TILEHURST SURGERY 'the potteries'
Newsletter Autumn 2019

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Dates for your diary

The surgery will be closed for staff training on the following dates:

Thursday 24th October
12.30 – 4.30
Monday 4th November
1.00 – 3.00
Thursday 28th November
12.30 – 4.30
Tuesday 10th December
1.30 – 2.30
Tuesday 17th December
1.30 – 2.30

Christmas Bank Holiday Closures
Wednesday 25th December
Thursday 26th December

Staff News

- A warm welcome to Dr Jack Amiry who has joined the surgery as our new Registrar. Dr Amiry will be with us until October 2020 with clinics on a Monday and Wednesday.

- Welcome also to Karim Gulamhusein who has joined us as a practice pharmacist. Karim will be working on Mondays and Thursdays with the Pharmacy team.

Flu Clinics

Saturday	19th Oct	**All eligible adults** Berkshire Carers Hub will have an information stand at this clinic
Saturday	9th Nov	**All eligible adults and children** The Patient Participation Group will be running a refreshment stall at this clinic

Free parking for the Saturday clinics is available in the car park of the Tylers Rest.

With the right support you can split up with smoking this October. Visit the Stoptober website for free quitting support.

https://www.nhs.uk/oneyou/for-your-body/quit-smoking/stoptober/

What are Primary Care Networks PCNs?

PCNs are part of a nationwide NHS scheme aimed at bringing health and social care closer to people's homes and also tailoring the surgery's services to meet the needs of local people.

Our plan is to offer a wider range of services at the surgeries that make up our PCN (Tilehurst, Western Elms and Circuit lane Surgeries). This means that, in time, our PCN will grow and be able to offer you easy access to a paramedic, clinical pharmacist, Physician's Associate, Social Prescriber and mental health workers.

They may not be based at this surgery, but will be part of our Network and close to your home. They will work alongside our GPs to make it easier and quicker for you to get care from the person who is best suited to meet your needs. This may not always be the doctor. It could be that a highly qualified physiotherapist or paramedic is the right person to look after you.

Our PCN is working closely with the Royal Berkshire Hospital, the local voluntary sector, social care teams and community and mental health staff at the Berkshire Healthcare Foundation Trust, to make sure the extra services we offer are the right ones to meet our community's particular needs.

We're also starting to use technology a lot more to make our health service smarter, quicker and more convenient.

Where are we now?

- Partners from each of the surgeries have met a few times to get to know each other
- We have hired a new Practice Pharmacist Karim, who will be working across the practices and sharing best practice as he does so.
- The Patient Participation Groups from each of the surgeries have already held a joint meeting and the next open meeting is planned for Wednesday 6th November, 7pm, at Tilehurst Methodist Church. The meeting will include a presentation from Reading and West Berkshire Carers Hub and will also provide an update on PCN progress. All patients are welcome to attend.
- We are currently researching and figuring out the best options for hiring a social prescriber.
- We are meeting with Western Elms and Circuit Lane monthly and over the next six months will be sharing and learning from each other so that we can grow and improve in all aspects of how we work.

Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: www.nhs.uk/your-nhs-data-matters

ico. Information Commissioner's Office

YOUR DATA MATTERS

For more information about your data rights please visit the Your Data Matters campaign at ico.org.uk

Patient Participation Group (PPG)

Tilehurst Surgery currently has a small PPG Group who meets around 6 times a year. The aims of the PPG are:

- To provide the Doctors with strategic advice about the healthcare needs of our local community.
- Assist with Health Promotion.
- Ensure that all patients are kept fully informed of the effect on the Surgery of NHS changes.
- Help to promote Volunteer Services.
- Fundraising for the Surgery.

The next PPG meeting is a joint one with Western Elms and Circuit Lane PPGs and is planned for Wednesday 6th November. The meeting is an open meeting and therefore all patients are invited to attend. It will take place at Tilehurst Methodist Church at 7.00pm and will include a presentation from Reading and West Berkshire Carers Hub together with an update on Primary Care Networks. All patients are welcome to attend.

