

northgate

PRACTICE

Anchor Meadow Health Centre
Westfield Drive
Aldridge Walsall WS9 8AJ

NORTHGATE PRACTICE

PATIENT GROUP

NEWSLETTER



Welcome to the first edition of the Northgate Practice Patient Group quarterly Newsletter. This group has been in existence since 2011. It is important that access to services should be based entirely on health need with no discrimination around age, gender, ethnicity, lifestyle or geography. With this in mind, we are aware that if we are to truly represent the practice population we need to encourage patients from all age groups, ethnicities and backgrounds to join us. We would also like to encourage patients who can represent specific disease areas i.e. diabetes, asthma, cardiac illness, dementia, mental illness and physical disabilities to be members of the group.

Who are we?

We are all patients of Northgate Practice who want to ensure our services are delivered well, are easy to access and meet the needs of us as patients.

What is a patient group?

A representative section of patients who can offer views on the services delivered from their doctor's surgery from the patients' perspective.

The members can be viewed as “critical friends” within the practice environment to ensure that services are responsive to patients needs and that they improve over time. A Patient Group can support patients and the practice in many ways including:

- Seeking feedback from patients, ensuring services continually improve.
- Supporting Northgate practice staff to communicate with the patients.
- assisting the practice and its patients by providing information about local groups and support structures
- communicating information about the community which may affect healthcare
- supporting the practice in helping patients to become more informed about their health i.e. nutrition presentations
- promoting good health amongst patients by encouraging activities and providing information which promote self-care
- supporting the local Commissioning Group to gain feedback on healthcare to inform their local commissioning decisions and any future healthcare planning e.g. Friends & Family Questionnaire

What do we do?

- We are non-political and do not become involved in individual personal health issues
- We meet regularly
- We improve communications and information transfer between the practice staff and the patients
- We give the practice staff the opportunity to discuss topics of mutual interest
- We contribute to the continuous improvement of services
- We provide practical support and help to implement positive changes to benefit the patients of Northgate Practice.

What have we achieved?

The members have been involved in and implemented a variety of projects in the three years since the group was first formed, these include:

- Monitoring and reducing the number of patients who have failed to attend a pre-booked appointment. The result of which means less time wasted for both doctors and nurses, so more available appointments for patients
- Ensuring the practice has an up to date record of patients' mobile phone numbers to enable text message reminders to be sent to patients about their appointment date and time
- Assisting in the smooth running of the flu campaign immunisation sessions in September and October each year
- Produced a resource directory so that the doctors and nurses are able to refer patients who have experienced loss of whatever sort as well as those who may be socially isolated to the relevant local services or groups for either counselling or social support
- Working with other organisations i.e. Lions and Age UK to deliver health promotion events such as the identification of cardiac or diabetes risk
- Assisting one of the doctors in managing the monthly nutritional health promotion evenings

How can you get involved?

1. Complete any patient satisfaction questionnaires e.g. NHS Friends and Family Test, whenever requested to.
2. Attend one of the Patient Group meetings to see first-hand what we do.
3. Become an active member of the group

Why should you become a member?

If you would like to be involved but are unable to commit to attending meetings on a regular basis, then please consider virtual membership as an option i.e. you can propose agenda items for discussion at a forthcoming meeting and be given feedback regarding the outcome via email. Or if you have a specific illness you might wish to be considered for patient consultation if a survey of that illness is being conducted. These are just a few ways in which you can be actively involved in the Patient Group and ensure that your views are heard.

If you are interested in joining us, please complete the application form on the back page.

Northgate News

1-Please note; the secretaries will no longer chase up hospital appointments for patients. Patients telephoning to chase or check hospital appointments will be directed to the hospital. If patients are having difficulty, they can phone the hospital switchboard and ask for PALS who should follow it up.

The only exception is for patients who are very elderly or incapable, in which case the secretaries will still follow up the appointment on their behalf.

2-Northgate Practice now has a patient self-check in screen located near the reception desk. Patients only need to enter their date of birth in full to arrive themselves. See example below.

Day	Month	Year
<input type="text" value="01"/>	<input type="text" value="01"/>	<input type="text" value="1900"/>

If you need to make an appointment, collect a prescription or anything else please see the receptionist who is always available to assist you further.

3- Flu Jab Clinic dates are Saturday 26th September and Saturday 10th October 2015.
8.30am to 10.30am.

Please book your slot when you next visit the practice or call Northgate on 01922 450900.

Northgate Practice Patient Group

Application Form

Name: **Age group :**(please tick appropriate range)
18 - 20
Title: 30 - 50
50 - 70
Surname: 70 +

First name/s

Address: **Telephone contact:**
Landline:

Mobile:

Email address:

Please be assured members personal details are not shared with any other party unless consent has been given by the individual.

Once completed please post the application form into the box labelled Patient Group Application Forms in the reception area.

Thank you for your interest we look forward to meeting or corresponding with you in the near future.

Mrs. Sylvia Bailey

Chairperson of the Northgate Practice Patient Group
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