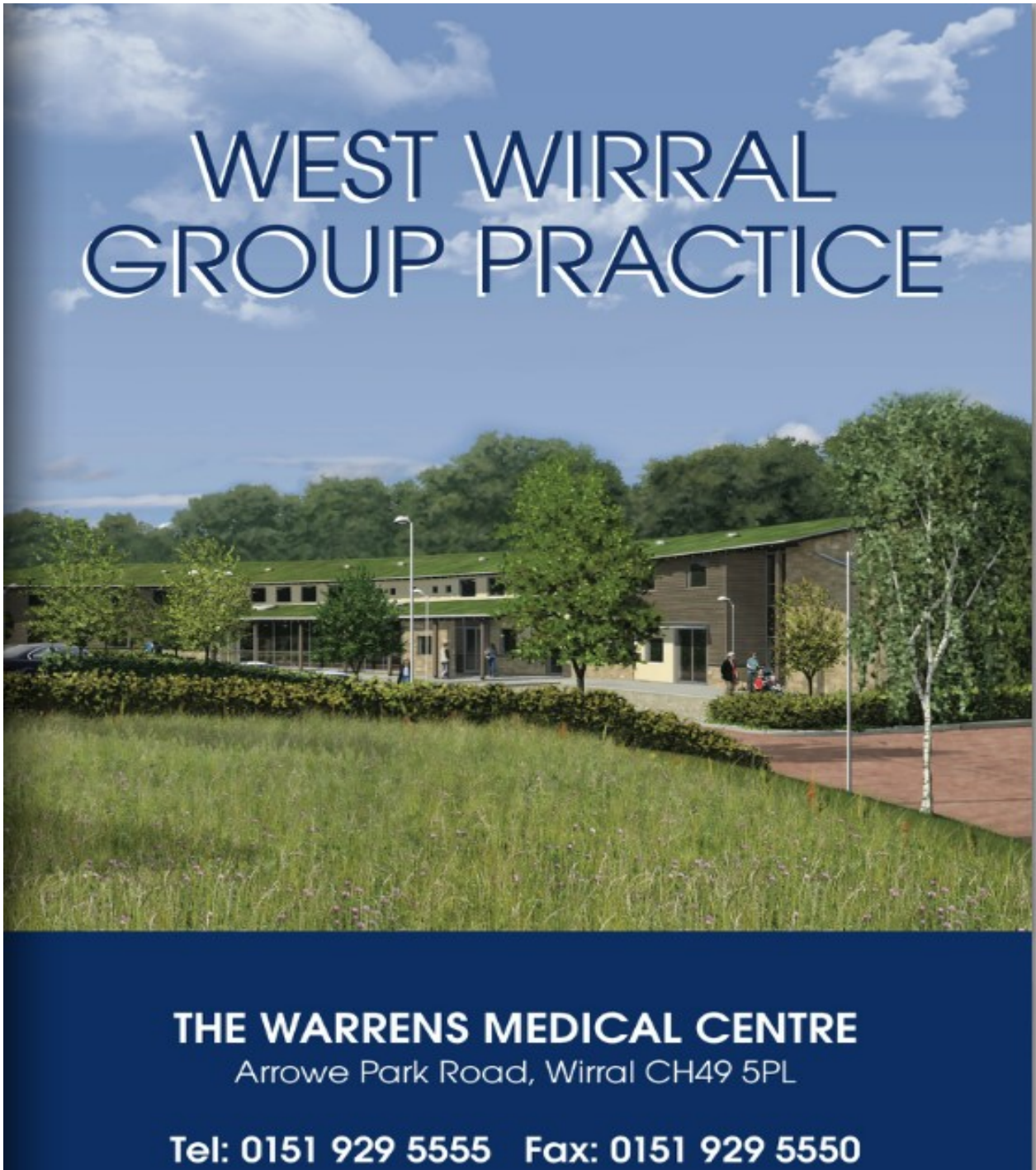


PATIENT PARTICIPATION GROUP

September Newsletter, Issue 2017/3



New Warrens Medical Centre Website can be found at the following address :-

<http://www.westwirralgrouppractice.org.uk>



September Electronic Newsletter

Email: ppg.wwgp@gmail.com

1st. September 2017

ISSUE 2017/3

This is the third in the new series of electronic newsletters, produced quarterly by the West Wirral Group Practice's Patient Participation Group. The rationale for these newsletters was to *promote the West Wirral Group Practice's PPG, to encourage patients to register for electronic communications, to disseminate important, relevant and/or interesting information in a cost effective manner, and to attract greater patient interaction with the PPG.*

We are reliably informed that these newsletters are circulated to over 3000 patients of the WWGP and that the number of patients embracing electronic communications is increasing steadily. The March and June Editions are still available for patients to read on the PPG section within the Practice's website at <http://www.westwirralgrouppractice.org.uk/patient-participation-group/ppg-newsletters/>

Initially, it was also proposed to print a limited number of copies of this newsletter for distribution within the practice, so as to reach as many patients as possible, pending their registration for electronic information.

It is now appropriate to seek your feedback on what we are doing right and what we are doing wrong with regards the style, contents and format of these newsletters. Would you please re-visit the first two newsletters available on the above website (see concluding remarks on the last page) and give us your frank and honest opinions on the articles and general information provided. We very much welcome your views, including suggestions for improvements. You can reach us collectively using our email address: ppg.wwgp@gmail.com

Please feel free to email us brief "Letters to the Editor" , expressing your views, asking questions on specific items or seeking further information or clarification on the contents of the Newsletters. We need your input and support and look forward to hearing from you by email .

Mike Zammitt, Newsletter Editor and PPG Committee Member.



Electronic PPG Newsletter. 1st. September 2017.

