

Patient Participation Group (PPG)

Newsletter Issue 1 Spring 2022

Welcome from the Chair

Welcome to the first edition of our quarterly newsletter. This issue provides a summary of the services provided by the surgery and an introduction to the role of the Social Prescriber.

The PPG currently consists of nine volunteer patients. We meet formally, with the Practice manager in attendance, at least 4 times a year. We also hold informal meetings and sub groups as required. We have 2 vacancies and are especially keen to recruit younger members and a representative from the Rock, St Minver area. Please contact the surgery if you are interested in joining us.

The PPG has three principal aims

1. To work with the Practice to improve services for patients
2. To facilitate good relations and communication between the Practice and its Patients
3. To act as a representative group to support the Practice and influence the local provision of health and social care.

About the Practice

There has been a group practice in Wadebridge since the early 1900s, and today's Health Centre was opened in 1973. The Practice aims to provide a high standard of general medical practice and was rated Good in all areas at its most recent Care Quality Commission (CQC) Inspection. It offers a wide variety of services as well as appointments including the following:

- Clinics for long term conditions; respiratory, cardio-vascular, diabetic
- General clinics: well woman and well baby
- Vaccinations and Immunisation for foreign travel.
- NHS Health checks for ages 40 – 74; this a prevention programme to reduce the chance of heart attack, strokes and some forms of dementia.
- Family planning, emergency contraception, IUCD fitting and checks
- Other services; monitorable drug testing, anti-coagulation monitoring, phlebotomy (blood testing).

The practice is part of a Primary Care network linked to the Port Isaac and Boscastle practices. This allows the surgery to extend the range of services offered albeit on a shared basis. This includes a physiotherapist, social prescriber, pharmacist, paramedic and a care co-ordinator.

Appointments may be booked by **telephoning the Practice on 01208 812222**, or online using the **NHS app** or **Patient Access**. A "telephone call-back" system is operated, which allows doctors to prioritise their patients. Receptionists are fully trained to ensure patient's requests are appropriately signposted.

Patient Group Committee

Rod Adams
John Baxter
Lyn Bendix (Chair)
Des Berriman
Patricia Brocklebank
David Girling
Jo Norton
Pamela Starling
Diane Wisdom

Doctors

at the Practice:
Dr. Max Dutson
Dr. Nick Robertson
Dr. Clare Tyler
Dr. Adrian Lee
Dr. Joanna Harris
Dr. Robert Sapsford

Opening Times

8.30am-6.00pm
Monday – Friday
(except closed for training on the last Friday of the month 1pm – 4pm)

Closed for lunch
from 1.00 – 2.00pm

Evening surgery one evening per week
6.30 – 8pm

Rock Hub
Tuesday & Thursday
9am – 12

Social Prescribing

A recent welcome addition to the providers of service for the Practice is Ben Gillespie, a “SOCIAL PRESCRIBER”. His principal function is to work with patients around their non-clinical needs. These might include issues such as debt, housing, loneliness, social isolation, bereavement and domestic abuse.

Ben will identify and signpost patients to a range of services that exist throughout Cornwall. An important part of his role is to offer practical advice and support with the aim of reducing the need for medical intervention. He believes in giving patients choice, to suit individual needs. You can find out more by referring to the NHS Personalised care website for a detailed and helpful summary of the benefits of this service. <https://www.england.nhs.uk/personalisedcare/>

The other part of Ben’s work is Community Engagement. Ben works with other stakeholders such as Volunteer Cornwall. A colleague is the Community Health Champion for North Cornwall. Ben has a close relationship with the Betjeman Centre in Wadebridge where the Wadebridge Wellness Hub has now been established. Ben is in the process of setting up new arts/crafts groups, including a sculpture workshop, and has initiated a walking group at Treraven Farm.

Ben can be contacted by three principal routes.

1. Patients can ask another health professional they are incidentally seeing (e.g. GP, Practice Nurse, Occupational therapist, Pharmacist etc.), to refer them to social prescribing.
2. Ben runs the Wadebridge Wellness Hub in the Betjeman Centre and is present every 2nd and 4th. Thursday of the month between 2-4pm. Patients of the surgery can drop in and meet with Ben to arrange a future social prescribing appointment.
3. Patients can ask at Reception at the Centre to be referred to the Social Prescriber. The reception will then send Ben all the relevant information.

The PPG will be following Ben’s work with interest and will provide updates on his work in future editions of the newsletter.



If you have access to the internet via a smartphone or tablet, please download the NHS APP so you can manage appointments, order repeat prescriptions, get health and safety advice and view your medical record securely.



eConsult is available 24 hours a day (link on website). You answer a series of questions explaining your symptoms which are then automatically forwarded to the surgery. You will receive a response by 6.30pm on the next working day.