

Summer Issue 2018

Monkwearmouth Health Centre Dr Gellia & Dr Balaraman Patient Newsletter



Welcome to the new summer addition of our newsletter. We are aiming to send out newsletters on a quarterly basis to give you an insight as to what we have been doing and what is coming up. Our newsletter is available online or you can pick up a copy from reception.

Patient Participation Group

The PPG are a group of volunteers working with the Practice to improve services to patients and to provide a patient perspective. The aim is to help patients get the best service from their practice and, just as importantly, for the practice to respond to patient ideas and need.

We had our first meeting on Thursday 12th July 2018 with the combined group since the merger of Monkwearmouth Health Centre and The Roker Family Practice and we have explored some of the areas that we would like to work on to begin with.

We aim to meet quarterly at Monkwearmouth Health Centre. We would like to have a wide range of members and encourage everyone to attend the meetings. We are keen to have representation from our younger patients and those with families.

Some of the topics discussed at the meeting were:

- Young carers and how these people can find the right help and support
- Wendy from Health Watch was also in attendance. Wendy helps patients by getting the best out of health and social care services, making sure patients and their families have a 'voice' and are happy with the services available to them.
- The current public consultation regarding the proposed changes to urgent care services in Sunderland.

If you would like to know more about our PPG group or would like to be involved please visit our website or ask a member of staff for further details.

Meetings are held 4pm -5pm and the next dates are:
Thursday 11th October 2018 Thursday 17th Jan 2019

GP Extended Hours Service.

We participate in an Extended Access Service across the City where appointments are available for patients to book through their own GP or NHS111:

Monday to Friday 6:00pm—8:30pm

Saturday & Sunday 9:00am—5:30pm.

Bank Holidays 10:00am—2:00pm

These appointments are available across 5 locations in Sunderland;

Southwick Health Centre

Houghton Health Centre

Pallion Health Centre

Riverview Health Centre

Galleries Health Centre

Health Watch

Wendy from Health Watch attended our PPG meeting. The Health Watch team are an independent watchdog organisation working across the city, including Washington and Houghton areas. They provide patients with surveys to give feedback on their experiences in GP surgeries and other health and social services, in order to make sure the patient and their families get the best out of health and social care services. Health watch will take patient feedback and analysis it to give extra support in GP practices and health and social services where needed.

If you wish to be kept up to date with local and national health and social care news then you can sign up to the Health Watch monthly e-newsletter via their website:

www.healthwatchesunderland.com

Urgent care services

Urgent care means “when you suddenly become unwell and need to see a health professional the same day, but it is not an emergency”.

The CCG have proposed some changes to our urgent care centres. This will not mean the closure of buildings, the CCG have proposed to no longer provide urgent care services in Houghton, Bunny Hill and Washington, by replacing these with appointments at the GP practices and Sunderland Extended Access Service. The urgent treatment centre would be located at Pallion Health Centre.

You can share your views on this by filling out a patient questionnaire available at the surgery or visit

<http://www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/public-consultation-get-involved/>

If you have any suggestions or ideas that you would like to see in our next newsletter please speak to Jessica at reception. Thank you