

Patient Participation Group Newsletter.



“Receiving a text on my mobile to remind me about my appointment is a great idea”

If the surgery has a record of your mobile telephone number you will receive a text message when you make an appointment confirming the date and time of the appointment and you will also receive a reminder text shortly before the appointment is due. When asked what she thought about this service one of our Moss Lane patients said, “Receiving a text on my mobile to remind me about my appointment is a great idea. I can be a bit forgetful but the text message ensures I never miss my appointments” An added bonus for patients is the ability to cancel an appointment by simply texting back “cancel” if they are unable to attend. This in turn helps the surgery and other patients by freeing up that cancelled appointment for others to book.

If you would like to benefit from this service just let the Reception staff know your mobile number.

Number of patients failing to attend an appointment without letting the surgery know decreasing.

	May 2014	June 2014	July 2014
DNA (missed appointments)	38	35	32

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Special points of interest

- Check out the PPG website pages at www.misrabirdpractice.nhs.uk
- See page 5 for details of how to join the PPG
- Find out more about Diabetes see page 2.
- Do you need to get a Flu jab? See page 4
- The Big Chat—see back page.

South Sefton Clinical Commissioning Group

About your CCG

NHS South Sefton CCG is made up of local Doctors, nurses, Practice staff and members of the public, who are well placed to know the health needs and views of people living in the area.

SSCCG brings together 33 doctor's surgeries stretching from Hightown in the north, Bootle in the south and Melling and Lydiate to the east.

It is playing an increasing role in deciding what services its 155,500 patients need to improve their health and wellbeing. In April 2013 SSCCG became fully responsible for planning and "commissioning" many local health services, as part of the changes to the NHS.

To do this, SSCCG will work with a wide range of partners, including local people, Sefton Council, hospitals and community and voluntary organisations to make sure that health and health services in south Sefton continue to improve in the future.

For more information go to www.southseftonccg.org.uk

SSCCG NEWS

The Big Chat (see back page)

An event focusing on Diabetes

Find out more about the causes, treatment and latest research into diabetes from the expert team at Aintree University Hospital's Diabetes Centre

This event takes place on Thursday 4th September 2014 from 2pm and is open to anyone with an interest in diabetes—including patients, friends, families, carers, staff and members of the public.

The venue is the Clinical Sciences Centre at Aintree University Hospital, Lower Lane, Liverpool, L9 7AL

Everyone is welcome!

For further information or to book a place, please contact Mike Tomkins, Communications Team on 0151 529 4705 or email michael.tomkins@aintree.nhs.uk

People with learning disabilities talk about health

A new report focuses on the health experiences of Sefton residents with learning disabilities.

Last year the CCG funded a project with local organisation, People First. This trained people with learning disabilities to become 'health champions' about a range of topics to promote good health and wellbeing.

The champions then led nine 'Health First' roadshows where they encouraged others to get healthy. Healthwatch Sefton went along to ask those with learning disabilities what their experience of current health services was like, with some interesting results.

Whilst a quarter of those surveyed reported positive experiences, just under said there needed to be improvements.

They also suggested some changes for GP practices, dentists and hospitals. This included longer appointments, training for health staff, ensuring 'easy read' leaflets are available and better wheelchair access to buildings.

The report is being shared with local health services for them to consider. The CCG is organising training for GP practice staff as a result of the comments and it will also be considering some of the other suggestions made by local people with learning disabilities.

If you would like a copy of the report call Healthwatch Sefton on 0151 920 0726 (extension 240) or download it from www.healthwatchsefton.co.uk/experience-reports



Get information about your surgery on-line

Your surgery website

The surgery's website, aims to provide patients with a convenient way of finding out practice news and information 24 hours a day, seven days a week.

On the site www.misrabirdpractice.nhs.uk you will find details of surgery opening times and all the services the surgery provides.

You will also find news of Health promotions and, under the USEFUL INFORMATION tab, you can get details of other service providers such as the local Walk In Centre and NHS England.

