



# VSG PPG

Village Surgeries Patient Participation Group  
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TATTENHALL & FARNDON NEWSLETTER SPRING 2020 ISSUE 10 – email – [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net)

## PATIENT PARTICIPATION GROUP SURVEY



You may remember that one of the first things that we did as a newly formed PPG back in 2018 was survey your views to ensure we were focusing on your concerns and priorities. We got some great feedback and were able, with the surgery's support, to make some changes including improvements to the appointment system, making more appointments available to be booked online, harmonising the way patients are received in both Farndon and in Tattenhall as well as improving the privacy and décor of the Farndon surgery.

Two years on and with an increase in our patient population we feel it is important to re-run the survey and assess your current perceptions and concerns. Thus, we will run the survey in **April 2020** and we hope as many of you as possible will take part. **Thank you in advance for your support.**

## Dementia Champion Appeal

One of the focuses for our PPG has been to work towards making our villages Dementia Friendly.

Last year we helped to create 50 new Dementia Friends who attended one hour sessions run by a Dementia Friends Champion.

The Holt steering group was formed 5 months ago to make a difference to the lives of people who live with dementia in Holt. It is our ongoing plan to keep working within our villages, but we would love a little bit of help!

With the support of Wrexham Council Holt residents are already well on their way to achieving a Dementia Friendly Community. Holt is now recognised as 'Working Towards being a Dementia Friendly Community' by the Dementia Friendly Wrexham steering group and the Alzheimer's Society.

To find out when the next meeting in Holt is scheduled to take place, or for more information, please email Paul at - [paul.hinchliffe4@gmail.com](mailto:paul.hinchliffe4@gmail.com).

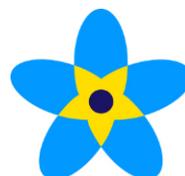
Would you be interested in forming a Local Dementia Action Alliance in Farndon or Tattenhall? Get in touch today by emailing [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net)

**Could you be a Dementia Friend Champion and help us work with the villages of Farndon and Tattenhall?**

Dementia Friends Champions will attend an induction, receive support when they need it, and be part of thousands of other volunteer Dementia Friends Champions creating Dementia Friendly Communities together. You don't need to have any particular experience or skillset to be a Dementia Friends Champion.

The next local session to become a Dementia Friends Champion is taking place on Wednesday 18th April 10-4pm Erddig Suite, Wrexham Glyndwr University, LL11 2HS.

For further information and dates of inductions for becoming a Dementia Friends Champion please visit [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)



**Dementia Friends**

An Alzheimer's Society initiative

# Online Patient Access and Electronic Prescriptions.

From April the NHS will require us to set up online services for ALL of our patients.

- Order repeat medication.
- Book GP appointments.
- See your medical record, test results and immunisation history.
- Have your prescriptions sent electronically to the pharmacy of your choice.



Already more than half of our 8,400 patients use this timesaving method. In the coming months if you have not already requested access to our online services you will receive a text message advising you that you can now use the system and how it works. If you wish to start this service immediately please contact the surgery reception team.

## Introducing YOUR Rural Alliance Social Prescribing Link Worker Claire Lockerbie



### **1. Can you tell us how our patients will benefit from this role?**

Social Prescribing Link Workers spend time working with patients to help them unpick non-medical issues that may affect their health and wellbeing, such as loneliness,

physical inactivity and low level mental health issues.

I can help signpost patients to services, such as debt advice and counselling. I work with patients to find out what matters to them; this may be to help connect them to a specific service or a community group, where they can make friends, learn new skills and gain support. Many people may not have the confidence to join a group or activity, I can support that person to help them along to a group or activity that they are interested in.

My role also involves identifying gaps in community groups and creating new groups to "bridge" the gap. I am working with Chapter Mental Health charity (based in Chester) to deliver a six week mental health and wellbeing course in Tattenhall, following this I hope to set up a peer support group.

### **2. What excites you most about this new role?**

Social prescribing can really have a positive, lasting impact on someone's life, I look forward to helping patients on their journey, seeing their confidence grow and hearing about their positive outcomes.

### **3. What career path have you followed that has led you to this post?**

I have previous experience working across two different medical practices, with varying roles including Prescription Clerk, Receptionist and Health Care Assistant. Once my two children started school I decided I wanted to go to University.

Throughout my studies I volunteered for Healthbox, helping to deliver children's nutrition workshops in schools and healthy cooking classes in communities. I enjoyed bringing people together through activities that would have a positive impact on their health, but also they can make friends and have fun at the same time.

On completion of my degree in Nutrition, I knew I wanted a career working in communities, helping people be healthier and happier.

### **4. What do you see as the biggest challenge you'll face?**

I work in all six practices within the Rural Alliance, seeing patients and setting up groups. I think my biggest challenge will be managing my time in each practice.

### **5. What have you enjoyed the most about your job so far?**

I have enjoyed the implementation of this new role into the Rural Alliance, meeting new people, seeing patients, attending community groups and creating new groups. It's a varied role, but worthwhile and rewarding.

### **6. How do you like to spend your time off?**

A few years ago I decided to get fit and try something new, so I joined a Couch to 5K course with my local running club (I couldn't run even 200m prior to this). Since then I spend lots of time running and have taken part in 10ks, half marathons and I am currently training for my third marathon.

I also like to get out and about with my children; walking our dog, going to the cinema, or chilling out in The Storyhouse.



# 'MESSAGE IN A BOTTLE'

## What is it?

A simple idea designed to encourage people to keep their basic personal and medical details on a standard form and in a common location – the fridge!