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NEW CREATIVE ACTIVITIES GROUP FOR PATIENTS



The Warrens' Patient Participation Group (PPG) is starting up a new creative activities group for patients at the Warrens Medical Centre.

The group is particularly open to patients who feel lonely and/or socially isolated, as well as to patients whose GP thinks they would benefit from taking part, but the PPG will try to accommodate anyone who would like to take part.

THE MAIN FOCUS WILL BE ENJOYMENT AND BEING WITH OTHER PEOPLE TO SOCIALISE WITHIN A RELAXED, SUPPORTIVE, CREATIVE ENVIRONMENT.

If you, or someone you know, would like to meet other like-minded people and spend a couple of hours in such a group, why not get in touch to let the PPG know you are interested?

No experience in art or crafts etc is needed: A selection of materials will be available for people to 'dabble' with; guidance will be available if wanted. The aim is to meet other people and enjoy doing what you do – it is not about producing a 'work of art'. If you would prefer to just come along and 'watch', that is fine too.

Activities might include card making, crafts, jigsaws, model making, drawing and painting etc. Patients wanting to bring along their own activity to do in the company of other patients will be accommodated providing the activity is suitable and space prevails. Hopefully, the range of activities will expand as the group establishes itself.

THE CREATIVE ACTIVITIES GROUP WILL BE HELD ON THE FIRST THURSDAY OF EACH MONTH BETWEEN 11am AND 1pm, COMMENCING 7th SEPTEMBER 2017. Tea and coffee will be available.

The group will be led by other patients from the West Wirral Group Practice. Patients must be responsible for their own health and wellbeing.

Email: create.ppgwwgp@gmail.com or, if you don't have email, leave a message, giving your contact details, in the gold-coloured PPG box that is located on the table in the GP waiting area (close to the staff photographs)

[Compiled by Debbie Simnor, PPG Committee Member.](#)

INFORMATION LEAFLETS FOR PATIENTS

The PPG has produced a number of leaflets that aim to provide information on a range of matters that may be of interest to patients. The list of leaflets currently available is:

Ask Us Wirral

A service that has been launched to provide one point for help and advice from Citizens Advice Wirral, Age UK Wirral, Wirral Change and Wirral Mencap.

