

ARE YOU AWARE OF “PATIENT CHOICE”?

If you are being referred to hospital by your G.P., you have the right to choose which hospital you are referred to. If you have a preference, then specify this at the time your G.P. is referring you. If you do not state a preference then the G.P. will refer you to the hospital that has the earliest available date. Healthwatch Lincolnshire recently carried out a survey in our Practice and found that “most” patients knew about Patient Choice!

MY HEALTH LINCOLNSHIRE!

The Boston Clinical Commissioning Group, (Holbeach Medical Centre is a member) have produced an app which can give you useful information on health matters. Download the app at: www.myhealthlincolnshire

NEED SOME ADVICE?

Try contacting *LINCS2ADVICE* on 0844 257 0042, Mobile: 0300 303 8789 or www.lincs2advice.org.uk This is a FREE service available to the residents of Lincolnshire and provides advice on money, health, care, legal, family, home and work related issues.

WHAT IS THE PATIENTS’ PARTICIPATION GROUP?

We are a group of **Volunteer Patients** from the Holbeach Medical Centre who are undertaking to be a “critical friend” of the Holbeach Medical Centre. We would like to make Patients aware of changes that the Practice is making. Sometimes Patients who do not often visit the Medical Centre or who are unable to access the Internet, are unaware of improvements to services.

We aim to produce 4 newsletters a year, but because of the high cost of postage these Newsletters will be distributed by collection from the Holbeach Medical Centre; Boots the Chemist; Holbeach Pharmacy; The Library, or with your written consent, via email. (Consent forms available from the Medical Centre or from the website).

The PPG is unable to respond to complaints; deal with Patient-specific issues; or have access to medical records. The Holbeach Medical Centre does have a Complaints Procedure. If you have a formal complaint, please contact the Reception Desk for a copy of the Complaints Procedure, or ask to speak to the Practice Manager.

JOIN US: If you are interested in joining the PPG—See Medical Centre Reception for an Application Form. New members always welcome.

FUTURE NEWSLETTERS: If you have ideas or suggestions of what you would like to see in future Newsletters, please let us know by writing to the PPG at the Medical Centre address.



HOLBEACH MEDICAL CENTRE

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PE12 7EE

Surgery & Enquiries : 01406 423288

www.holbeachmedicalcentre.co.uk

PATIENTS’ PARTICIPATION GROUP NEWSLETTER—SUMMER/AUTUMN 2015

Welcome to the SUMMER/AUTUMN Edition of the Holbeach Medical Centre Newsletter produced jointly by the Holbeach Medical Centre and the Patients’ Participation Group.



FUNDRAISING

FOR THE PATIENTS’ INFORMATION SCREEN



We would welcome your **suggestions and ideas** of how we can raise money for this important piece of equipment for our waiting room. Please jot down your ideas and leave them at Reception.

We are hoping to have a **Grand Christmas Quiz**, with a prize of a Christmas Hamper. If you have any items that you would like to **contribute towards the Christmas Hamper**, could you please leave them with the Surgery Receptionist. (If Food or Drink, please make sure they will be in date). **The Quiz sheets will be on sale at £1.00 each from the beginning of October**, and the winner will be notified by Friday 18th December 2015.

Currently we have raised £1,031.00, and we need **£3700.00**

Please do what you can to help - the Information Screen will be of benefit to all of us.

NEWS & INFORMATION

FRIDAY 7TH AUGUST 2015 9.00 am—11.30 am

NATALIE GOWEN—DEMENTIA SUPPORT WORKER

Natalie Gowen, who is a Dementia Support Worker from the **Alzheimer's Society**, will be in the Surgery on

FRIDAY 7TH AUGUST 2015 from 9 am to 11.30 am with her display and is prepared to discuss with any of our Patients, concerns and worries about Dementia, and the support services that are available to us. Just pop in, no appointment necessary, to have a chat with Natalie.

(If you are unable to pop in on Friday 7th August and you, or a member of your family have been diagnosed with any kind of dementia then Natalie can be contacted on 01522 692681, or at Natalie.gowan@alzheimers.org.uk).

ARE YOU A CARER?

If you are a registered Patient with our Surgery and a designated Carer of a relative or friend, then please notify the Surgery on Telephone 01406 423288 Option 4, to be registered as a Carer. You will then be advised what help is available to you, and offered a free health check.

APPOINTMENTS—Please help them to help us

This is probably the most complained about item. The Doctors and Staff are doing their very best to help you. Please bear in mind the following:

No Patient can be allowed in the surgery until a Clinician is on duty in the premises, so the Surgery cannot open before 8.00 am.

If you are a **medical emergency** you will be seen, but not necessarily by the Doctor of your choice. Please phone. It might not seem like it, but you will be answered eventually; an appointment will be given, and there will be no need to queue outside the surgery.

Non-Urgent appointments can be forward booked, but please phone after 10 am and after 2 pm to allow for the more urgent cases of the day.

PRACTICE NEWS & REMINDERS

FLU VACCINATIONS

Available to those who are eligible by appointment only from 22nd September 2015 onwards

ARE YOU ELIGIBLE? Those who are eligible fall into the following groups:

- Over 65's;
- Sufferers of Chronic diseases—respiratory; heart; kidney; liver; or
- Neurological;
- Diabetics;
- Pregnant Women;
- Home Carers; and those in Long Stay residential care

(If you are unsure about your eligibility for a Flu Vaccination, please contact the Medical Centre to clarify)

SHINGLES VACCINATION

This Vaccine is Date of Birth Specific. ONLY Patients whose birth dates fall between the following date are eligible:

- ⇒ 02 September 1943 to 01 September 1944
- ⇒ 02 September 1935 to 01 September 1936
- ⇒ 02 September 1934 to 01 September 1935

An appointment with the Nurse is necessary for this vaccination.

If you are still unsure, please contact the practice and speak to the Practice Nurse.

PNEUMOCOCCAL VACCINATION

If you are 65 or over you are eligible for this vaccination. **(This vaccination is now only needed once, unless requested by a hospital consultant).** If you are eligible, then please make an appointment with the Nurse.

FAMILY AND FRIENDS TEST

This questionnaire available in our surgery regarding our services is ongoing. Could you please complete and return, as again this information is required by NHS England. Thank you for your help.