Recent Successes

- Earlier this year a PPG member raised a concern that the nearest Stroke Support Group was on the other side of Reading. As a direct result of this, Tilehurst Surgery has been working with the Stroke Association and there is now a local support group meeting on a monthly basis.

- The PPG also worked with the Clinical Commissioning Group when a Pre-diabetes educational course was unable to go ahead due to a lack of premises. This resulted in new premises being found and patients being able to attend the course.

- Patient Privacy - The PPG and reception staff recently raised the issue of patient privacy at the front desk. We have therefore moved the "Please wait here" sign back, so that other patients are not queueing directly behind the patient being dealt with. We have also added a security screen to the main PC at the front desk.

- The PPG hosted Macmillan's World's Biggest Coffee Morning on 27th September and raised a fantastic sum of £188. Thank you to all the patients and staff who contributed to make the morning such a success.

If you are interested in becoming a member of the PPG please ask at reception, pick up a leaflet in the lobby, or look on our website www.tilehurstsurgery.co.uk

Tilehurst Surgery Walking Group

Walking is a great way to get fit, explore what's on your doorstep and make new friends.
Join our fortnightly walks on Monday mornings, leaving at 10.30am from the garden of the Tylers Rest Pub, for a gentle 30 min walk around the local area. Many of the walkers then gather for a coffee and chat in the Pub after the walk.

Upcoming dates:
14 & 28 October
11 & 25 November
9 & 30 December

Local Stroke Support Group

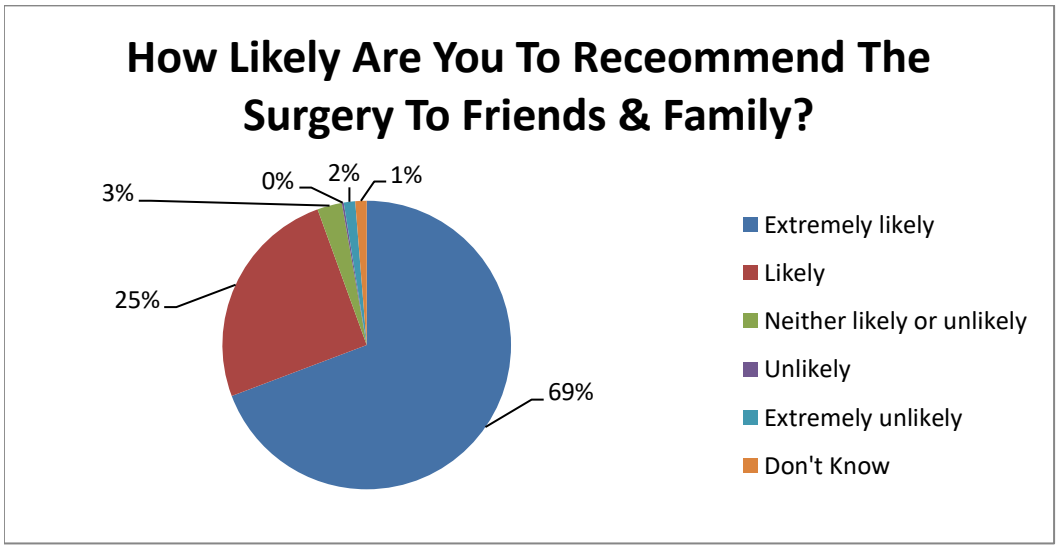
Tilehurst Surgery has been working with the Stroke Association over the last 9 months to establish a new local support group for stroke survivors and their family/carers. The group meets every second Wednesday of the month, 1.30 – 3.30 pm at The Latter-Day Saint Chapel, 280 The Meadway. Leaflets with further details are in reception.

Forthcoming meeting dates:

Wednesday 9th October
Wednesday 13th November
Wednesday 11th December

Stroke association

Patient Feedback

Thank you to everyone who completed the Friends & Family questionnaire and took time to give us specific feedback.

In the period Jul – Sep 2019 we had a total of 940 responses, of which 94% were either extremely likely or likely to recommend us to family and friends.