Carers E-News

An online resource that provides a range of information that you might find helpful.

Carers of Dementia Patients Support Group

An informal support group that has been set up by the Warrens' PPG

Cheshire and Merseyside Sustainability and Transformation Plan

The latest development in the way future local health and social care services may be delivered

Email or Mobile Phone?

Help the Practice to contact you more efficiently and with less cost than landline telephone calls or sending letters.

“Know Your numbers”: Blood Pressure

The importance of knowing your blood pressure and the promotion of the use of the blood pressure machine in the GP waiting area at the Warrens Medical Centre.

Online Medical Records

How to get online access to your medical records.

Phlebotomy (Blood Tests)

Current blood test arrangements and information about the future contract arrangements for phlebotomy in Wirral.

Phlebotomy Service – Blood Tests Now at West Kirby Concourse

Addition of West Kirby as one of the hubs that carry out blood collection for testing.

Procedures of Lower Clinical Priority

Information and links to policy changes which influence decisions on whether GP referrals for certain clinical services will continue to be made.

Patient Participation Group

How to become an active member of the PPG or a virtual member.

Warrens Walks

Times and other details of the 'Health Walks' that start from the Warrens Medical Centre.

Warrens Walking Group Needs More Helpers

Information for anyone interested in helping to lead the Warrens Healthy Walks.

Some of these leaflets are displayed as posters on the PPG Notice Board in the GP reception area, so why not give them your attention when you are there?

Or view them on the Practice's website at:

www.westwirralgrouppractice.org.uk/patient-participation-group/information-leaflets/

[Compiled by Debbie Simnor, PPG Committee Member.](#)

REDUCE WASTED MEDICINES: CHANGES TO REPEAT PRESCRIPTIONS

Patients should be aware that changes to the way repeat prescriptions are dealt with came into force at the West Wirral Group Practice on 1st August 2017 in order to reduce the amount of medicines being dispensed unnecessarily or too frequently.

This follows a pilot scheme that was carried out at a number of GP surgeries in Wirral, and is now being rolled out across Wirral.

Previously, patients who collected their monthly medications from a chemist could request that the chemist renewed their prescription routinely the following month. The change means that patients can no longer ask their local chemist to order their medication. Patients must now request their medication directly from the GP surgery (either by face to face, online or post).

Such requests for repeat medication will then be reviewed by a Practice GP. This scrutiny will ensure that medications are no longer unnecessarily dispensed, or can be dispensed less frequently, so ensuring medicines are not wasted or stockpiled.

Patients may be able to receive a batch prescription for 6-months if authorised by their GP.

CQC—Challenging Quiz Competition .

As nobody under 20 submitted any answers to the original 20/20 Questionnaire in the June Newsletter, it is now open to any patient, of any age, to enter the CQC!

Below are 20 questions on general scientific knowledge which are meant to be “somewhat challenging” but not impossible to answer correctly . Don’t be fooled by some technical jargon, logic and common sense is all you need in many instances!

Please send your answers by email to the Editor, at the following email address and not later than 30th.October 2017 :- **ppg.wvgp@gmail.com.**

The answers to these questions will be provided in the December edition of the Newsletter.

Answers only require one word or two. To help you in your quest, the number of words and letters are indicated in brackets after each question and, to get you started, the answer to Q6 is “organic”. As a further incentive the person with the first correct answer will receive a bottle of red wine (Rioja-Faustino 1, donated by the Editor).

Good luck!

