



ELMPP

East Leake Medical Patient Partnership Newsletter Autumn 2019



Rushcliffe

Clinical Commissioning Group

The Patients Participation Group (PPG) hope that you will find this newsletter helpful and informative. If you've picked one up whilst waiting for your appointment please take it home with you to look at again later



ELMP

IT : The Patient Survey.

Thank you to everybody who took part in the June survey. We received a total of 240 responses during the survey week. The analysis shows the following:

- Booking appointments: 77% used the online system to book appointments, but only 63% rated the system good or excellent (G/E). This was the lowest score of all the questions, perhaps not surprisingly given that there is often a shortage of appointments to book.
- Cancelling appointments: around half of respondents had used the system to cancel appointments, almost all of whom (94%) rated it G/E.
- Repeat prescriptions: around 70% of you have used this, and again you scored the facility just under 90% G/E.
- Practice website: 59% had used it, with a G/E rating of 80%
- Screen in reception: 85% had watched it, with an 81% G/E rating
- Text information: again highly rated (93%).

As regards future options for appointments,

- Skype: scored lowest, with 57% of you saying you wouldn't use it
- Video was somewhat more popular, but even then 45% wouldn't use it.
- Email was also not popular, with 48% saying they would not use it.

Finally, 28% of respondents would appreciate more information about Pharmacy services. We'll look at the best ways to make this information available. A copy of the full analysis is available at each surgery and on line.



Seasonal Flu clinic

We will be starting our annual flu vaccine programme.

If you are eligible for a free vaccine, you will receive a card through the post with all the relevant information.

First date at **East Leake 21/09/19**

First date at **Ruddington 28/09/19**

More clinic dates will be added in due course.



Do You Look After Someone?

Register as a carer with your practice to receive your FREE flu vaccination.

If you are already a registered carer then book your FREE vaccination today.



For more information speak to your practice's Carer Champion

In February 2017 Barbara Priestley, an East Leake Patient Group committee member, was admitted to the Queen's Medical Centre for a complicated abdominal operation. She was treated in a specialist nutrition ward, F22, for three months following surgery and remained there until May 2017. After she was discharged she and her husband made a donation to that ward which was put towards a Day Room, where recovering patients could play games, read books or watch the television and it was officially opened in January this year. Barbara was invited to "cut the ribbon" and here is a photograph of the occasion picturing Barbara with some of the wonderful staff.



MEASLES AND MUMPS

A significant increase in mumps cases and continuing outbreaks of measles in England have led to calls for people to ensure they are immunised. A large outbreak was centred on Nottingham Trent University and the University of Nottingham at the beginning of the year and similar increases in cases have been reported in Wales and Northern Ireland.

Helen Bedford, professor of child public health at UCL, said: "These are highly infectious, potentially serious disease and England has not escaped the recent increase in cases we have seen globally" The World Health Organization says we are in the middle of a global measles crisis and recommends an Immunisation target level of 95 per cent.

Whilst the ELM group practice exceeds the target at 98% coverage, we urge you to get protected. If you are in any doubt about you or your child's vaccination status, ask your GP as it's never too late to get protected.



For further information please ask at reception or have a look at the website [https://www.gov.uk/government/collections/immunisation#measles,-mumps-and-rubella-\(mmr\)](https://www.gov.uk/government/collections/immunisation#measles,-mumps-and-rubella-(mmr))

Patient Group Information is on the website or look for our poster in the waiting room

If you need information yourself as a resident of Nottinghamshire, then www.nottshelpyourself.org.uk is the best place to start. The website is compatible with smart phones and tablets, so you can find information when you are on the move.

You can filter the information using a range of options including

- type of service you're interested in
- the location of that service
- the age group it provides for
- any particular type of need or disability that it would need to cater for

The link can be sent directly to your smart phone or email by the health centres signposting application. Please ask at reception or pick up a leaflet

All the information you need

nottshelpyourself.org.uk

Find:

- Childcare providers
- Support for young people with special educational needs (age 0-25)
- Activities, groups and events in your area
- Health and social care support and information

Call: 0300 500 80 80

Nottinghamshire County Council

nottshelpyourself.org.uk

nottshelpyourself.org.uk is designed to help you find information about a whole range of services that are available in the county, and some nationally too.

nottshelpyourself.org.uk enables you to search for the information you're looking for in one place. You can filter the information using a range of options including the type of service you're interested in, the location of that service, the age group it provides for, or any particular type of need or disability that it would need to cater for.

The site works on smart phones and tablets so you can find information when you're on the move. You can also use your local library or children's centre,

where staff can support you to find what you need on the website. Alternatively, phone Nottinghamshire County Council on **0300 500 80 80** and one of our trained advisors can find the information you need.

Can't find a service you're looking for? Let us know and we'll try and close that gap. You can also give feedback on the services you've used through the "Rate and Review" button on the website, where you can recommend providers to others, or make suggestions to improve services further.

Do you provide a service or run an activity or club?

Promote yourself for free by registering on **nottshelpyourself.org.uk**



Meadow Park Strollers

Join us at 1.30pm on Thursdays for a 30 minute stroll around the park. Meet at the Millstone entrance Just turn up!

Details: Anne 07913328971

Carers drop in sessions

A representative from the carers federation is available once at month at East Leake Health centre

No appointments necessary, just call in between 9—10.30am on the second Wednesday of the month

Wednesday 9th October 2019

Wednesday 13th November

DESMOND

St Marys church hall 09.30-16.30pm

Wednesday 9th October 2019

Wednesday 20th November 2019

For further information ask at reception or Not-tr.desmondnotts@nhs.net

New home test kit for bowel cancer screening

The current screening test used in England will be replaced with a new test, the faecal immunochemical test (FIT).

Screening aims to detect bowel cancer at an early stage, when treatment has the best chance of working. The test can also find polyps (non-cancerous growths) which might develop into cancer.

Screening is for people with no symptoms and looks for hidden blood in faecal samples that can't normally be seen. As part of the bowel screening programme, people aged 50-74 are sent a FIT screening test in the post every two years

Key advantages

- Pilot studies have shown that FIT increases uptake. This is likely to be because it is quicker and easier to complete – only one small sample is required in contrast to the gFOBt kit that needs 6 samples from 3 bowel motions
- FIT is also more accurate than the current test so we would expect more cancers to be detected
- FIT will reduce the number of repeat tests needed, as there are no borderline results (only normal or abnormal).



Outdoor gym—East Leake now has an outdoor gym in place. It is near Kingfisher Bridge and half way between the village centre and the Gotham Road estate in Play Field. It is proving to be very popular and those using it particularly like the location as it

catches the evening sunlight. Many people are only able to visit the Park in the evening and have been very supportive of this initiative as it adds another dimension to an evening stroll.



A gentle reminder for all patients using our recently updated online services which enables you to book appointments across any of our three branches. Please double check which site your appointment is booked at as several patients have arrived at the wrong site.

Patient Group Information is on the website or look for our poster in the waiting room