

KNEBORTH AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER – June 2017

PHARMACY NEWS

If you have a problem with your prescribed medication, or require assistance or information on over-the-counter medical products, did you realise that your friendly local pharmacist should probably be your first port of call? They are highly-qualified professionals who will have had several years of training in all aspects of pharmacy.

For example, if you have difficulty in swallowing your medicine, or if you feel that your tablets or capsules don't seem to agree with you in some way, have a word with the pharmacist first. They will probably be able to help you and, if not, they will then probably suggest you see your doctor.

DEMENTIA CARERS SUPPORT GROUP

The inaugural meeting of this small group was held earlier this month. At this stage, we are concentrating aspects of communication between the Practice and those who are caring for patients who have been diagnosed with dementia. We are hoping to install our own noticeboards in the waiting rooms of each of the surgeries, we plan to hold a coffee morning – probably on a Saturday morning in September – at which both carers and patients can meet and learn more about the support that is available to them and we hope to find other ways of accessing dementia carers with the help of Marie Norman, the Carers Champion at the Practice.

That's just for starters! If you would like to hear more about this initiative, please come along to our "Help Yourself to Health" evening in July. Also, you can contact Jan on 01438 717129 (please leave a message if she is not in and she will return your call) or send her an email on jan@grannyjanny.co.uk.

PATIENT APPOINTMENTS

Did you realise that during the month of May there were more than 250 instances of patients not attending for pre-booked appointments? That's an average of eight a day, equivalent to about one and a half hours of doctors' or nurses' working day! This is not an isolated example of "Did Not Attends" (DNAs), there are similar numbers almost every month and the Practice is, rightly, very concerned. Persistent offenders are contacted by the Practice Manager but the problem continues.

If, for whatever reason, you find that you are unable to attend an appointment that has been booked for you, please let the Practice know as soon as possible (you don't have to give the reason). That will give the receptionists every chance to use your appointment slot for another patient – probably an emergency on-the-day need – and there will be nothing lost in terms of the doctor's or nurse's time.

HELP YOURSELF TO HEALTH – WEDNESDAY, 19TH JULY

We have now confirmed the programme for this annual event, which will be held as usual in Knebworth Village Hall. The Meeting will start at 7.30 pm, but light refreshments will be served from 7.00 pm. During that half hour you will be able to peruse the various information stands which will include, among others, Carers in Herts, My Care Record and our recently-formed Dementia Carers Support Group.

During the main programme you will be able to hear about the new Out of Hours and NHS 111 Service, find out more about Aortic Aneurism Screening and learn how the Admiral Nurses will be helping carers of patients who have been diagnosed with dementia.

The evening will then be rounded off by Ken Spooner's annual report on the activities and happenings within the Practice, followed by a question and answer session. The Meeting is expected to finish around 9.00 pm.

If you would like further information, please contact one of the PPG members listed below or have a word with the receptionist at the surgery.

HEALTH WALKS

We are delighted to say that June saw the first anniversary of our **Walk in the Park**. Thirty of us enjoyed a celebration lunch at the Toby Carvery, complete with a large chocolate cake and one candle!

The walks are specially designed for people with reduced mobility and those who would just enjoy a gentle stroll. Everyone is welcome!

We meet on **alternate Tuesdays**:

July 4th & 18th, August 1st, 15th & 29th, September 12th & 26th

Come to **Knebworth Recreation Ground**, outside the Pavilion (the end nearest Stevenage Road) at 10.30 am. There is an option to continue the walk across the field towards Bragbury End. And at the end of the walk we will socialise in the Bowls Club over a cup of coffee and cake and biscuits. Do join us!

PPG CONTACTS

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