## What's in the bottle?

A form which you complete with your name, known condition, medicines, allergies & relatives' contact details along with two green stickers

## What do I have to do?

Fill in the form and place it in the bottle. Then put the bottle in your fridge. Attach one green sticker to your fridge door and the other green sticker on the INSIDE of your house door. Families only need one bottle - simply ask at the desk for an additional form should you require one.

## What does it do?

It saves the Emergency Services valuable time if they need to enter a property in an emergency situation. Allergies are known, along with your medication. Relatives can be alerted.

## Who's it for?

Anyone. Whilst it is focused on more vulnerable people in a community, anyone can have an accident in the home.

## What does it cost?

The scheme is free and is funded by your local Lions Club. From this Spring, you will find bottles displayed in both surgeries.

## Who knows about it?

All Emergency Services are aware of the 'Message in a Bottle' scheme. By displaying the green stickers in your home, the emergency services will locate the bottle in the fridge and use the forms inside to ensure you are treated quickly.

*Our thanks to the 'Lions Club' who are supporting us in this initiative and who have already supplied over 6 million 'Message in a Bottle' kits throughout the country since the launch of this scheme.*



**Get protected against mumps**

Contact your GP practice about the MMR vaccination.

**HELP US HELP YOU**  
GET PROTECTED

NHS

**Paperless prescriptions**

Save time and go paperless with your prescriptions. Ask your GP practice or pharmacy about the Electronic Prescription Service. This service means prescriptions are sent electronically from your GP practice to your pharmacy, saving you time and the NHS money.

Visit [www.nhsbsa.nhs.uk/eprescriptions](http://www.nhsbsa.nhs.uk/eprescriptions) or ask your doctor or pharmacist for more information

NHS

**Have you seen our NEW Website?**

After a few months of behind-the-scenes work, we have a brand new website! We've taken on some feedback from our Staff, PPG and Patients to create a new website that not only looks great, but contains all the information you need. Check it out now at [www.thevillagesurgeriesgroup.co.uk](http://www.thevillagesurgeriesgroup.co.uk)

**The Village Surgeries Group**

- New Patients
- Appointments
- Prescriptions
- Online Services
- Patient Participation Group
- CareHub
- Additional Services
- Coronavirus (COVID-19) Update

**HELP US HELP YOU**  
GET IT SEEN TO

**EARACHE STRIKES BACK**

TAKE THE DRAMA OUT OF MINOR ILLNESSES  
SEE A PHARMACIST

NHS

**Bellis Brothers become a PPG Friend!**

Our friends at Bellis Brother Garden Centre in Holt have very kindly offered their support in allowing us to display the Minutes of our meetings on their noticeboard and will also have a supply of our quarterly Newsletter for you to collect when you visit, for those of you out of our leaflet distribution radius.

**Bellis BROTHERS**  
Farm Shop & Garden Centre

# FARNDON DEFIBRILLATOR UPDATE



Farndon Community Club now has a defibrillator installed on its outside wall. Funded by some of the proceeds of the 3<sup>rd</sup> Greg Davenport Family Quiz this is truly a community asset. It complements the other defibrillator located at the other end of the village sited on the Pharmacy wall.



*It should be noted that this equipment and installation is unrelated to the Village Surgeries Group but is, nevertheless, a welcome addition to the healthcare of community.*

## Is this a situation you can relate to?

*“My parents are 90 years old this year; they've been married for 66 years in July. My Mum has sadly started with dementia. She is totally dependent on my Dad for all her day-to-day needs: he does the shopping, cooks the meals, does the washing and although we persuaded them to employ a cleaner, Dad feels he needs to clean the bathroom. My Dad does all these things for my Mum because he's her husband and he loves her. He doesn't recognise what he now also is to her: **Dad is Mum's Carer.**”*

**A Carer is anyone who cares unpaid for a family member or friend who due to illness, disability, a mental health condition or an addiction and can not cope without their support, in other words the person that you love.**

- Do you look after someone who couldn't manage without your help?
- Do you need a plan in place if you were suddenly to be taken ill?
- Could you benefit from information and advice?
- Do you need help with monetary support you could be entitled to?
- Would you like to access respite services, or maybe relaxation therapies?



Carers Trust Cheshire and Warrington can provide help and support, please pop into the surgery and collect one of their registration leaflets of call [0300 102 0008](tel:03001020008) to access their free services.



## Missed Appointments

We continue our commitment to publish missed appointments with a doctor and/or practice nurse. For the months of November, December, January and February, 129, 109, 104 and 111 appointments were missed respectively.

Regrettably, this continues to be a frustration. If you have a pre-booked appointment which you know you will be unable to attend, please let the practice know so that your appointment can be cancelled and re-allocated to someone who might need to see one of our practitioners.



Date	Tattenhall	Farndon
Friday 10 <sup>th</sup> April	CLOSED	CLOSED
Monday 13 <sup>th</sup> April	CLOSED	CLOSED

**DON'T FORGET** if you have a Repeat Prescription that you will need over the festive period, then the last date to hand this in is **Monday 6<sup>th</sup> April 2020**, to ensure you have it in time.

For information of what to do when the Surgeries are closed, please see the information on our website at [www.thevillagesurgeriesgroup.co.uk](http://www.thevillagesurgeriesgroup.co.uk)



## DON'T FORGET

We will be closed on Friday 8<sup>th</sup> May 2020 rather than Monday 4<sup>th</sup> May 2020.

This is in line with the government moving the bank holiday to celebrate the 75<sup>th</sup> anniversary of VE Day.



The PPG and the Staff at The Village Surgeries Group would like to take this opportunity to wish everyone a very Happy Easter!