1. The manipulation of materials on the scale of atoms or small group of atoms (14)
2. Informal term for a thermonuclear weapon (1-4)
3. Hollow mineral masses found in some sedimentary and volcanic rocks (6)
4. Rod shaped bacteria (7)
5. African hoofed animal of the family Giraffidae (5)
6. Of a chemical compound containing carbon (7)
7. Laboratory glassware for delivering known quantities of liquid (7)
8. Outlet for removing water from a system or blood from a wound (5)
9. To find and resolve defects (in software for example) (5)
10. Part of the digestive tract that includes the caecium, colon, and rectum (5,9)
11. 1,000,000,000 (7)
12. Fatty substance in olive oil (5,4)
13. Blood-sucking annelid of the subclass Hirudinea (5)
14. Biological compound, a precursor of certain neurotransmitters (1-4)
15. Principle of physics proposed in 1900, relating to the spectral density of black body radiation (7,3)
16. A human or an ancestor of humans (7)
17. Dark biological pigment, found in hair, feathers, scales, and skin (7)
18. —Park, UK WW2 code breaking centre (9)
19. Disease caused by an increase in pressure within the eyeball (8)
20. Interval inserted into Coordinated Universal Time roughly once every four years(4,6)

Compiled by Mike Zammitt, PPG Committee Member

The NHS– A look at the past 60 years and a look to the future.



The Roman God Janus is depicted in Roman Republican coinage as looking simultaneously to the past and the future.

We have two articles in this Newsletter where a PPG Committee member looks back nostalgically over the last 60 years of the West Wirral Group Practice; whilst Dr Alan Johnston , the Senior Partner looks forward at the way that the NHS is changing commenting that “the traditional model of primary care is no longer sustainable” and challenges the PPG to question that assumption before we see the end of the present version of the NHS that we appreciate so much.

A brief personal reflection on almost 60 years as a patient of the Group Practice

My wife and I have been associated with the West Wirral Group Practice, including the previous surgeries in Heswall, Irby and Thingwall since we moved from Liverpool to Irby in 1958 when I was appointed as a manager in a printing company in Neston.

During this period we have produced three children and coincidentally have experienced some excellent medical attention and service from all the practice staff. From an early age my son’s ambition was to become a doctor and I like to think that the positive experiences that my family encountered when attending the surgery had some bearing on his decision to become a surgeon.

When my wife gave birth to our first child she was admitted to Oldfield Maternity Home in Heswall. After a long difficult labour it was decided to call in our family doctor, namely Dr Beeby. He arrived post haste and my wife says that she will never forget her “Knight in shining armour”, although it was actually, casual jeans and a bright yellow roll collared sweater. He safely delivered our son and explained that he was actually on holiday and packing his car to travel through the night for a family camping holiday in France when he got the telephone call. His wife and family must have been very patient.

Time and time again we have been so very grateful for the support that we have received from the practice. An example of this: one day when travelling home along the M53 I was suddenly subjected to the most blinding headache. I had to pull over onto the hard shoulder really unable to drive further. My wife rang the surgery for advice. The receptionist had a quick word with Dr Wright who was just leaving on home visits. He would hang on if we drove straight there. Quicker than going to A and E. On arrival, he quickly diagnosed shingles and prescribed the necessary medication. Once again, wonderful service. I could recount so many times when we as a family have been so delighted with the help and support that we have received but sufficient to say “*thank you all*”.

The excellent medical help, advice and service that we as a family have received over the years has influenced me to join the Patient Participation Group so that I can try to repay the benefits we as a family have received .

Peter Weston, PPG Committee Member, WWGP.

YOUR PPG NEEDS YOU part 3

A look to the future by Dr Alan Johnston, Senior Partner WWGP.

It has been generally accepted that the traditional model of primary care is no longer sustainable. The reason for this is that successful medical care has resulted in an aging and increasingly expensive population with multiple chronic conditions that is putting strain on the present structures. Increased finances would need to be funded either by increases in general taxation or private provision, likely involving insurance schemes. Neither option is politically viable so, in the absence of the necessary cash, how can the NHS survive? The tempting conclusion for all recent governments has been to properly reorganise the health service. So we are on the receiving end of several schemes at present.

