

A SHIFT TOWARDS GREATER PATIENT PARTICIPATION

Currently the NHS is undergoing significant changes and it has been indicated that there will be a pronounced shift towards getting patients more involved with their healthcare needs. In the Rt Hon Andrew Lansley's speech on **"My ambition for patient-centred care"** in June 2010, he stated:

"We need to put priority on the things that matter the most to patients. We need to see the service from patient's point of view, to listen to patients, to shift power down through the system and where possible, to put power and control into the hands of patients themselves."

GETTING STARTED

Back in March 2010 the Practice Manager and doctors at the Radcliffe-on-Trent Health Centre invited a selection of patients who had at some point indicated that they would be interested in volunteering to set up a local PPG. The **Radcliffe Surgery Forum** formally began in May 2010 and their first task was to establish the key **Objectives and Terms of Reference** for the group— a copy of these are provided on the notice board in the surgery.

The RSF group is made up of a variety of volunteers and it is hoped that it is able to represent or certainly reach out to/engage with all patient-types represented within the demographics of the local practice area.

MEET THE COMMITTEE MEMBERS

Chairperson: **Kamaljeet Pentreath**

Kam was born in Tanzania, with ethnic origins in the Punjab of India & has lived in England now for over 40 years. Her career has taken her from School Teacher in London to a global position in the Pharmaceutical Industry & she is currently running her own Training & Management Consultancy with her husband. Kam moved to Radcliffe-on-Trent 4 years ago & was so taken by the genuine community spirit of the village & of her neighbours that she felt compelled to make some contribution towards helping & supporting her fellow villagers. She hopes that through her involvement with the RSF, she can collaborate with the local doctors & enable local people to voice their needs & wants for a continuously improving health service.

Secretary: **Vicky Randall**

Vicky grew up in the North of Scotland & then moved south to Glasgow where she studied Photography. After finishing her course in 1995, she moved to Radcliffe-On-Trent. Through her passion in photography she has travelled far & wide including some remote parts of China. Vicky is happily married to a fellow photographer & she has taken some time out

In Radcliffe on Trent a Patient Participation Group (PPG) has been set up called the **Radcliffe Surgery Forum** (RSF) and its primary role is to encourage patients in the local area to work with their surgery and contribute to the continuous improvement of services. In addition the RSF aims to foster good communication between the practice and its patients which in turn will enable patients to take more responsibility for their health. As we already know, changes within the NHS are afoot and patients will need to be more involved if the impact of the proposed changes are to lead to a continued improved healthcare service.

The doctors in the local surgery are welcoming the set up of RSF as they genuinely appreciate the value of people taking an interest in their own healthcare. Furthermore they know that this will provide an effective means for patients to share their positive suggestions which in turn will influence the surgery on the way they structure their services and communicate with their patients. On behalf of the doctors & the surgery, **Ken Johnson** the Practice Manager said:

"We are delighted to have the benefit of a dynamic patient group at the Health Centre and we are looking forward to working with the group as its ideas and activities gather pace."



Top left to right: Vicky Randall, Susanne Taylor, Lyn Toon, Emma Forster, Declan Bowns
Bottom left to right: Josie Richards, Kamaljeet Pentreath, Sue Peacock

from their family business to look after their two young children, one aged six & the other who is 21 months. Vicky joined the RSF last spring just after it was formed & enjoys the role as secretary for the group. She feels that she has a voice for other mothers in our community & enjoys being part of a group that can work alongside the surgery to improve the services they provide for the patients.

Joint Treasurer: **Sue Peacock**

Originally from Birmingham, Sue moved around the Midlands & South Yorkshire with her husband's job before finally settling in Radcliffe-on-Trent 31 years ago. After a couple of initial part-time jobs in Nottingham Sue joined the NHS in March 1989 and stayed until retirement at the end of 2008. Sue is very pleased to be a member of the Radcliffe Surgery Forum & looks forward to seeing it develop to improve the services to the local community & the Surgery.

Joint Treasurer: **Susanne Taylor**

Susanne has been a patient with the Radcliffe-on-Trent practice for over thirty years. She has two adult children & she retired from work four years ago. As Susanne's personal life & family commitments evolved, her career changed & adapted & over time she has worked in a variety of both medical & business set-

Radcliffe Surgery Forum

MEET THE COMMITTEE MEMBERS (CONTINUED)

tings. Susanne now has long term health issues, but hopes that her life & medical experiences will prove a useful tool in her role as a member of the RSF. Susanne looks forward to working as one of your representatives on this committee.

Lyn Toon

Although now retired, Lyn has been resident in Radcliffe-on-Trent since childhood. She has had rheumatoid arthritis for 8 years & she is a volunteer for the National Rheumatoid Arthritis Society- a charity aimed at helping & supporting people with disabling rheumatoid conditions. Along with the rest of the team, Lyn hopes that together they can improve services for patients in the area. Lyn is also involved with NottsLink, a local group who are committed to helping patients in the Rushcliffe area.

Emma Forster

Emma is 15yrs of age and she's in year 10 at Dayncourt School. She enjoys her swimming which she does 6 times a week. Emma became involved in the RSF to represent the teenager's perspective on healthcare and she hopes her involvement will make a difference in encouraging other young people to take greater participation in their health needs.

Declan Bowns

Declan has lived in Radcliffe-on-Trent all his life & he is also currently in Year 10 at Dayncourt School. He is a keen swimmer and

he trains & competes 4 nights a week for Nottingham Leander Swimming Club. He has represented the club in competitions all over Nottinghamshire. Declan hopes his contribution to the RSF will help improve the surgery and also the community.

Sylvia Barton

Sylvia has lived in Radcliffe-on-Trent since 2000 and retired 5 years ago. Prior to her retirement Sylvia worked for 18 years for the Nottinghamshire Social Services in a residential and day care centre for the elderly. Sylvia too is looking forward to contributing to the RSF and making a positive difference within our community.

Barbara Penistan

Originally born in Wales, Barbara has lived all over England since she was five. Barbara came to Radcliffe-on-Trent in 1961 when her first daughter was one. She was a teacher until she retired. Barbara helped to set up the Rushcliffe group which became Crossroads, now known as East Midlands Crossroads-Caring for Carers, & was a committee member for over 10 years. She was also a founder member of Radcliffe-on-Trent "Fish" scheme in 1967 & has been its Chairman for over 20 years. "Fish" runs a sitting scheme & two Day Centres for the elderly, which were originally held in the Grange, but since its renovation these have now moved to Craig Moray on Shelford Road. Barbara is really looking forward to seeing how the RSF grows & develops and benefits our village.

Call for Action!



If you have ideas, suggestions 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



Fun Quiz (With some cryptic clues)

- Name 10 famous doctors- real & fictional,
Dr. C.....
Dr. D.....
Dr. F.....
Dr. K.....
Doc. M.....
Dr. N....
Dr. S....
Dr. W.....
Dr. Z.....
Dr. W....
- Which actor played TV's Dr. Kildare?
- What is the common name for 'Epistaxis'?
- This will make you hot and it's not a glass dish!
- Feel needed? Yes grin
- 'o this ails' - foul smelling breath!
- What are the 5 bones of the
a) Hand & b) Foot called?
- What do the letters ECG stand for?
- From which flower does the drug 'digitalis' come from?
- What is the name given to the science dealing with the nature, functions and diseases of the blood?