



# Fowey River Practice Patient Participation Group

## Newsletter 2

**Doctors:** Dr Alan Middleton will be retiring in October 2013, after being a GP Partner for 37 years at Fowey River Practice. In addition to his GP work, Alan has been working tirelessly in the background to ensure the practice is up-to-date in new techniques, trials and care. He has been the Chair and Vice Chair of the Local Medical Committee, the Devon and Cornwall rep on the National General Practitioners Committee, he was Chair of the local Commissioning Group, and was one of the original founders of Kernowdoc.

Many of us have been helped by Alan, and we would like to thank him for all his care over the years and wish him all the best in his retirement. (Although, he has said that he would like to do some occasional locum work!)

Dr Paula Marrett will be taking over from Alan as the new Partner in the Practice, and we would like to congratulate her on her achievement and wish her all the best.

The Practice will also be employing 2 new doctors on 6 month contracts: Dr Adam Hazell and Dr Alex Cockcroft (not to be confused with Dr Richard Cockshott!!) and we wish them both a warm welcome.

**Appointments:** During a recent review of the appointments system at the Practice, it was discovered that there were **304** missed appointments in just one month (August). This is a huge number of appointments which patients didn't turn up for, which could have been used by other patients.

Missed appointments =

Fowey = Nurses/Health Care assistants =	59	GP's =	91	Total =	150
Par = Nurses/Health Care assistants =	63	GP's =	62	Total =	125
Polruan = Nurses/Health Care assistants =	<u>16</u>	GP's =	<u>13</u>	Total =	<u>29</u>
	138		166		304

Some of these missed appointments were even booked on the day! There are roughly 18 appointment slots per morning, per doctor, so 166 missed doctor appointments per month is massive, creating difficulties for other patients to get an appointment.

Whilst we realise that everyone occasionally forgets an appointment, if (after booking an appointment) you subsequently realise that: you don't need it anymore/ have another engagement/ something else crops up, please could you phone the practice to let them know? Your courtesy phone call could free up an appointment which another patient may desperately need. Or another way to look at it: someone else's phone call could free up an appointment which you desperately need!

**Flu jabs:** The new flu vaccine will be available from October. Fowey River Practice will be holding their 'flu jab' clinics on:

- i) Saturday 26th October, at Par Health Centre.
- ii) Saturday 9th November, at Par Health Centre.

Please contact the surgery to book an appointment.

For those who are unable to get to Par on those days, there will be other clinics at your local surgery, so please contact the surgery for an appointment.

Details of the criteria for flu vaccination are on the Practice website: [www.foweyriverpractice.co.uk](http://www.foweyriverpractice.co.uk)

**Telephone numbers:** 2 new telephone numbers have been activated for Fowey and Par surgeries. These are local landlines, so (depending on patients own calling plan) could be free to phone. But they don't have the waiting/queuing system which the 0844 number does, so you will get the engaged tone if busy.

Fowey = 01726 210572  
Par = 01726 212674  
All surgeries = 08444 992 767

**Prescription deliveries:** Middleway Pharmacy has recently opened, and is in the building attached to Middleway practice. In addition to local deliveries, they will deliver prescriptions to Fowey, for patients who are housebound and unable to get to the local chemist. Please contact them if you need your medication delivered.

**IMPORTANT NOTICE:** It has just been announced that under the Health and Social Care Act 2012, a group called 'Care Data Services' will soon be extracting your medical data (such as your postcode, NHS number, date of birth, gender, medical history, prescriptions, where you receive care and treatment, but not your name) from GP Practices computer systems without seeking patient consent. (Our Practice has thoroughly checked: this IS a legal process: we have all been legally "opted-in" when they set up the H+SC Act.) 'Care Data Services' is different to the NHS links (where patients information is linked so that it can be accessed by hospitals and medical practices UK wide, so that they can give correct treatment if someone needs care away from home). The information (which possibly does not reveal your identity) Care Data extracts is used by health services planners and researchers, for studies that identify patterns in diseases, responses to treatments and potential solutions.

There are leaflets from NHS England to explain this - please ask at reception for a copy. You will note that there are many good theoretical reasons for this to happen (for example: collating information on diabetes, high blood pressure, etc.) but there is a clear risk that personal information about you will be extracted from your records.

If you do NOT want your data to be extracted: Write to the Practice as soon as possible, and explain that you wish to 'opt out' of having your data included in the care-data process. The practice will then place a code on your records that ensures your data is not included. If you do nothing: your data WILL be extracted.

**PPG meetings:** Patient Participation Group meetings are held on the 1st Wednesday in the month at 6.00pm. We usually meet at Par Health Centre, but in the months of March, June and October we will meet at Fowey Surgery. All registered patients at Fowey River Practice are welcome to join us. Meetings usually last for roughly 1½ hrs.

Next meeting dates are:

Weds 6th November, 6.00pm at Par Health Centre

Weds 4th December, 6.00 pm at Par Health centre

We would like to encourage some of our younger generation patients (especially young parents) to join our PPG, so that we have your points of view as well.

For more information, please contact us via email at: [frp.ppg@gmail.com](mailto:frp.ppg@gmail.com) or ask at reception.