



Friends of Park Surgery

(Patients Participation Group)

Newsletter No 73

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Charity No 1011608

CQC INSPECTION RESULTS!

The surgery was recently inspected by the **Care Quality Commission** and has been graded as **GOOD** in all areas. This is a great outcome.

The staff always put in a lot of work to keep standards high and the results are now there for all to see. We are proud of all those who contribute to the services we receive, often under great pressure, and we appreciate your efforts. As well as the staff who have face to face contact with patients we must not forget those who work in the "invisible areas" - they don't come into contact with patients on a daily basis but their work is crucial to the service we receive.

Well done, everybody!



CAR PARK UPDATE

Following much discussion and concern at the number of incidents involving cars in the surgery car park it has been agreed to limit parking to blue badge holders and surgery staff. More disabled spaces have been provided and other visitors are asked to use the Jubilee Car Park, North Parade Car Park or Swan Walk. There is just no way that the current car park can be enlarged and there have been two "near misses" when people came very close to being seriously injured. If you are using the car park do make sure you don't park in the ambulance bay - an emergency ambulance is called to the surgery on most days. Our doctors need access to parking spaces to cope with making home visits and returning to the surgery without too much delay to surgery appointments. There is no perfect solution to this problem but the practice is doing the best it can to make life safer for us all.

100 Club Draw Winners 2016-17



The Draw Winners are as follows:

November 2016

Mr. J. Yarborough (£80)

Mrs. J. Waller (£30)

Mr. M. Ryan (£15)

December 2016

R.H. Nelson (£80)

J. Lucas (£30)

Mrs. Hendra (£15)

January 2017

Mrs. A.C. Elder (£80)

Mr. A.P. Divitto (£30)

Mrs. J. Griffiths (£15)

February 2017

Mr. & Mrs. Heeley (£80)

Mrs. Z. Harris (£30)

M. & Mrs. A.J. Hoadley (£15)

March 2017

Mr. & Mrs. P. Jones (£80)

Mr. & Mrs. Lucas (£30)

Mr. M.R. Richmond (£15)

*You can join the Draw for only £12 a year
Contact Tara Ledger at the surgery for more information*

END OF PHLEBOTOMY SERVICE AT PARK SURGERY

The surgery has been in discussion with the phlebotomy service at Horsham Hospital and arrangements are in hand to extend the opening times to **8am - 4pm every week day from 1 June 2017**. This is to increase capacity at the Hospital and thus enable patients who currently attend at Park Surgery to go to Horsham Hospital instead of the surgery for their blood tests.



The surgery desperately needs more clinical space for our nurse practitioners, doctors and practice nurses and we are unable to create more consulting rooms within the building. All rooms on our top floor are in use. A few years ago when we did have the option to create additional space we were denied the funding. Since then we have had to create more space for telephone handling and general administration to match the increase in workload. A practice of our size has to have a good size meeting/training room for the doctors and nurses clinical meetings and training, staff education etc. We have lobbied long and hard for more general practice capacity in Horsham, and continue to do so along with our colleagues in other practices but funding remains an issue.

We did ask the hospital to reintroduce an appointments system, but this does have a cost implication and they have been unable to fund this. The 'take a numbered ticket' system seems to work very well and means patients are seen in order of arrival. **Very few blood tests these days need the patient to fast** so there is no need for patients to have to attend early in the day or the morning - patients will be able to attend at any time during the opening hours. **We would also ask that non-working patients attend later in the day e.g. after 10 am so that the earlier time slots may be utilised by patients en route to work.**

We did not make this decision lightly and it has not been publicised until now as the hospital service was recruiting, and was not yet ready to take on more patients.

We are very sorry if this will be inconvenient for some of our other patients but we are doing our best to increase clinical capacity in the surgery and have no other options at present.

