

YOUR LOCAL PATIENT
PARTICIPATION GROUP

- Contributing to the
continuous improve-
ment of services

- Fostering improved
communication be-
tween the practice
and its patients

- Helping patients
take more responsi-
bility for their health

- Providing practical
support & help to
implement change

COMMITTEE
MEMBERS

Kamaljeet Pentreath

Vicky Randall

Susanne Taylor

Sue Peacock

Lyn Toon

Emma Forster

Declan Bowns

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CONTACT US

If you have ideas, sug-
gestions or questions
of your own then the
Radcliffe Surgery
Forum would like to
hear from you.

You can contact the
RSF at either the
Reception Desk or via
the Suggestion Box
both to be found in
the surgery.
Alternatively you can
contact us via the
website:

www.radcliffeontrenthealthcentre.co.uk



Radcliffe Surgery Forum

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Making an appointment to see your GP

No matter where you live or which surgery you attend, one of the things high on the list of frustrations for patients is getting an appointment to see a GP. We spoke to Elaine Hughes, Reception Manager at the local village surgery and thought that it would be a good idea to take the opportunity to explain how the appointment booking system works.

Non-urgent appointments are available with GP's up to one month ahead. It is recommended that these appointments be booked 3-4 weeks in advance and are usually for matters such as follow up consultations or medication reviews. Usually up to half of GP appointments are booked up 4 weeks in advance for these non-urgent matters. All nurse and phlebotomy appointments can be pre-booked and are generally not available on a day to day basis, unless urgent.

For 'urgent' appointments the surgery complies with the cur-

rent government guidelines and makes available same day or 48 hours ahead appointments. Same day or 48-hours ahead appointments may be booked for 'routine' matters however there is a limited availability. The earliest that these appointments are released by the computer system is at 8:00am each morning and it is recommended that patients telephone the



surgery at 8:00am each morning to secure an appointment.

In addition to these appointments, there is always an 'on-call' doctor who will deal with any urgent matters each day. Any urgent appointments or home visit requests will be booked with the 'on-call' doctor.

All GP's have telephone consultations and it may be possible to arrange a telephone call if a face to face consultation is not necessary. Telephone consultations can also be booked in advance.

The surgery would appreciate it if the 'urgent' appointments are only booked for things that cannot wait as the 'on-call' doctor may have to go out to an emergency and may not be available in the surgery for the whole morning or afternoon.

The staff will do their best to help and if you have tried to get an appointment the previous day then do let them know or alternatively Elaine is more than happy to speak to you if you have any concerns regarding the appointment system.



Come and meet us at the Carnival



Radcliffe on Trent village carnival is being held on **July 9th** & the Radcliffe Surgery Forum will be supporting the event. Why not come along and meet some of the committee members and find out more about RSF and how you too can get involved.

While the committee members give their time free of charge and the costs of running the committee are small, we will however be trying to raise some funds to cover our administrative costs.

There will be a limited amount of homemade samosas and onion bhajis on sale, so do come and find us!



Living well with Arthritis



“Exercise is one of the best things you can do for your arthritis”



10 million people in the UK have arthritis and there are approximately 200 different types of arthritis. For many patients this may be a relatively minor condition, but for some arthritis severely limits their normal activities and is associated with chronic pain, serious disability and other chronic health issues. Osteoarthritis and Rheumatoid Arthritis are two of the most common forms of arthritis.

In **Osteoarthritis** the cartilage which covers the surface of the bones in the joints becomes roughened and thin. As a result the underlying bone also becomes damaged, causing varying degrees of pain, stiffness and deformity, often with joint movement, muscle tone and tendons also affected.

Rheumatoid arthritis (RA) is an auto-immune disease which affects an estimated 400,000 people in the UK. The condition, which causes inflammation and swelling of the joints, occurs when the immune system makes antibodies which attack the body's own tissues. Early treatment of rheumatoid arthritis is important to minimise joint damage and help you to live as normal a life as possible. Your Rheumatologist will offer you anti-inflammatory treatment

and disease modifying drugs, and in some cases 'biological' drugs.

Help yourself to Manage your Arthritis

1. Exercise is one of the best things you can do for your arthritis. It will increase your strength, endurance and flexibility by improving blood flow to feed joints, muscles, bones, tendons and organs etc. Exercise not only helps your body but also will improve your state of mind by releasing 'happy endorphins' which are natural pain killers. Remember that there are many ways to exercise; you do not have to run a marathon, you can exercise gently sitting in a chair.
2. Work with your GP and other health professionals to find the correct medication/treatment for you
3. Keep all your health appointments
4. Join national and local support groups to enable you to keep as physically and mentally healthy as possible.
5. Maintain a healthy balanced diet and keep your weight to normal levels where at all possible.

