



Patient Participation Group

West Road Surgery

North Road Primary Care Centre
183 - 195 North Road,
Westcliff-on-Sea. SS0 7AF



Phone: 01702 - 339865



Website: www.westroadsurgery.co.uk/index.aspx

Winter 2017

Issue 1

Welcome to the Winter issue of the West Road Surgery PPG newsletter.

Welcome to this winter season issue of our newsletter, it is packed with what we hope is useful information about the practice, the PPG and an interesting range of specialist meetings, talks and informative events for 2017...

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A WORD FROM OUR DEPUTY COMMITTEE CHAIR PERSON

We have had an interesting few months in the PPG Organising Committee.

Our committee was depleted due to ill health but, thankfully, we now have expanded the committee which, once we get used to each other's ways, should pay dividends so that our PPG can grow and flourish.

Why do we need a PPG? You will not have missed all the changes proposed by the CCG and senior NHS first our hospitals which, I guess will shortly be followed by the re-organised GP surgeries. The PPG is not a campaigning body but we will be there to do what we can to smooth the path of change for our fellow patients.

So, why not join our group by letting us have your e-mail address so we can keep you informed and send you our new, extended newsletter.

However, in this group communication goes both ways, we will keep you informed and, we hope, you will keep us informed of any concerns, comments and questions you may have connected with our patient experience.

I do hope we will hear from you and perhaps, see you at one of our regular meetings or workshops.

Tom Deans

WRS-PPG Deputy Chairperson

On behalf of

Rosa Goldwater

WRS-PPG Chairperson



THE PPG COMMITTEE

The following people are on the PPG committee:

- Rosa Goldwater Chairperson
- Debbie Pang Practice Manager
- Tom Deans Deputy Chairperson
- Lucy Briggs Group Secretary
- Siobhan Robson Committee Member
- Alan Caine Newsletter Editor

The committee is...

Currently we are seeking new people to join our committee. So if you have some spare time and a skill or two you think we could use or you are just keen to be involved - Please contact us for further information about these vacancies.



PPG REPORT

In September the organising committee met to discuss What we can do to support our surgery staff with the object of improving the patient experience when contacting the surgery.

Firstly, we reviewed our achievements since being re-formed:

Published 5 Newsletters, Conducted a survey, Presented several open meetings with guest speakers, Provided input at a CQC inspection of the surgery, Held discussions with a number of patients in the surgery waiting area.

An informal survey on the work of other nearby PPG's showed that, although some surgeries do some of the above, we are the only one that has utilised each of them.

In October we held our first open meeting without a speaker. We discussed many matters between us and found that, as a group we raised some quite interesting ideas. As well as the usual subjects, such as appointments and parking, etc., we looked at arranging Workshop Meetings on a range of subjects.

We also discussed; Newsletters, Systems & Services, Southend University Hospital A&E, Transport to and from surgery and hospital appointments. (See articles in this newsletter)

EVENTS AND TALKS

The PPG holds a series of events and talks throughout the year. These are usually held at the practice during an evening. We try to cover a wide range of medical topics in an attempt to provide as much information as possible. Each talk or event features a Q & A session where PPG members are encouraged to ask questions. For details of our next event please refer to **The PPG Flyer** (available in the surgery) or contact us via email.

IT'S YOUR PPG

The WRS Patient Participation Group (PPG) is facilitated by patients and practice staff that are representative of the practice population. The main aim of the PPG is to consider ways of making positive contributions to the facilities and services offered by the Practice.

The WRS practice seeks to encourage the proactive engagement of patients and to seek views from practice patients through the use of local practice surveys. The outcomes of the engagement and the views of patients are published by the surgery and the NHS.

So if you would like to be better informed and even become involved with and have a say in our group, join our PPG by sending an email to: wrs-ppg@post.com simply request to join the group and be added to the email list. *(Emails are light, we do not send spam and your details will not be passed on to any other company, group or agency. You can unsubscribe at any time.)*

Contact Us

If there are any matters in this newsletter that you would like more information on or you have any comments or suggestions about the PPG, The West Road Surgery or its services, please get in touch with us via: wrs-ppg@post.com



BOOKING APPOINTMENTS

The practice operates a computerised appointment system with just over half of the doctors' appointments bookable on the day. The remainder can be booked in advance.*

* PLEASE ASK THE RECEPTION TEAM ABOUT REGISTERING FOR ON-LINE APPOINTMENTS

Same day appointments can be booked from 08:00 on a daily basis for both the morning and afternoon sessions and are available for urgent or emergency cases. Please note that if you phone before 08:00 you will just be held in a 'holding queue' for the out-of-hours message. When the phone system switches you will be disconnected. In this respect please do not phone before 08:00 unless you are actually ringing for the out-of-hours Information.