The first is GP Federations. This involves large numbers of GP practices amalgamating for the purposes of bidding to deliver existing services and potentially developing new services. The rationale is that there will be economies of scale and less duplication. An additional advantage is that, while the voices of individual GPs or practices are unlikely to be heard, the joint opinions of all the GPs earns a seat at the negotiating tables. Sadly on the Wirral, for historical reasons, we have been unable to develop a single federation but are represented by two; the one that we are a part of, and keenly supportive of, being "Primary Care Wirral". Our most recent focus of activity is on the 50+ age group with a pilot scheme starting that will involve all of the practices in west Wirral – watch this space.

At the same time we have the Wirral Clinical Commissioning Group (CCG). The CCGs were the bodies created by the 2012 reorganisation to take over planning and provision of all health services in our area, also with a strong GP voice and expected to reflect the specific needs of Wirral. They are presently negotiating to extend their responsibilities to include provision of more specialist services that are presently the remit of NHS England.

And! At the same time we now need to understand "Accountable Care". The aims are 4 –fold; to improve the experience of patients, to improve the experience of doctors and other service providers, to improve the health and life expectancy of the population and amazingly also to reduce the costs. A glance at these aims will explain why the powers-that-be are so enthusiastic. Or could it be too good to be true? The example of the success amongst the native people of Alaska is given as evidence that the principles work. Negotiations are reaching completion as to how this can be realised on Wirral. The thinking behind this is that there will be a single body with a single budget making decision about social services, hospital provision, primary care (that's us) and community care (a host of services including such things as district nursing, podiatry, sexual health, health visitors, physiotherapy, smoking cessation clinics etc). Now none of these services are suggesting that they have money to spare and all will be secretly hoping that they will avoid falling victim to the financial cuts in the pipeline; but there are likely to be winners and losers. The newspeak for this process is "shared risk". The hope is that introducing accountable care will result in such savings that even more services can be offered. However, if there is insufficient money in a given year, Accountable Care will need to decide where cuts ought to be made. Plans are sufficiently advanced that the decision has already been made to combine social care and community care with a single budget.

You may wonder, with these enormous changes being undertaken, why you don't know more about it? Or why you haven't been consulted? How can you have a view if you don't understand the details? Our PPG wants to be involved at this critical time and is looking for more patients to sign up. The starting point is that "the traditional model of primary care is no longer sustainable". You might want to join us in questioning that assumption; before we see the end of the present version of the NHS that we appreciate so much.

Alan Johnston, West Wirral Group Practice.



[Patient Participation Awareness Week \(19th - 24th June\)](#) was promoted at The Warrens with an eye-catching stand and members of the PPG mingling with patients to inform them of the work our group is involved with.

It was decided this year to promote the importance of "Knowing your Numbers" and a quiz was devised to test patients' knowledge about blood pressure.

Many people took part and several of these asked to become virtual members of The Patient Participation Group.

The answers to the quiz will be published on the Practice's website

[Article and quiz compiled by Della Hemming and Anne Davies, PPG Committee Members.](#)