6. Know your rights. Seek out help and benefits when necessary

Helpful organisations:

Arthritis Care

www.arthritiscare.org.uk, free phone 0800 800 4050.

NRAS supports those with Rheumatoid arthritis www.nras.org.uk, free phone helpline 0800 298 7650

Arthritis Care and

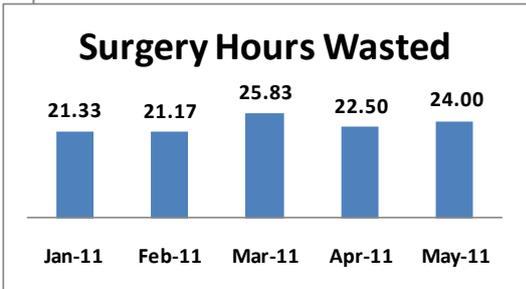
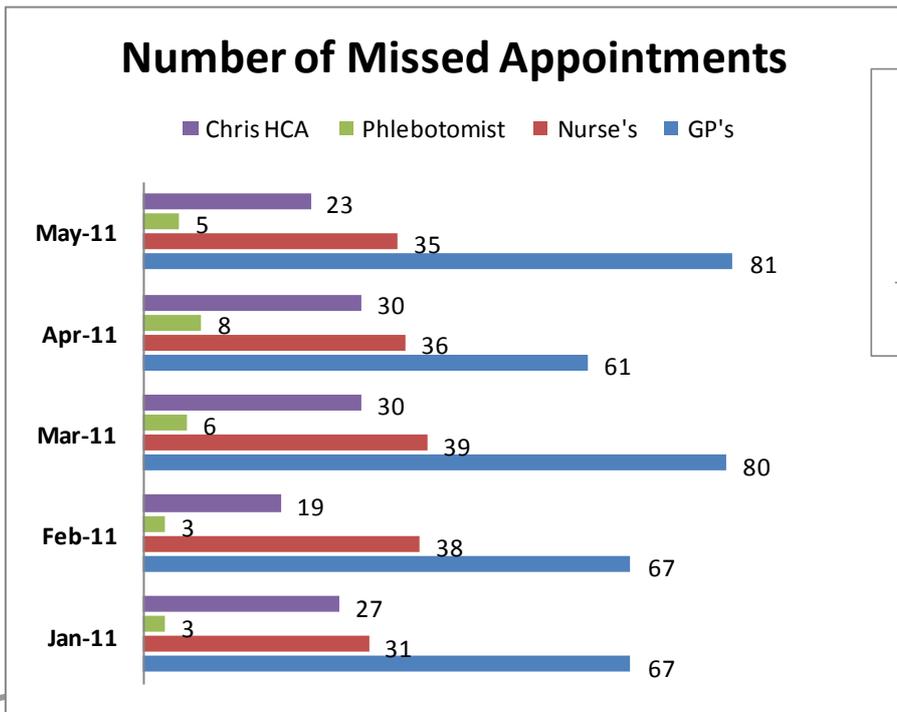
NRAS provide information via web sites, help lines and newsletters, on issues associated with daily activities, pain, work, medication, research, local branch and social groups, etc.

Bingham & District Arthritis Care

holds monthly meetings, organises outings, and runs aqua care sessions. Tel: Anne 01949 837327, Ann 01949 850550, or Susanne 01949 876922



“You wouldn’t stand up a friend, so why stand up your GP?”



“In May a total of 144 appointments were missed by patients, amounting to a total of 24 hours—that’s the equivalent of 5 surgeries”

Some patients get frustrated about not being able to get an appointment as quickly as they would like to. This is hardly surprising when so many appointments are missed and so much time is wasted.

In 2011 to date, on average each month, there have been a total of 138 appointments where patients do not attend. This equates to a total of 23 hours* wasted in surgery each month. Just imagine not only the time wasted here but the money wasted too!

The phlebotomist appears to have the highest attendance as they are responsible for simply taking blood and people who need regular blood test seem to be organized.

Chris the Health Care Assistant, has the worst atten-

dance figures as she deals with new patient checks and New Leaf quit smoking clinics.

Our aim is hopefully, to see these figures improve in forthcoming months and we’ll let you know the progress via this Newsletter. If you have any suggestions on how the surgery can encourage patients to inform them of cancelled appointments then please contact the surgery directly or speak to one of the RSF committee members.