Pre-bookable appointments are available for non-urgent matters and can be booked up to 2 weeks in advance. Please contact reception in the usual way from 10:00 to 17:00 (Monday to Friday) to book.

We cannot always guarantee an appointment with a doctor of your choice however if you are being treated by a doctor for a particular condition we recommend that you complete the treatment with the same doctor, wherever possible.

Appointments are for one person at ten minute intervals and for medical condition only. If you think you'll need a longer consultation please book a double appointment.

Evening surgery

Our alternate Wednesday and Thursday later evening slots (18:30 – 20:30) may be of benefit to working people who have difficulty attending appointments during the day.

Practice nurse appointments

In a number of cases it might be worth considering an appointment with a practice nurse rather than a doctor. Practice nurses are qualified to deal with many ailments and you may be seen more quickly.

Telephone Advice

We can often help you on the telephone to save you having to come to the surgery. This can be offered for blood tests, x-ray results, medication advice and some sick notes. (Please call after 10:00a.m.)

Cancellations

If you can't make your appointment – Then please cancel it thereby allowing the time to be re-used rather than wasted. It may only be a short period of time but by enabling the practice staff to manage the time lost in missed appointments they will be able to provide a more efficient service overall.

Home visits

A home visit should only be requested for patients who are genuinely too ill to attend surgery and strictly housebound. It takes at least four times as long to see a patient at home as it does in surgery and it is also more difficult to assess a patient thoroughly at home without surgery facilities.

Request should be made before 10:30. (This helps the doctors arrange their visiting list). Please provide details of name, address, telephone number and if possible, the nature of the illness. If you are not the patient please give your contact details in case the doctor needs to call you.

SO MANY QUESTIONS! WHY?



Why do reception staff always ask so many question when you phone for an appointment? Quite simply it is because they are trying to ensure that you get access to the care and assistance you need.

Whether this is by directing you to a specific doctor, either because he is familiar with your case or has specialist knowledge of the problems you have or they may refer you to a nurse or other agency.

You may rest assured that all our doctors, nurses and staff are bound by a confidentiality agreement and any information you may pass on is completely secure.

However they are of course sympathetic to the fact that some matters are personal or private and so if you simply and politely inform the person you are speaking to that you do not wish to discuss your case with them they will not ask any further medical questions and attempt to provide you with the information and results you require.

HELP AND ASSISTANCE WITH COMPUTERS



Today it seems that everything is being run by and done on computers and if you're not able to use one then you may find yourself at a disadvantage. For example you can book doctor's appointments on line, order repeat prescriptions and get access to a great deal of information.

If you find yourself struggling or just need a little help, there is something you can do about it.

If it's just a little help with setting up email, using the surgery's on-line facilities, etc. simply contact a member of the PPG.

If you'd like to learn a little more then why not contact one of the two organisations below.

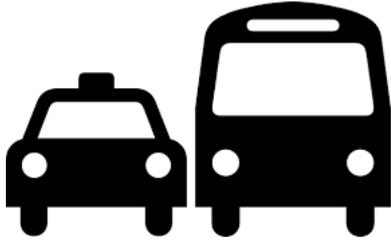
Computer Help at Victoria Plaza

The Hub, 1st Floor Victoria Plaza. (contact South Essex Homes for information)

Adult Training Courses

Computing For Beginners (A115Y15) (contact Southend Adult Community College for information)

TRAVEL SOLUTIONS



The practice is well aware that some of its patients may experience difficulties in getting to and from places including the surgery, the hospital and other local clinics.

At the present there are three alternatives to using a taxi or minicab firm. They are **Dial-a-Ride**, **CarecarS** and the **Age Concern Volunteer Drivers Service**.

Each service is different and you should always remember to book well in advance of your planned trip, also of course should you need to cancel a trip please ensure that you inform the service provider promptly.

Dial-a-Ride

Dial-a-Ride offers a basic door to door transport service for people with disabilities who are unable to use public transport. The service is run by Southend Borough Council and has a membership fee of just twelve pounds per annum and there is a sliding scale of journey charges. There are certain qualifying requirements and services are generally one-way only. For more information please visit the [Dial-a-Ride webpage](#) or call: (01702) – 212212. Please note that Dial-a-Ride do not provide transport for trips to and from hospitals or their clinics.

