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PATIENTS PARTICIPATION GROUP NEWSLETTER
Issue 13
Summer 2011

Saturday Opening Dates (for pre-booked appointments only)

Saturday Opening Dates (for pre-booked appointments only):

We will be open on the following Saturday mornings* for pre-booked appointments only between 09.00am and 12.00 noon.

May 21	September 10
June 4	September 24
June 18	October 22
July 2	November 5
July 16	November 19
July 30	December 3
August 13	December 17

* If any of the above dates have to be changed we will give at least 10 working days notice.

If you wish to see a doctor on a Saturday morning please make an appointment in the normal way. The phone lines will not be open on Saturday mornings, so Saturday appointments will need to be cancelled on Friday evening by 6 pm. We will NOT be offering any other services such as prescription drop off/collection or the booking of appointments during Saturday mornings at the present time.


Repeat Prescriptions for Warfarin

Warfarin is an anti-coagulant which is used to stop the blood from clotting. It is prescribed to treat and prevent:

- **AF (atrial fibrillation)**
- **Stroke**
- **DVT (deep vein thrombosis)**
- **Pulmonary embolism**

Patients who start taking warfarin are monitored closely and have regular blood tests at the surgery (INR). This blood test measures how long their blood takes to clot. Patients taking warfarin are given a "yellow book" which they must keep with them at all times. This book contains their daily warfarin dose & recent blood test results.

Requesting a prescription for warfarin is slightly different to normal repeat prescriptions.



Lasting Powers of Attorney

Do you have a valid Will should you die – probably!

You may also need a Lasting Power of Attorney to deal with your affairs if you are ill.

Without a validated Power, the Office of the Public Guardian will look after your affairs.

Is this what you want?

There is a charge for their services and the outcome may not be what you want.

Keep control of your independence including your finances and personal health matters. Name the people you trust to carry out your wishes if you are unable to do so through old age or ill health.

More than 10 million people alive today will live to be more than 100

Special price £299 each inc. registration docs
Registration fee to Office of the Public Guardian may apply (available until 31/8/11)

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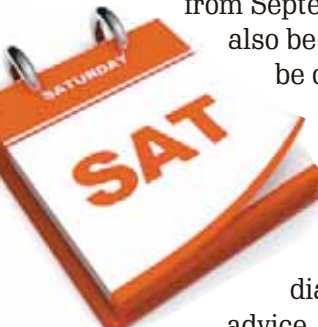
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alternatively, email an enquiry to cparry@woodglaister.co.uk

Date for your diary

Flu Saturday 2011 will be on Saturday 8th October. Appointments for this Saturday clinic will be available from September. Other weekly clinics will also be available – dates and times to be confirmed.

Flu vaccinations are strongly advised for all patients over 65 years, pregnant ladies and for all patients with a medical condition i.e. asthma, diabetes etc. If you need further advice, please contact reception.



- Warfarin cannot be issued as a standard "repeat prescription". This is a safeguard and ensures that your GP verifies the INR as up to date and within range, before issuing the script.
- In order to issue a prescription we must see the patient's yellow book (at the time of request) (see picture).
- Those patients using the on-line prescription service can request a prescription but must come to the surgery and show their yellow book.
- The book is photocopied and attached to the prescription request.
- The Doctor issues the prescription.
- When collecting the medication from the chemist the patient needs to show their yellow book.
- If the patient cannot request or collect the prescription themselves, then they must make sure that the person representing them has the information with them.

All adverts in this newsletter are published in good faith. Arden Medical Centre and Look Local do not under any circumstances accept responsibility for the accuracy or otherwise of any advert or message in this newsletter nor is any kind of endorsement expressed or implied.

Summary Care Record

The Surgery will be uploading patient record details onto the national computer system called the Summary Care Record on the 8th June 2011.

Summary Care Records will enable medical staff in an emergency setting to access, with your permission, important medical information including current medication, allergies and adverse reactions.

For further information ask for a leaflet at reception or visit www.nhscarerecords.nhs.uk or call the information line **0300 123 3020**.

If you do not want a Summary Care Record created, please let the Surgery know as soon as possible.

Car Parking

As patients are aware we share our car parking with various buildings in Downing Close. At some times this can make parking difficult and the Surgery is in constant contact with the Care Trust over parking availability.

Regrettably we are not able to increase the number of parking spaces so need to work with the spaces we have.

If you do experience difficulties with the parking please let the Practice Manager know, or you can contact the Care Trust direct on **0121 711 7171**

Fund Raising

Part of the PPG role is fundraising for equipment that the NHS does not provide. During 2010 we purchased various pieces of equipment including:

- **Pulse oximeters**
- **Digital thermometers**
- **Digital camera**
- **Spirometer**

Thank you to all those who contributed towards our fundraising in 2010



Easter Raffle

Thanks to the generous support of visitors to the Surgery the raffle for the Easter Hamper raised £49. Congratulations to the winner - Christalla Anastasiou.

Knowle Festival in the Park

As usual we will be taking a stall at the Knowle Festival which this year is on Sunday 19th June (Father's Day). We will be conducting a tombola and our success or otherwise depends on the generosity of patients. If you have any (new and unused) items such as bottles, toiletries, fancy goods, games, ornaments, unwanted gifts etc that you would care to donate, please either hand them into reception at the Surgery or, drop them off at 161 Station Road, Knowle.

We hope you can find the time to visit the Festival and to call at our stall.

Direct Enhanced Service (DES)

To encourage patient feedback and participation into how GP surgeries implement and improve their services Solihull Primary Care Trust have implemented a new government DES. The aim is to promote the involvement of a wide range of patients in every Surgery through a Patients Reference Group (PRG) which will be a group similar to the PPG and could include PPG members as well as others who represent the type of patients registered at the Surgery i.e. sex, age, particular service users i.e. parents of young children etc.

Arden Medical Centre already has a very active PPG and will be participating in this new incentive. We will be putting plans in place this year ready to commence in 2012. These plans include -

- a) developing a structure that obtains views of patients and collates feedback
- b) agreeing areas of priority with the PRG
- c) obtains views through use of a survey
- d) providing the PRG with the opportunity to discuss survey findings and reach agreement on any changes to service
- e) agreeing an action plan with the PRG
- f) publicising the actions taken and subsequent achievements

Changes to Solihull Care Trust

In April 2011 the Solihull NHS Care Trust became the Solihull Primary Care Trust Adult Social Care is now the responsibility of Solihull Metropolitan Council and in order to make savings by reducing management costs, 4 PCTs will form a cluster group - Solihull, South Birmingham, Birmingham East, Birmingham North & Heart of Birmingham. There will be a single Executive team.

Solihull will be focusing on care for frail older people trying to reduce admissions to hospital, improving the service for carers and developing a better understanding of children's services.

There will be more services provided in the community like the ENT service which enables patients to see specialists at their own or neighbouring surgery and also the musculoskeletal referrals to physiotherapists first to save seeing specialists unnecessarily.

The Solihull 'Walk in Centre' has been very successful and has saved inappropriate use of A&E.

Holiday Vaccinations

The surgery offers a full range of vaccinations for foreign travel. Please contact the Surgery at least 4-6 weeks before you travel but please note that not all vaccinations are free of charge.



Fundraising Bikeathon

Lynn Moseley, a patient at Arden Medical Centre, will be doing a 28 mile Bikeathon on 10th July 2011 in aid of Leukaemia and Lymphoma disease.

Lynn says "it's a great way of raising money for a worthwhile cause, and for me personally to keep fit and healthy". We wish Lynn and all those taking part the very best and look forward to hearing how you get on.

