

Quantock Medical Centre

Patient Participation Group Newsletter

Welcome to the QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP - SPRING NEWSLETTER.

It's always a pleasure to be writing for the Newsletter in the Spring, when the nights are light and our days are longer. Its great to look out of the window and see the garden changing and developing every day. On this occasion looking out of the window is as good as it gets for my family and I just now. We are back in our role as carers for the second time in six months. My father passed away last August and now we are back caring for my Mother. Both parents always requested that they should be looked after at home at the end of their lives, so with the help and support of ' carer organisations' we have been able to achieve this for them.

Many families have some-one who needs constant care due to long-term health problems. The family carers need help and support from appropriate services and organisations so that they themselves stay healthy allowing them to do the very best for the person they are caring for. With this in mind The Patient Participation Group and the Medical Centre are again organising a '**Carers Awareness Event**' to show those who need help what is now available to help them and their loved ones. This will be on **Saturday 7th June at 10.30am**, We are as always grateful to the Church Coffee morning organisers for allowing us to join them. Do come along and sample the excellent cakes on offer as well as informally being able to chat and ask advice from the organisations that will be present.

Due to my own family circumstances I have reluctantly made the decision to retire as Chair of the Patient Participation Group. I have thoroughly enjoyed my years in this role and have seen the Patient Group grow in numbers and enthusiasm. Our own Medical Practice always taken us seriously and have found our feedback helpful to them. Over the last 2 years we have seen the wider local NHS wanting our feedback as well. As Chair I have regularly attended Chair Network meetings etc. and have witnessed a real change in attitude to patient involvement. We are really being listened to, so it is important that our own patient group continues to have a voice.

To take the group to the next level it would be so beneficial to have a few more members; either those who could attend meetings regularly or those who may only be able to attend occasionally to further the work that we have started. We would love to hear from younger people, maybe a teenager who may benefit from involvement as a college project, a young Mum or Dad and patients who themselves cope with a disability so they could speak from their own experiences. Please 'phone or email Helen Stacey, Practice Manager at the surgery for more details on 01278 732696 or helen.stacey@quantockmc.nhs.uk

Thank you to PPG members for letting me be your Chair, and very best wishes for the future of a great partnership between the Patients and Medical Centre.

Jill Geisow

NETHER STOWEY
SUMMER 2014



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SURGERY OPENING HOURS

8am—6.30pm (Phone line)

8am—6 pm Doors open

Surgery number: 01278 732696

Out of hours : NHS 111

TELL US ABOUT CHANGES!

If you change your name, address or other details please let our receptionists know by calling: 01278 732696, writing or emailing us at:

quantock.mc@quantockmc.nhs.uk

We would appreciate it if we could be notified where patients have sadly passed away, as again on occasions this information could take some time to be given to the practice. If patients have not yet given next-of-kin details to the surgery, or need to change this, please let us know.



PRESCRIPTION REQUESTS

Please help spread our Dispensary workload throughout the week. To request your repeat prescription you can:

- Drop off your request to the Dispensary Box, or over the counter, these are collected twice a day, doors to the surgery are open from 8am to 6pm Monday to Friday, Saturday 8.30am till 10am.
- Call dispensary: on **01278 733385** Monday 9.00am-10.00am and 3pm — 5pm Tuesday — Friday between 9am — 10.30am and 3pm — 5pm
- Email dispensary: **Quantock.mc@quantockmc.nhs.uk**

To collect your Prescription:

Visit the Dispensary: Monday to Friday from: 9.00am until 11.30am and 3.00pm until 6.00pm

Reception: Saturday 8.30am — 10am (For collection only)

THE BRIDGWATER HOSPITAL HAS NOW MOVED!

The New Address is :

Bridgwater Community Hospital

Bower Lane

Bridgwater

TA6 4GU

General enquiries 01278 436 555

Anyone travelling north up the M5 between J 24 and 23 cant have failed to notice the large blue building that has been under construction. This is now complete and on 30th April Bridgwater Town Community Hospital transferred to its new site at the Bower lane off the Bath Road. Bridgwater Community Hospital has 30 inpatient beds. There are a team of doctors, nurses and therapists who support patients during their hospital stay . The following range of services are available

Waverley inpatient ward tel: 01278 436703- 18 single rooms each with en-suite bathrooms and three 4-bed wards with toilet and shower facilities

Visiting times: Waverley Ward 14.30 - 16.30 and 18.30 - 20.00

Mary Stanley Midwifery Lead Unit - 01278 436774

Bridgwater Minor Injury Unit - 01278 436555

Outpatient Clinics - 01278 436 781

Diagnostic imaging including ultrasound and X-ray

Musculoskeletal physiotherapy open from 08.30 to 14.30 Monday to Friday (booking office 01278 436733)

Occupational therapy, Speech and language therapy, Rehabilitation

Getting there:

BUS ROUTES FROM NETHER STOWEY Bus 24. Passengers boarding at the hospital should note bus may show 'K Kings Drive'.