CarecarS

For transport to and from hospitals and their associated clinics there is a volunteer run service called CarecarS from Southend hospital. The service is for patients and their families who have difficulty in getting to and from hospital appointments. There is a nominal charge of fifty pence per mile. For most appointments the driver will wait and transport you home afterwards. For more information please telephone: (01702) – 385125. Or email: volunteers@southend.nhs.uk.

Age Concern Volunteer Drivers Service

If you are over the age of sixty then you can call upon the Age Concern Volunteer Drivers Service to take you both to and from your doctor's appointments or indeed a wide range of other destinations such as day centres, clubs, shopping trips and more. There is a small mileage charge for the service. For more information please visit the [ACSoS website](#) or telephone: (01702) – 345373.

STAY WELL THIS WINTER

STAY WELL THIS WINTER

How the cold weather can affect your health

If you have a long term health condition, the cold and damp weather – ice, snow and cold winds – can be bad for you. It can make you more vulnerable to winter illnesses, such as coughs and colds, which could become very serious. However, there are things you can do.

Seek expert advice

Always seek advice from your pharmacist at the first sign of a cough or a cold, before it gets more serious.

Buy over-the-counter medicines

Many over-the-counter medicines (including paracetamol and ibuprofen) are available to relieve symptoms of common winter ailments such as colds, sore throat, coughs, sinusitis or painful middle ear infection (earache).

Get your flu jab

You are eligible for the free flu vaccination if you have the following conditions:

- ✓ Chronic obstructive pulmonary disease (COPD), bronchitis, emphysema or asthma
- ✓ Heart disease
- ✓ Kidney disease
- ✓ Liver disease
- ✓ Have had a stroke or a transient ischaemic attack (TIA)
- ✓ Diabetes
- ✓ Lowered immunity as a result of disease or medical treatment, such as steroid medication or cancer treatment
- ✓ A neurological condition, such as multiple sclerosis (MS) or cerebral palsy
- ✓ A learning disability
- ✓ A problem with your spleen, including sickle cell disease, or if you've had your spleen removed

Keep yourself warm

Keeping warm, both inside and outdoors, over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

- ✓ Wear several layers of light clothes, as these trap warm air better than one bulky layer
- ✓ Heat your home to at least 18C (65F)
- ✓ Stay active – try not to sit still for more than an hour or so

Keep out the cold at night

Keep your bedroom window closed on winter nights. Breathing cold air can be bad for your health as it increases the risk of chest infections.

Get the right help

Make sure you're receiving all the help you are entitled to. Learn how to make your home more energy efficient and take advantage of financial schemes to keep up with energy bills.

You can also check your heating and cooking appliances are safe and operating properly by contacting a Gas Safe registered engineer.