The Patient Participation Group also have their own pages on the site where you will find information on what we do and how you can join the group. You will also be able to read minutes of our meetings, our annual reports and see results of Patient Surveys PPG have asked the surgery to undertake.

Seasonal Influenza

Flu is an infectious and common viral illness spread by coughs and sneezes.

It's not the same as the [common cold](#). Flu is caused by a different group of viruses. Symptoms tend to be more severe and last longer.

You can catch flu – short for influenza – all year round, but it is especially common in winter, which is why it is also known as "seasonal flu".

Flu causes a sudden high temperature, headache and general aches and pains, tiredness and a sore throat. You can also lose your appetite, feel nauseous and have a cough.

Flu symptoms can make you feel so exhausted and unwell that you have to stay in bed and rest until you feel better

Elderly people and anyone with certain long-term medical conditions are more likely to have a bad case of flu, and are also more likely to develop a serious complication such as a [chest infection](#).

In the UK, about 600 people a year die from a complication of seasonal flu. This rises to around 13,000 during an epidemic.

Free Flu vaccinations

A flu vaccine is available free on the NHS for:

- pregnant women
- children aged two to four
- children aged 6 months to 18 with a long-term health condition
- adults aged 65 or older
- people with a serious medical condition
- healthcare workers or carers
- people living in a residential or nursing home



Can the vaccine give me Flu?

Despite popular belief, the flu vaccine cannot give you flu as it doesn't contain the active virus needed to do this.

When should I get my vaccination?

Vaccinations are usually given during October each year and if you are aged 65 and over NHS England will write to you asking you to make an appointment with your GP. Nearer the time you will notice posters in the surgery to remind you.

The surgery will write to those of our patients who are under 65 and need the vaccination for other health reasons as listed above.

(see also page 5 for news of other important vaccinations)

PATIENT PARTICIPATION

Are you interested in finding out more about your GP Practice and would you like to contribute your ideas on the development of our services?

Our PPG consists of members of the Practice staff and a number of patients interested in how they might be improved.

We meet about every three months or you can participate on line (as a “virtual” member) if meetings aren’t your thing and we will be pleased to get your views via email.

We have our own pages on the Practice website and publish meeting minutes along with details of any plans/changes that we are considering.

If you are interested in joining or would like more details please ask our Reception staff who can let you have an application form and/or arrange to send you further information.



Don't like meetings? Then consider joining PPG as a “Virtual” member.

Other vaccinations

Pneumococcal infections

are caused by the bacterium *Streptococcus pneumoniae* and can lead to [pneumonia](#), septicaemia (a kind of [blood poisoning](#)) and [meningitis](#). For those patients 65 and over we will also offer the Pneumococcal vaccine which will usually be given at the same time as the Flu vaccine. Those of you 65 and over will only need the Pneumococcal vaccination once as it protects for life. Many of our over 65's will already have been vaccinated but if you are not sure if you have had the Pneumococcal jab just ask the Practice nurse when you come for your Flu jab.

Shingles

This year we will be offering a Shingles vaccination to those of our patients aged 70, 78 and 79. Unlike the flu jab, you'll only need to have the vaccination once. The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to

have the disease, your symptoms may be milder and the illness shorter.

[Shingles](#) can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. And shingles is fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.



BIG CHAT

NOVEMBER
2014

SSCCG “BIG CHAT”

In summer 2012, South Sefton Clinical Commissioning Group (SSCCG) invited people to come along to its first ‘Big Chat’ event to find out more about the changes to their local NHS. Sefton Council and Sefton LINK (the Local Involvement Network representing patients) joined forces with SSCCG at the event, to talk about the greater role they will soon play in working for better health and health services. Over 100 people came to the Big Chat and had the opportunity to give their views about plans to make South Sefton a healthier place to be for everyone who lives there.

What People Said At The Big Chat

Of those who attended.....

- Over three quarters felt the event gave them a good understanding of what the changes to the NHS would mean to South Sefton
- Over two thirds agreed with what SSCCG is aiming to do.

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