

Harbourside Patient Participation Group

What is a Patient Participation Group?

A PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by their practice to patients. The Patient Participation Group aims to improve communication between GP's, practice staff and patients. We discuss topics of mutual interest, gain patient feedback and increase patient satisfaction.

Not all GP surgeries have a Patient Participation Group, but we pride ourselves on the fact that we operate a group that involves our patients. As a practice we want to encourage our patients to recommend improvements and raise issues that can then lead to action. We would like to provide better awareness of how the practice operates, and for our patients to gain a better understanding of the roles and workloads within the practice.

We want to invite you to help make a difference to your community.

We meet once a quarter, (dates confirmed in advance), minutes and updates are then emailed through to you, to ensure you are kept well informed. If you would like more information on Harbourside Patient Participation Group or you would like to join please ask at reception or contact the surgery on 0300 300 0029

***** The next PPG meeting is
Wednesday 28th June from
2pm, we would be delighted to
see you there*****

Patient Confidentiality & Privacy

Harbourside Family Practice would like to stress the importance we place on the privacy of information between our patients, visitors and staff. Please respect the privacy and out of courtesy please give enough space between the people in front of you in the queue at the reception desk so that conversations with the receptionist remain private.

Our reception area can become very busy at peak times and when the receptionists are held up by telephone calls, it would be helpful if you are booking in for an appointment to use the self-check screen. If you still need to speak with the receptionist please be patient and they will see to you as soon as possible



Unwell whilst the surgery is closed?

If you find yourself unwell whilst we are closed, you can either:

- Contact the Pharmacy for Minor ailments
24hr Pharmacy open at Boots, Weston
Super Mare
- Call 111 – If you feel you need urgent
medical attention. Visit Clevedon
Minor Injuries unit - 01275 546852
Opening hours are 8am- 9pm everyday
- A&E – Emergencies only (BRI, Southmead or
Weston)

CQC Rating: GOOD



If you have any feedback about the content or ideas for future issues please speak to Reception. If you would like to receive a copy by e-mail please complete the request form on Reception.



Please visit our website: www.harboursidefmp.nhs.uk



Really Impressed

I am not a registered patient of this practice but I work in Portishead. I walked into the practice today without an appointment having had an allergic reaction to something I had eaten. I was seen immediately and the care I received was amazing. Staff checked me and monitored me until they felt I was able to leave. They also gave me clear advice about what to do next. The staff that looked after me were lovely and I was exceptionally grateful.

NHS Choices review . Visited March 2017

Updating your contact details

It is very important that we have your most up to date contact details recorded in our system. This ensures that if we need to contact you for any reason we are able to do so successfully.

If you have changed your address, telephone number or email address please either pop into the surgery and complete the change of details form, or pop your changes in writing and reception will be happy to amend these for you.



Occasionally in the surgery your family and loved ones ask us information regarding your health. We know that this is because they are helping or looking after you, but as a practice we are bound by the Data Protection act 1998 to keep your data secure unless we have consent from you. If you would like us to be able to share your information, test results and other details with your family members or for members of your family to speak on your behalf, please ask reception for an access to medical record consent form.

People aged 16 or over are entitled to consent to their own treatment, and this can only be overruled in exceptional circumstances. Like adults, young people (aged 16 or 17) are presumed to have sufficient capacity to decide on their own medical treatment, unless there's significant evidence to suggest otherwise.

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Please visit our website: www.harboursidefmp.nhs.uk



Harbourside Summer Newsletter

Did not attend rates

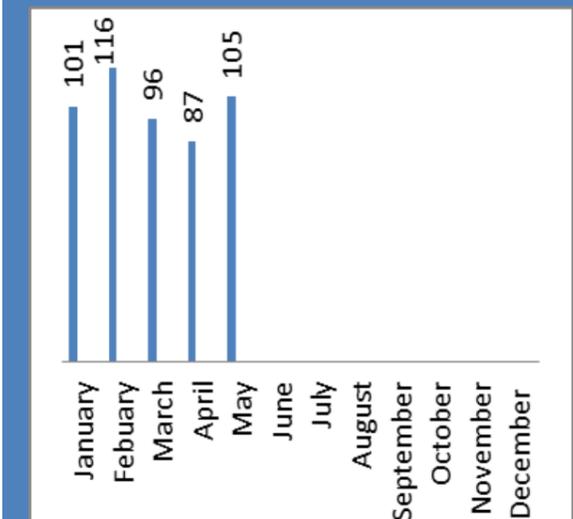
On average over 100 people per month do not attend their pre-booked appointments. If they cancelled, we would have enough appointments for everyone. Please be considerate of your fellow patients.

You can cancel an appointment by:

- Responding to the text reminder you receive
- Ringing the practice and using the automated phone system (24 hours a day – Doctors' appointments only)
- Online
- By ringing or coming into the practice – our quietest time is between 12 noon and 2pm each day

Please be aware that extended hours appointments must be cancelled 24 hours prior to the appointment, to allow the appointment to be rebooked.

This chart shows the number of patients that did not attend their appointments so far this year.



Sunburn

Sunburn is usually mild and short-lived, but it's important to try to avoid it because it can increase your risk of developing skin problems in later life, such as ageing (wrinkling) and Skin cancer. It can be easy to underestimate the strength of the sun when you're outside. The wind and getting wet may cool your skin, so you don't realise you're getting burnt. Always use a high factor sun lotion to protect you from the sun's rays.



