabe-

tes, living with diabetes or caring for someone with diabetes. For more information, again contact Sue Knowles (see above for contact details).

Rushcliffe Stroke Survivors Group meets every month on a Wednesday between 2-4pm in West Bridgford. If you've had a stroke or care for someone who has then do go along for information, advice, music, support, activities, games and socializing. Contact Sue Knowles for more details (see above).



Quiz: Breast Cancer Awareness



Question 1: A lump in the breast is almost always cancer—True or False?

Question 2: How often do doctors recommend breast self-exams?

A: Once per day

B: Once a week

C: Once a month

Question 3: Breast cancer can be inherited—True or False?

Question 4: Which is NOT a term describing a normal part of the breast?

A: Ducts

B: Lymph nodes

C: Mastalgia

Question 5: Breast pain is a common symptom of breast cancer —True or False?

Question 6: What causes breast cancer?

A: No one knows

B: Living near highly industrialized cities

C: Low levels of bodily hormones

Question 7: The medical term for the spread of cancer is called:

A: Mammary embolism

B: Metastasis

C: Suffusion

Question 8: What are the breast cancer risk factors for women?

A: Child bearing in later life

B: Having never had children

C: Being overweight after menopause

D: All of the above

Quiz Answers: Question 1-False, Question 2-C, Question 3-True, Question 4-C, Question 5-False, Question 6-A, Question 7-B, Question 8-D