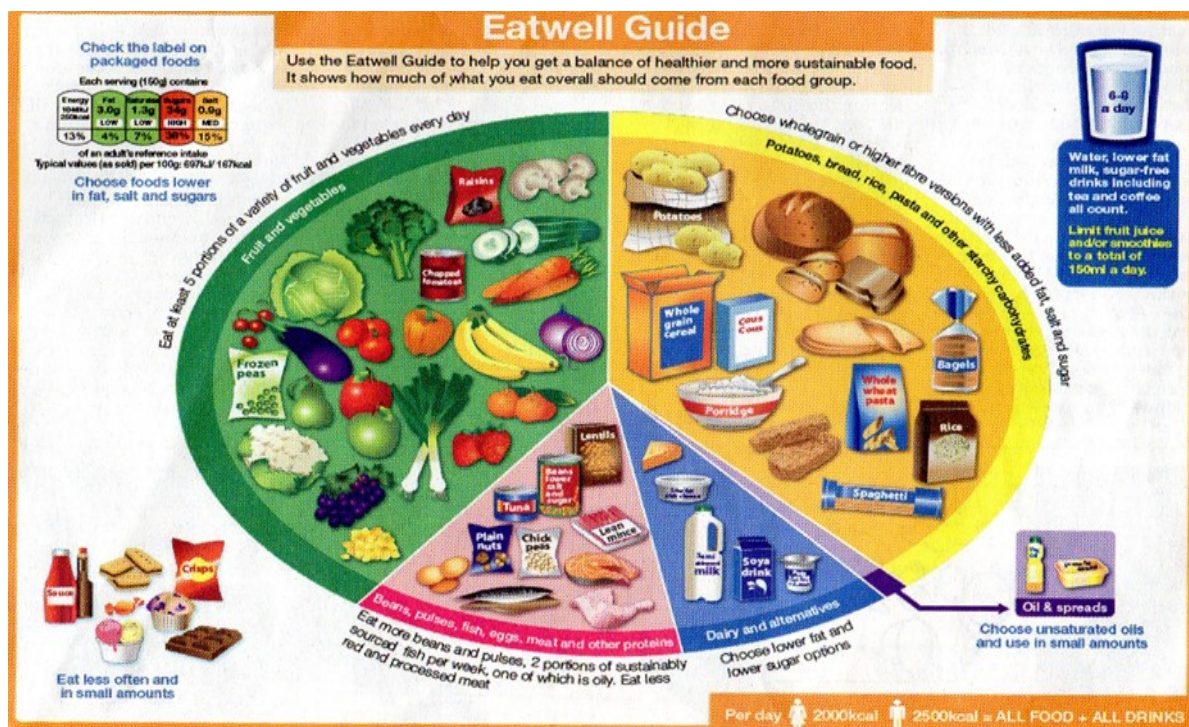


Pictured above is the lucky winner of the quiz, Graham Barley. Graham received a hamper full of the foods that are good for keeping blood pressure in control, along with some healthy recipes. Hope you enjoy these goodies Graham ! and thanks to everyone who took part.

Here is a copy of the quiz All these statements are either TRUE or FALSE.

1. You can have high blood pressure without feeling symptoms.
2. The doctor or nurse uses a SPHYGMOMANOMETER to measure your blood pressure.
3. Your BMI (Body Mass Index) is calculated from your weight and blood pressure.
4. Salt on your food is better for you than pepper or spices.
5. Taking vitamin tablets or supplements is as good as eating fruit and vegetables. T
6. Which two of the following might help to lower blood pressure?
 - a) Beetroot
 - b) Bacon
 - c) Sunflower seeds
7. Which of these is the healthiest blood pressure?
 - a) 120/80
 - b) 160/100
 - c) 110/55
8. Which two of these can be related to high blood pressure?
 - a) Kidney disease
 - b) Hernia
 - c) Diabetes
9. White coat syndrome is which of these
 - a) A treatment for red blood cells
 - b) A person's blood pressure being raised by seeing a doctor in a white coat
 - c) Healthy weight, height and pulse masking the condition of hypertension
10. If you feel light headed or dizzy this can be an indication that
 - a) You ate too much yesterday
 - b) You have your shoes on the wrong feet
 - c) Your blood pressure might be low

ADVICE: To enjoy all the treats in moderation, ensure fruit and veg are eaten (at least 5 portions a day), and remain aware of the **Eatwell Plate** below:



Source: Public Health England

YOU CAN MAKE CHANGES TO MAKE A HEALTHY DIFFERENCE



Most of us can make changes to make a healthy difference. There are relatively small but sustainable changes we can make to improve our long-term health; perhaps by changing what we eat, being more physically active or drinking more water in preference to other drinks.