Sedgemoor Slinky Bus Service, door to door service, you will need to Register first contact 01749331234

PRIVATE CAR TRANSFER KHARS (Kilve Holford and East Quantoxhead Care Service), provide a private car service to and from the new Hospital. £15.00 return trip. No unaccompanied children. Patients with a travel pass are charged at $\frac{1}{2}$ price. 48 hours notice is required. Where applicable the cost can be shared by multiple passengers - 01278 741384

BY CAR - Car Parking is FREE at the hospital

FROM MINEHEAD (A39) - Entering Bridgwater from Williton/ Minehead at the roundabout take the 2nd exit onto the Northern Distributor Road. Continue along this road through the 1st and 2nd set of traffic lights, turn left at the 3rd set of traffic lights. Continue until T junction, turn left onto the A38 at the 1st roundabout take the 2nd exit, and the 2nd exit at the next roundabout towards Kingsdown, drive through the housing estate turn left at the set of traffic lights. At next roundabout turn right and then left again an mini roundabout into the hospital. (hospital is at he end of the Bath Road on the right , before Mole Valley Farmers over the bridge on the left.



QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP

CARERS INFORMATION EVENT

Saturday 7th June from 10.30am - 12 noon

at the Nether Stowey Church Centre

(Coffee, Tea & Cakes available)

- Do you care for someone?
- Do you need some help and support?
- Not sure what services are available to you?
- Come along and talk to people that can help!

Stands available on the day include:

Compass Care, Somerset Sight, Alzheimer's Society, Somerset Care, Somerset Care & Repair and others!

Other Carers Groups you Might Be interested in!

General Carers Support Groups run by Compass Carers on 4th Thursday of the month 1st one will be 23rd January 2014 10 - 12 in Bridgwater Library. Refreshments to be provided tel: 01823 255911

Mental Health Carers Support Group For carers of patients known to the Somerset Partnership Mental Health Services ages 18 – 65 years. Last Thursday of the month 10 – 12 noon at Glanville House Bridgwater Contact Dave Bobbitt M 07809906811

Parkinson's UK Taunton & Mid Somerset Branch: For all partners, relatives and supporters of people with Parkinson's. Meet every 3rd Thursday in Youth Room, Westfield Church Hall, West Street Bridgwater 1.30 – 3.30pm contact 01278 6844258 email: michael.caro@yahoo.co.uk

Jeanne Krabbe (Walker)



It was with great sadness that in January the group lost one of its founder members. Jeanne passed away after a short illness. She served as our Chair during the first year of its formation – she did this despite being profoundly deaf and also living with other serious health issues. Jeanne used her own experiences to ask the right questions, she was passionate about improving the patient experience. This was a lady who used her own health difficulties in a positive way by pointing out certain ways that might make things better for other patients. Jeanne was an inspiration to us all. She is also missed as a very dear friend. Jill Geisow

Patient Access



You might have already heard about '**Patient Access**'. This is where, as a patient you can have access to certain areas of your medical records in order to: order your repeat prescriptions; view your medical records; and be able to book ap-

pointments online.

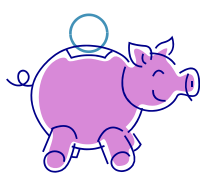
During 2014 we are setting up 'Patient on line Access' for the patients of the Quantock Medical Centre. We are keen for patients to use this and have started with the option for patients to order their repeat prescriptions on line. The system links to your medical record and provides you with a list of medication items that are on repeat, all you need to do is tick the boxes of those items you require, we will automatically receive a message linked to our medical record with your request which we will process and have ready for your to collect within 48 working hours (2 working days). If you require any medication that is not listed as a repeat you can add a free text message to the order or contact the dispensary direct on 01278 733385.

We have a number of Patients that are already using this system and find it really helpful and have commented that it saves them time, and they especially like it as they can order their medication as and when they think about it (even in the middle of the night!) rather than having to remember to phone up the dispensary or drop in a piece of paper.

If you are interested in using this system please contact the practice and ask the receptionist to add 'patient access' to your medical record, then all you will need to do is come in and pick up a letter. The letter will have your unique registration details on it for you to set up your own account and start using the system. If you need any help setting this up we can help with that too, just ask!

If you have any questions about this please do contact us, and thank you for using this system.

Helen Stacey—Practice Manager



PRE PAYMENT CARDS for PRESCRIPTIONS



Do you pay for your prescriptions?

If the answer is yes, you might want to apply for a Prescription Pre Payment Certificate

Number of prescribed medicines you need each month	Saving with a 12 month PPC	Savings with a 3 month PPC
2	Over £85 a year	Over £15 in 3 months
3	Over £185 a year	Over £40 in 3 months
4	Over £280 per year	Over £65 in 3 months

(PPC) as this will save you money on your prescriptions.

Telephone orderline and advice about PPCs- 0300 330 1341, or pick up a leaflet at the dispensary.