**Paula Salerno
Practice Manager**

NEW MSK (Muscular Skeletal) SERVICE AT HORSHAM HOSPITAL

Lilian Bold (see page 4) has been a patient representative to the local Muscular Skeletal Department at Horsham Hospital. Recent improvements have now been completed and the service is seeing patients in the new department. Treatment has been taking place right through the building works and our congratulations go to the clinical staff and the builders for keeping the show “on the road” throughout. £2.1m has been spent on new MSK services in Horsham and Crawley.

We are delighted to report that the Hospital League of Friends has donated £40,000-£50,000 towards new equipment.

This department offers a really good service to patients with muscle or joint problems and we are grateful to Lilian for her contribution towards this.



Helping our NHS (and ourselves)

Our local Clinical Commissioning Group is responsible for planning, monitoring and funding our health services. This includes care and treatment in hospital, in the community and with our GPs; the medicines we need to take; mental health care and support and services for people living with learning disabilities. We know that demand for health services has reached an all-time high.

Did you know...?

- 20% of patients who call the emergency GP out of hours service are asking for repeat prescriptions because they forgot to order them.
We can help by making sure we order our medication in good time
- £ millions is wasted on medication that is prescribed but not taken.
We can help by using what we need and not ordering medication we no longer take. To be safe discuss this with your doctor before making any changes.
- Missed appointments cost money and make other patients wait longer before they can see the doctor.
We can help by cancelling unwanted appointments in good time to free a space for somebody else

Let's help the NHS to help us!

Introducing Lilian Bold - a lifetime of service to health.....

Lilian Bold is a member of Park Surgery's Patient Participation Group and represents the surgery's patients on the Horsham and Mid Sussex CCG's Clinical Patient Reference Group.

Lilian was born in Horsham Hospital's Maternity Unit attended by Drs Morgan and Drew from the old Park Surgery. She grew up and went to school in Horsham, later doing her nurse training in Horsham and Redhill Hospitals. Lilian worked in Horsham Hospital (mainly in theatre and out-patients) and in the Horsham Community for 42 years. As a trade union member she has campaigned and negotiated for NHS workers and equality rights at a local and national level through many NHS reorganisations.

After leaving the NHS to care for her mother, who had had a stroke, Lilian joined several local patient carers groups and was elected to the Stewardship Group of West Sussex Local Health Involvement Network (LINKS). She jointly led on LINK's Stroke Project and was involved in the introduction of stroke rehabilitation services for people in their own homes.



Lilian says: "I have witnessed over the past decade how patient and carer voices have helped to transform stroke services for the better, with fewer young people experiencing strokes through patient and public education about prevention, lifestyle, the FAST campaign and primary stroke arterial fibrillation. Hospital services have improved with ongoing rehabilitation, reviews and life guidelines. This is known as the stroke pathway. I was inspired by my mother in campaigning and raising awareness of stroke, and taking part in national research into the condition. It has been satisfying to see at first hand the stroke service change from being a Cinderella service a decade ago into a high

performing and improving service. Many more people survive stroke and live with less disability. It is becoming more difficult to sustain these improvements and to introduce new treatments due to financial difficulties in the NHS. The current Stroke Review is looking at how to provide acute hyper stroke services across Sussex into fewer centres of excellence. It has been really difficult to represent patients' concerns and views who understandably do not want to see stroke services in their local hospital move, so they have to travel further for acute care. However the service cannot stay as it is and needs to move on to meet the demands of a growing elderly population and difficulties in recruitment and retention of skilled staff and in implementing new advancements of stroke medicine. So pooling skills and developing expertise onto fewer sites will help to continue delivering high quality service and will be the way forward."

About five years ago Lilian became a Patient Representative to the Muscular Skeletal Service (MSK) and Rheumatology Community Services looking at redesigning, commissioning and procuring, which has led to services being delivered differently and nearer to home. This in turn has led to the redevelopment and refurbishment of the therapies department at Horsham hospital as featured in the West Sussex County Times and elsewhere in this newsletter.

The Patients Participation Group at Park Surgery is very fortunate in having Lilian as a member. She is always up to date with ever increasing changes in health provision locally and nationally and is able to be an influential voice on behalf of all our patients.