Improving our own health seems like a small issue, but it can reduce the demand on our healthcare services and influence the health of others around us.

Compiled by Mike Zammitt, PPG Committee Member(that's me on the treadmill!)



Three of our local nurses are spending their own holidays this summer in Uganda, helping a health and dignity programme organised by the charity Teams4U

The last day for donations is Thursday 28th September.

What Teams4U does:

The charity aims to transform communities through facilitating education, healthcare, and training. Teams4U currently manages two vocational training centres in Africa and Romania. Registered Nurses Margaret and Susan (District Nurses based at the Warrens) and Carolyn (the Practice's Advanced Nurse Practitioner) will be travelling to Kumi in rural Uganda, where they will be involved in training teachers in menstrual health education, as well as distributing sanitary wear and underwear to schoolgirls. These young girls are missing their education as they fail to attend school due to lack of sanitary products,



The nurses will be providing the schoolgirls with a sanitary product called AFRIPads, a washable sanitary product that last up to 18 months, which, therefore, allows girls to attend school.

The nurses will also be involved with HIV/AIDS, and cervical screening in rural Ugandan communities.

Please support our local nurses, who are appealing for donations of

Bras: new or nearly new – sizes 34A, B or C

Pants: ideally size 8/10

These supplies can be dropped off at the Warrens by Thursday 8th September.



The nurses are also urging the local community to donate much-needed funds

DONATIONS

Just £5 supports one schoolgirl in sanitary and underwear for one year. Just £2.50 can test one person for a life-threatening illness. Please help us to make a difference and donate at:

www.teams4u.com/donate

We would like to thank our patients for their generosity in donating almost £400 so far towards the develop with dignity programme and the bras and pants that have been donated.

Also a big thank you to our staff who have been doing collections and raffles and selling cards all to raise money for this worthwhile cause.

We are very overwhelmed by the generosity.

Concluding Remarks.

The PPG would be grateful to receive your comments on any, or all, of the following articles that have appeared in the last three electronic newsletters as well as any suggestions for improvement, including issues or topics that you would like to see covered in future newsletters. Please email us at :- ppg.wwgp@gmail.com

PPG Newsletter. 1st. March 2017.

- 4 (a) How to go online
(b) What is a PPG?
5. (a) What are the benefits of a PPG.
(b) A patient's experience of the online facilities.
6. "Nature vs. Nurture". An article of general scientific interest.
7. The Warrens as a "Beacon Practice" for Hypertension.
8. (a) "Walking for Health"
(b) Bring friendship into the lives of older people in the Wirral.
9. (a) Blood Tests - Phlebotomy.
(b) Dementia Carers Support Group.
10. Consultant's Corner-An article by Dr.Y.H. Chiu, Consultant Rheumatologist, on Rheumatoid Arthritis
"What's a Drug like you doing in a Joint like this"?

PPG Newsletter. 1st June 2017.

4. The National Association for Patients Participation Groups (NAPP).
5. PPG Virtual, not necessarily virtuous but preferably virtuosi members welcomed.
6. Challenging Quiz competition or "CQC" for under 20 year old patients.
7. "HYGGE"-not just for Scandinavians.
8. New doctors join WWGP as partners in the last 9 months.
9. A new PPG member's perspective of the "Walking Group" and the Wirral.
10. Accident and Emergency.
11. "Magnetic Resonance Imaging". An article of general scientific interest.
12. "Your PPG needs you" continued from Dr. Johnston's article in the March Edition.
15. Consultant's Corner- An article by Dr. Nicola N. Zammitt, Consultant Endocrinologist, on the endocrine system *"Better late than Never-life after cancer"?*

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Michael Zammitt, Newsletter Editor, on behalf of The PPG Committee, West Wirral Group Practice..

1st. September 2017.