

## PATIENT PARTICIPATION GROUP BECOMES PATIENT REFERENCE GROUP.

From April 2011, for at least two years, GP practices will be required to promote the proactive engagement of their patients through Patient Reference Groups (PRG) which reflects the make up of their registered list; the group will feedback health concerns to support decision making for practices and GP consortia.

The role of PRG for Latham House Medical Practice has been taken on by the existing Patient Participation Group. This will cooperate with the practice staff to carry out the key duties as described in the National Directed Enhanced Scheme (DES), which The Department of Health has recently released to improve patient participation.

Key requirements of the Patient Reference Group include:

- Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population,
- Agree areas of priority with staff and GPs in the practice which are to form the basis of questions posed in a local patient's survey.
- Agree an action plan with staff and GPs in the practice based upon the requirements for change which the survey has identified.



PATIENT PARTICIPATION GROUP

LATHAM HOUSE MEDICAL PRACTICE

Newsletter August 2011



### GETTING ATTENTION QUICKLY

An **Urgent** appointment is, as its name suggests, for something which requires rapid action. It will involve being called in to see a practitioner who will then deal with the emergency and possibly refer the patient on for further attention at a later date.

If you are receiving treatment from your GP or need to see them in connection with an existing problem - please ask for a routine appointment. Asking for the **Urgent** appointment option will in fact cause a delay in receiving the care required. This is because for a routine matter a patient will be referred to their GP who is familiar with their history and so can provide the appropriate care. So using an urgent slot will simply mean being asked to return later to see the correct GP which of course will mean two trips to the surgery and obviously waste time. So **for a routine matter a standard appointment is faster than an urgent one!**

## **WE HAVE YOU ON OUR RECORDS BUT THE INFORMATION IS OUT OF DATE!**

I'd like to tell you a short story:

There was a patient - lets call him Julian - he had a good relationship with his GP so when he had problems with his sight he went along to see him. Dr \*\*\*\* carried out a careful examination of Julian's eyes and diagnosed that the problem was caused by the development of a cataract. Julian was referred to the Ophthalmology Department at the hospital so that he could receive treatment.

Julian moved house - he told the bank - his employers - his paper shop but, yes you've guessed, not Latham House. Well Julian waited and waited ... and waited. Dr \*\*\*\* had said that he should receive an appointment quickly - well a month was not 'quickly'. So When Julian rang the surgery, he was told that he had missed his appointment which had been arranged for the previous week .... The hospital had sent the details to the old address which of course was the one on Julian's records! The surgery had tried to contact him but the phone was 'out of service'.

So the moral of this tale

**If you move or, change any of your contact details for some reason, please let the practice know so that your details can be updated. These are provided to the hospital clinics to enable them to make contact with you and for them to send you your appointments for treatment.**

## **TEXTING SERVICE MJOG**

To reduce the amount of lost/not attended appointments, the surgery offers a text reminder service - called MJOG for patients who have made appointments more than 48 hours in advance.

If you give your mobile phone number to the practice you will receive a text message to remind you of the date and time of your appointment. This service is automatic so provided the surgery has your correct mobile phone number you will receive a text - unless you inform one of the reception staff that you do not wish to participate. Reception staff can tell you more about this service if you want further details.

## **THE SURGERY HAS CLOSED AND I FORGOT TO ORDER MY REPEAT PRESCRIPTION!**

You can do a lot of things 'on - line' like ordering 'Repeats' making an appointment for say the diabetic clinic etc.

Visit [www.lhmp.co.uk](http://www.lhmp.co.uk) to find out how you can gain access to the practice's EMIS system. EMIS is the name of the company who developed the software which can allow a wide range of services for both patient and doctor.

**LHMP will be upgrading the EMIS computer soft wear at the beginning of October, so please be understanding. The aim is to improve the current system, initially there may be a few teething problems. Your patience would be much appreciated.**