



## Strand Patient Participation Group

### Newsletter Aug./Sept.

Thank you to everyone who filled in a questionnaire during PPG Awareness Week. Members of the PPG enjoyed meeting patients during the week and valued your comments. We are concerned that only a few of the patients were aware that there was a Patient Participation Group and knew what our role was. We meet bi-monthly with Dr Burch and Justin Cankalis, the Business Manager.

#### **What is a PPG?**

*The SPPG consists of a voluntary group of patients who want to work together to support the surgery and its patients.*

*We aim to:*

- *Provide a collective patient voice*
- *Assist the surgery to communicate with patients using the annual survey*
- *Work with the surgery and others to meet the needs of the wider community and improve health outcomes.*

We also have a Virtual PPG for those who would like to receive regular bulletins, newsletters and other information. At the moment there are only 147 patients in this group out of over 14000 patients. We would like to be able to communicate with more patients, so if you would like to join this group please contact the SPPG secretary, Anita Nutt, at [anita.nutt@nhs.net](mailto:anita.nutt@nhs.net). Be assured that your contact details will not be kept by the PPG, but only with the surgery. If you already belong to the Virtual PPG please encourage your friends to join.

*One of the comments on the survey said "If possible, raise money to support the medical staff in any way possible." From the beginning the SPPG decided that they were not going to be a fund- raising group. However, if any patients would like to form such a group, please contact the secretary.*

## **Strand Patient Participation Group**

### **Annual General Meeting**

**Tuesday 18 September, 7.00pm**

**In the Surgery Waiting Room**

Dr Burch and Justin Cankalis will also give a presentation on the new surgery. Come and see the plans.

As space is limited please contact the secretary to book your place or leave your name in the PPG Comments Book at reception.

## **Take Good Care of Yourself**

### **Part I – Falls**

Falls are a major cause of injury and even death amongst the over 70s, the most common serious injury being hip fracture. Hip fractures alone cost the NHS billions of pounds. Falls can at the very least impact on people's confidence and independence.

And yet there are many steps we can take to prevent falls: evidence has shown that programmes for improving strength and balance can drastically reduce the risk. This can take the form of simple activities such as walking and dancing or specialist training programmes.

If you are taking long-term medication please ensure that you take advantage of the surgery's practice of reviewing your medicines at least once a year to make sure they are still right for you. You will see one of our practice nurses

and if there are concerns then alternative medication or lower doses may be recommended if it is felt that the side effects increase your chances of having a fall.

Make an appointment to have a sight test if you are concerned that poor vision (even when wearing your glasses) is increasing your risk of having a fall. Take care of your feet by trimming your toe nails regularly and seeing a chiropodist about any foot problems.

Don't forget to check out safety in your home, not just for yourself and your visitors but if for example you are having an elderly friend or relative to stay with you for a holiday in sunny Worthing! We suggest that you go on to the NHS Website and search falls/prevention where you can get full details of the ways you can reduce the risk of falls. There are 9 tips alone just for preventing falls in the home including not walking on slippery floors in socks and tights and removing clutter, trailing wires and frayed carpets.

Finally, always keep a mobile phone in your pocket so you can phone for help if you fall.

### **A note from Parish Nurse Julie Ward – Café Maybridge Community Church 77 The Strand, Worthing.**

In my work as a Parish Nurse one of the things that I come across more and more is loneliness and social isolation. Some people sit alone in their homes for days as they have no one to speak to and no reason to go out. This can lead to low mood and sadness thinking you are of no value anymore. At Maybridge Church we run a café every Friday am starting at 11am – 2.30pm and I have encouraged some of the lonely people I see to come along and give it a go. Two of my clients now regularly meet up and chat together over their lunch. Sometimes I join them and we chat about their health issues and just life in general. Others come and knit and natter together. Mums and toddlers come and have lunch after their activities with the Children and Family centre. Very often on a Friday morning we also have some free food donated by Tesco for people to take away with them.

If you are interested in coming but would struggle to get to the church a volunteer would be happy to come and pick you up so you could give it a try. Please ring Julie Ward Parish Nurse on 07496116226 and I can arrange this for you. Otherwise just come along on a Friday morning and try it for yourself.

## **Urgent Care Plans**

Members of the SPPG attend meetings arranged by the Coastal West Sussex Clinical Commissioning Group and at a recent meeting we were told about CCG plans for Urgent Care. Most people do not know where to go when they need NHS help urgently, especially when their GP practice is closed.

The CCG plans are:

- To improve access to urgent GP appointments. During the day GP practices will offer appointments in the normal way. When they close GP access hubs will provide urgent appointments up to 8-10pm during the week and at clinics on a Saturday and Sunday.
- Improve where people go for minor illness and injuries. The plan is to open three urgent treatment centres- at Worthing Hospital, St Richard's Hospital and Bognor Regis War Memorial Hospital- which would offer booked appointments and walk-in appointments.
- Improve the way people access services. These changes would be supported by an improved system where people can contact their GP practice or NHS 111 and be assessed over the phone. They would then be booked an appointment or signposted to the right place for the care they need.

Find out more at: [www.coastalwestsussexccg.nhs.uk](http://www.coastalwestsussexccg.nhs.uk).