Babies and children

Encourage your child to play in the shade especially between 11am and 3pm, when the sun is at its strongest.

Under the age of 6 months babies should be kept out of direct sunlight. Be sure to cover up your child with oversized t-shirts and loose cotton clothing. Get your child to wear a floppy hat that helps protect their face and neck, sunglasses are great for kids but be sure that these meet the British standard to help protect their eyes.

Cover any exposed part of your child's skin with a sun screen that has a strong sun protection factor (no less than SPF15 is advised).

Nose, ears, cheeks, tops of feet are all common areas that get burnt easily, when kids are enjoying the sun, make sure you apply plenty to these areas. Reapply sunscreen or sunblock throughout the day, being sure to always reapply after swimming.



Rehydration

Dehydration occurs when your body loses more fluid than you take in.

When the normal water content of your body is reduced, it upsets the balance of minerals (salts and sugar) in your body, which affects the way it functions. Water makes up over two-thirds of the healthy human body. It lubricates the joints and eyes, aids digestion, flushes out waste and toxins, and keeps the skin healthy.

The recommended daily intake changes all the time, it is important that you stay as hydrated as possible for your surroundings, e.g. if you're in the sun, exercising or are unwell.

If you're breastfeeding your baby, you don't need to give them water as well as breast milk. However, they may want to breastfeed more than usual.

If you're bottle feeding, as well as their usual milk feeds, you can give your baby cooled boiled water throughout the day. If your baby wakes at night, they'll probably want milk. If they've had their usual milk feeds, try cooled boiled water as well.

Stings and bites

Insect bites and stings will usually cause a red, swollen lump to develop on the skin. This may be painful and in some cases can be very itchy.

The symptoms will normally improve within a few hours or days, although sometimes they can last a little longer.

To treat an insect bite or sting:

- Remove the sting or tick if it's still in the skin
- Be sure to wash the affected area with soap and water.
- Apply a cold compress (such as a flannel or cloth cooled with cold water) or an ice pack to any swelling for at least 10 minutes.
- Try to avoid scratching the area, to reduce the risk of infection.

The pain, swelling and itchiness can sometimes last a few days. You can contact your pharmacist about over-the-counter treatments that can help, such as painkillers, creams for itching and antihistamines.

Travel

If you are planning to travel outside of the UK, you may need to have vaccinations to protect against some of the serious diseases found in the other areas of the world. To find out what vaccinations you require, visit

www.mastatravelhealth.com and click vaccine checker, once you have printed this leaflet please bring it with you to the surgery and you can book an appointment with one of our travel nurses.



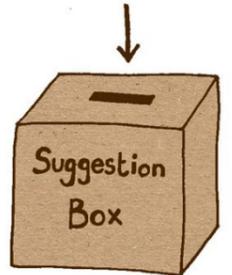
The dates for our flu clinics will be released towards the end of the summer, as in previous years we will be holding clinics in September, October and November. Please keep a look out for updates around the surgery and on our website for when you are able to book.



You suggested, we did.....

Suggestion: We have had a number of comments asking why patients are not allowed in the building before 8am

Our reply: The reason that we ask you not to arrive before 8 am, is that the surgery is not open until this time and we are not insured or staffed to have patient in the building before this time. We do hold 7am extension hour surgeries twice weekly, however only patients with a pre-booked appointment for these mornings are insured to be in the building at this time.



Suggestion: Signs to be displayed in the car park, advising our car park is for the Doctors Surgery only.

Our reply: Our car park is for the use of all patients of Marina Healthcare Centre, not just Harbourside GP Practice. However, we are aware that the car park is sometimes used by neighbouring businesses. Signs in the car park have not been successful in the past so we have written to all neighbouring businesses asking them to tell their clients not to use our spaces.

Suggestion: For music to be played in the waiting room

Our reply: We trialled music in the waiting room last year. We are currently only able to use music from our calling system as playing any other music requires an expensive licence. Patient feedback at the time was that they would prefer not to have music playing in the background. However, we are happy to ask patients again what they would prefer and we will add this question to our monthly patient survey.

Suggestion: Having more pre bookable appointments available within a 2 week period.

Our reply: we recently trialed having more book on the day and one month ahead appointments available, we trialed this for a one month period, however, we discovered that patients were frustrated by either having to book the same day or a month in advance and have now reverted back to our original appointment system of them being available on the day, 2 days ahead, 1 week ahead, 2 weeks ahead and a month ahead, these appointments will continue to open daily at 8am.

Suggestion: Sexual health information that is displayed on our calling screen is not family friendly and should be removed.

Our reply: We have asked Public Health colleagues for advice as awareness raising for many of these campaigns is compulsory.

Suggestion: Changing the hold music on our telephone system.

Our reply: We are currently in discussion with our phone provider to see if this is possible.

Suggestion: Concerns about patient confidentiality, with regards to Lloyds pharmacy medication reviews.

Our reply: This suggestion was passed on to Lloyds Pharmacy to look into and deal with.

NHS
National Institute for
Health Research

This General practice is research active

Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best.

In this practice, you might be asked to take part in a clinical research study. If you have any questions, ask our staff about clinical studies suitable for you.

Taking part in a clinical research study is voluntary and can be a rewarding experience.

Delivering research to make patients, and the NHS, better.