** a conservative estimate of 10 minute appointments are used for the calculation and note that Chris’ appointments are usually 20 minutes.*

Principia Rushcliffe Health Network Event

Principia is part of the NHS that delivers local health services in Rushcliffe. It brings together GP’s, community health professionals and patients to ensure local health services are designed around local people.

Recently Principia, together with the East Bridgford patient participation group organized a health network event on Diabetes at the East Bridgford village hall. The event was extremely informative & well attended. Debbie

Page, a Diabetic Nurse Specialist gave a talk on signs & symptoms and what to do if you are diagnosed with diabetes and Nigel Lawrence, shared his experiences of what it means as a patient living with diabetes.

The Radcliffe Surgery Forum supported the event and hope to bring similar networking events to our village here. Keep a look out for a health network event coming to this village soon.



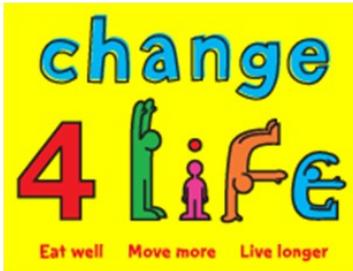
Committee members supporting the event - Vicky Randall, Lyn Toon & Kamaljeet Pentreath

If you have suggestions on what topics may be useful for future events to be held in Radcliffe on Trent, then please do contact the committee.

Getting involved & making a difference

If you want to just get healthy, share your views or want to become more involved in ensuring local health services are designed around local health needs then here is a small selection of events you can get involved in.

3rd July - Rush 4 Health: part of the Change 4 Life program this is a fun, healthy-living festival at Rushcliffe Country Park. Admission is free and there's lots to get involved in: kite flying, zumba, salsa, cycling, family crafts, softplay, korfbal & crazy golf. For more information: www.rushcliffe.gov.uk/rush4health



9th July - Radcliffe on Trent Carnival. Come along and share your ideas and suggestions with the RSF and find out how to get more involved.



2nd August - Principia Rushcliffe Cancer Forum meets at Keyworth Primary Care Centre. The forum's aim is to improve services for people with cancer and improve the care for all people at the end of life. For more information, contact **Sue Knowles** on 0115 981 6988 or email her at sue@rushcliffecvs.org.uk

18th August - Principia Diabetes Forum meets in Ruddington to discuss aspects of diabetes care for anyone who has an interest in diabetes, living with diabetes or caring for someone with diabetes. For more information, again contact Sue Knowles (see above for contact details).

17th August - Principia 50+ Sub Group meets in Ruddington and tackles a wide range of topics including healthy living, hospital & community health care, social care and transport to health. For more information contact Sue Knowles (see above)

Rushcliffe Stroke Survivors Group meets every month on a Wednesday between 2-4pm in West Bridgford. If you've had a stroke or care for someone who has then do go along for information, advice, music, support, activities, games and socializing. Contact Sue Knowles for more details (see above).



Top Tips for Healthier Living



- 1. Up and about:** Bodies weren't made to sit. Kids need to walk, run, jump and move to be healthy.
- 2. 60 active minutes:** Everyday kids need 60 minutes of physical activity.
- 3. 5 a day:** It's important to eat at least 5 fruit & veg. every day.
- 4. Meal times:** It's important to have regular meals.
- 5. Snack check:** We probably snack more than we realize so keep an eye on this.

- 6. Me-size meals:** Kids only need kid-sized meals. Too much food can be unhealthy.
- 7. Cut back on fats:** We all know that too much fat is bad for us but not where it lurks. Check the fat content in your food.
- 8. Sugar swap:** Excess sugar can lead to excess stored fat in the body – watch out for this.

To obtain more ideas and support materials on how to improve on your current habits check out the website: www.nhs.uk/Change4Life



Quiz: Healthy Eating



Question 1: How often should you eat fish, according to experts?

- A: Once a week
- B: Twice a week
- C: Every day

Question 2: What contains the most vitamin C?

- A: Milk
- B: Sprouts
- C: Oranges

Question 3: How much water do experts reckon people should drink every day?

- A: 1 litre
- B: 2 litres
- C: 3 litres

Question 4: How much calcium do our bodies need to be healthy?

- A: 100mg per day
- B: 400mg per day
- C: 700mg per day

Question 5: Which fat is the worst type for our health?

- A: Polyunsaturated fat
- B: Saturated fat
- C: Monounsaturated fat

Question 6: What percentage of our daily calorie intake (energy) should come from carbohydrates?

- A: 50 per cent
- B: 80 per cent
- C: 100 per cent