STAY WELL THIS WINTER



USEFUL CONTACTS

	<p style="text-align: center;">111</p> <p>The NHS non-emergency number. It's fast, easy and free. Call and speak to an adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. Available 24 hours a day, 365 days a year. Free from landlines and mobiles.</p>	
	<p style="text-align: center;">116 123 (FREE NATIONAL NUMBER)</p> <p>We know a lot about what can help you through tough times. We can help you explore your options, understand your problems better, or just be there to listen. Or call: 01702 – 611911</p>	
	<p style="text-align: center;">0344 477 0808</p> <p>Providing a wide range of practical advice and assistance to people who primarily live in Southend, Rochford & Rayleigh. Other specific services cover; wills; Completion of benefit forms (inc. PIP, DLA, AA, etc.); General enquiries, etc. Castle Point call: 01268 - 759107 email: mailto:advice@cpcab.org.uk</p>	
	<p style="text-align: center;">01702 349191</p> <p>This community Advocacy service assists people with mental health problems with letter writing and form filling (<i>excluding benefits applications</i>), providing support at meetings such as care plan reviews, explaining procedures, reading mail and more. Website: www.together-uk.org</p>	
	<p style="text-align: center;">01702 - 445870</p> <p>Family Mosaic (Southend Floating Support) - For people aged 16+ living in the Southend Borough who require housing related support. Duty Advice Service, Wednesday to Friday 11am - 2pm at our Clarence Road office. This service is by appointment only, please telephone first.</p>	
	<p>SOS Domestic Abuse Projects - Organisation that aims to alleviate the impact of domestic and sexual abuse on individuals and families. Website: www.savsmembers.org/sosdomesticabuseprojects/</p>	
	<p>Women (<i>Dove Centre</i>)</p>	<p style="text-align: right;">01702 302333</p>
	<p>Male drop in centre</p>	<p style="text-align: right;">01702 343868</p>
	<p>Children & Young People & Families (<i>Fledglings Child and Family Centre</i>)</p>	<p style="text-align: right;">01702 343868</p>
	<p style="text-align: center;">0300 - 222 - 1122</p> <p>Help and advice for anyone dealing with someone suffering from dementia such as Alzheimer's disease. Or call the Westcliff-on-Sea branch: 01702 - 345156</p>	
	<p style="text-align: center;">01702 - 601123</p> <p>Southend Mind – Counselling, peer support, reason project, supported housing. Email: office@SEandCEsexMind.org.uk Website: www.southendmind.org.uk/</p>	
	<p style="text-align: center;">0300 - 304 - 7000</p> <p>Offers emotional support and information to anyone affected by mental health problems. Helpline; sms messaging; email; online Support Forum. Website: www.sane.org.uk</p>	
	<p style="text-align: center;">08452 - 669710</p> <p>Offers all bereaved people somewhere to turn when someone dies. Counselling, support, advice and information to children, young people and adults when someone dies. email: southendonsea@cruse.org.uk Website: www.cruse-essex.org.uk</p>	
	<p>Trust Links is a local charity working in Southend and the surrounding area to support people experiencing mental health problems. For more information visit: www.trustlinks.org/</p>	
	<p style="text-align: center;">01702 213134</p> <p>Social and therapeutic community garden projects for adults with mental health problems and learning disabilities. Community Garden Projects in Westcliff, Shoeburyness & Thundersley.</p>	
	<p style="text-align: center;">01702 - 213134</p> <p>A project for any adult carer of somebody experiencing mental health problems. A Breakthrough carer is an adult of any age whose life is restricted by providing regular care for a family member or friend who has mental health needs, including dementia.</p>	
	<p style="text-align: center;">01702 356066</p> <p>For people in the Southend-on-Sea area who use health and social care services. Call if you need information or advice about health and social care services or wish to make a complaint. Email: info@healthwatchsouthend.co.uk Website: www.healthwatchsouthend.co.uk</p>	

WEST ROAD SURGERY

West Road Surgery

North Road Primary Care Centre

183-195 North Road, Westcliff-on-Sea, Essex. SS0 7AF

Telephone: 01702 339865

Fax: 01702 224949

Opening Hours

Day	Morning	Afternoon
Monday	08:00 – 13:00	13:00 – 18:30
Tuesday	08:00 – 13:00	13:00 – 18:30*
Wednesday	08:00 – 13:00	13:00 – 18:30 / 20:30**
Thursday	08:00 – 13:00	13:00 – 18:30 / 20:30**
Friday	08:00 – 13:00	13:00 – 18:30
Saturday		Closed
Sunday		Closed

*Please note the surgery closes at 13:00 on the first Tuesday of every month for in-house training/education.

** On alternative Wednesdays and Thursdays the surgery remains open from 18:30 - 20:30 for pre-booked appointments only.

Out of hours

If you require medical assistance which cannot wait until the surgery re-opens, please call the **NHS 111** service.

If you have a life threatening medical emergency please dial **999**

Calls to these service are free from both landlines and mobiles.

Who's who at West Road Surgery

Administration staff

Practice Manager

Debbie Pang

Deputy Practice Manager

Jane Robinson

Secretary

Janine Thresher

Doctors

Dr Patric Otte

Dr Martin Kent

Dr Wendy Cordess

Dr Simeon Oyenyiyi

Dr Jenan Al-Bayati

Dr Adenike Popoola

Nursing team

Margaret Lloyd

Anne Stacey

Shirley Womersley

Colleen Green

Veronica Awotwi

Leigh O'Shea

Practice Nurse

Healthcare Assistant

Practice Nurse

Healthcare Assistant

Practice Nurse

Practice Nurse

TIMES TO CALL

- ✓ For **On the day**, appointments ring at 8am
- ✓ For **Emergency appointments**, phone after 9am
- ✓ For **To arrange a home visit**, contact reception after 10am
- ✓ for **Test Results**, call after 2 pm

DISCLAIMER

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