

## PATIENT PARTICIPATION PANEL (PPP)

Current Panel members are:

Neville Machin Chairman

Pat Coleman Vice Chairman

Sally Bannayi Secretary

Jennifer Strickland, Sally Gee  
Peter Sansom and Brian Gaskin  
Madeline Stuttle

The purpose of Patient Participation is to ensure that patients are involved in decisions about the range and quality of services provided, and over time, commissioned by the practice.— In short a way that you, a patient, can have your say.

If you are interested in participating or wish to let us know about some aspect of the practice you would like to draw our attention to, you can contact us at [Devonroadppp@nhs.net](mailto:Devonroadppp@nhs.net) or call at the surgery.

The PPP AGM will be held at the surgery 1830 12<sup>th</sup> May 2014, if you are interested in standing as a panel member please drop a note to the chairman at [Devonroadppp@nhs.net](mailto:Devonroadppp@nhs.net).

## USEFUL INFORMATION

For up to date and seasonal opening hours please go to the practice website <http://www.devonroadsurgery.co.uk/> or see the surgery notice boards.

### **Surgery telephone numbers:**

01322862121, it would help if could call after 10:00am.

For test results 01322860477 after 10:00am when surgery is open.

### **Other useful telephone numbers**

Darent Valley Hospital 01322428100

Minor injuries unit 01474360816

Social Services 03000416161

Hobbs Pharmacy 01322860019

Confidential Emotional Support 24/7  
08001070160 [liveitwell.org.uk](http://liveitwell.org.uk)

Help and advice 24 hours 111

### **Transport information**

Bus service: the ARRIVA bus route 414 stops outside the surgery. For route map and time table see poster in the surgery or go to [www.arrivabus.co.uk/south-east/](http://www.arrivabus.co.uk/south-east/)

Darent Valley Hospital is serviced by the Fast Track B service from Dartford.

This is the first of a series of occasional newsletters, produced by the Patient Participation Panel (page 4) aimed at keeping you informed about the services provided at the Devon Road surgery, changes that are taking place, and useful topical information.

If there is anything that you would like us to feature in a future edition of the News Letter please let us know by dropping a note into the suggestion box in the surgery or email to [Devonroadppp@nhs.net](mailto:Devonroadppp@nhs.net)

### **DID YOU KNOW:**

- Between April 2013 and September 2013 the practice had 14701 booked appointments, 23177 incoming phone calls, took over 912 blood samples and 7627 items were dispensed on-site.
- That every time you go to A&E the practice budget is charged for the visit even if you don't see a doctor.

### **HELP DELIVER A BETTER SERVICE.**

- If you do not need your appointment tell us-someone else can use it.
- Morning telephones can be very busy so if possible phone us latter.

### **MANAGING YOUR HEALTH CARE**

The practice has recently introduced on-line services:

- Repeat prescriptions.  
and
- Online appointments.

You need to register for these services by completing a request form, ask at reception for details, or print the form off the website and return it to the surgery.

This will not happen all at once and plenty of time will be available for getting used to the new arrangements.

Appointments and obtaining repeat prescriptions will be available through existing arrangements, but we want to encourage the use of the online facilities.

**HEALTH HELP NOW****PHONE BEFORE YOU GO**

The practice is your "first call" if you think you need medical attention or advice-contact the practice first.

If the surgery is closed ring **111**.

You can also contact or go to NHS Walk-in at Northfleet 7days a week 8am-8pm Tel 03000 3000, no need to book. There is also a minor injuries unit at Gravesham Community Hospital open 7days a week 8am-8pm Tel 01474360816 no need to book.

**Save A&E for when you need it****YOUR VISIT**

When attending for an appointment make sure you wear suitable clothing that will make an examination easier e.g. for blood pressure-loose clothing around the upper arm, knee problem-loose trousers for easy access to the knee, breathing problems-loose top for access to your chest.

If you have symptoms associated with urinary problems bring a fresh urine sample in a clean bottle.

**THINKING OF YOUR HOLIDAYS?**

Travel Health advice is provided by the Nurses, this advice can be obtained by booking a telephone consultation or by making an appointment to see a nurse.

The nurse will need to ask about the reason for travel, destination, immunisation history, activities abroad and existing medical conditions before advising you of your requirements.

Some travel vaccinations are available on the NHS; others may need to be obtained at a practice or travel clinic which provides those vaccinations.

Travel advice should be obtained at least 8 weeks before travel, as vaccines need to be given well in advance.

Useful websites:

[www.fitfortravel.nhs.uk/](http://www.fitfortravel.nhs.uk/)

[www.nathnac.org](http://www.nathnac.org)

[www.masta-travel-health.com](http://www.masta-travel-health.com)

**CURRENT HEALTH ISSUES**

- The on-going shingles vaccine programme will continue to roll out during the year, as vaccine becomes available, you will be advised.
- Whooping cough: babies who are too young to start their vaccinations are at greatest risk. Pregnant women can help protect their babies by getting vaccinated against whooping cough (pertussis) when they are 28-38 weeks pregnant. Please book a telephone consultation to discuss this with your GP before making an appointment with the practice nurse for the vaccination. For further information go to the website-NHS choices.
- Antibiotics-overuse: There is growing concern about the overuse of antibiotics giving rise to resistant infections. The department of health is undertaking a campaign to ensure that antibiotics are only prescribed when they are really needed, so don't be surprised if you get a leaflet instead of a pill when you next visit with a cold or a sore throat-it's probably a virus and antibiotics won't help.

**SUPPORT GROUP NEWS****Carers.**

If you are a carer or help someone and need a bit of help or support talk to -Carers First Kent & Medway 03003031555 [www.carerfirst.org.uk](http://www.carerfirst.org.uk).

They offer advice, emotional support, advocacy, befriending, breaks for carers, benefit advice and training advice.

**Baby Clinics**

Baby clinics are held on the 1<sup>st</sup> and 3<sup>rd</sup> Monday each month at 1-3pm, there are five other "drop-in for weighing" centres in the area, ask at reception for details.

**Quit Smoking**

If you need help to quit, ask your doctor to refer you to "Smoke Kent Community Health Trust" the service is free

**Weight management**

"4 healthy weight programme" is a new free service to help people whose BMI is more than 35, for details see [4healthyweight.com](http://4healthyweight.com). To participate, you will need a referral from your doctor.