

Falkland PPG Newsletter



Spring 2024

Welcome to the latest Patient Participation Group (PPG) newsletter, for Falkland Surgery

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Falkland On-line

Don't forget that the surgery has its own Facebook page where you can get up-to-date information as well as post your own comments

And there's also the website of course:

www.falklandsurgery.co.uk/

Digital Access

There is a push, both nationally and locally, to get more people dealing with the surgery digitally, through their computer, tablet or smartphone. As well as often being more convenient for the patient, it is much more efficient, so frees up staff to deal directly with patients where it matters most.

Of course, communicating with the surgery online doesn't suit everybody, and around 6% of homes have no internet access. So, it is still important that people can phone, or pop in to, the surgery if that suits them better. However, about three in ten of Falkland patients don't currently use online services, who could. For some, that is a choice. For others it's down to not having the confidence or knowledge.

The Patient Participation Group (PPG) would like to know what help people would like to access online services. For instance, would it be better to watch a Youtube video, read an information leaflet or come into the surgery, sit down next to someone and work through it step by step?

We hope we'll have a few minutes available at the Open Evening to explore this further.

PPG Volunteers

We are always looking for volunteers to join the Falkland Surgery Patient Participation Group (PPG) which acts as the voice of the patients by feeding people's views to the doctors and managers and passing on information. If you'd like to receive emails from the PPG, or join the committee, please email: falklandppg@gmail.com

Health Hubs — Are they the future for GP services?

GP practices are to be part of 'health hubs' that bring together health, community and voluntary services to better meet people's needs, under plans drawn up by local health leaders.

The proposals are part of a new Primary Care Strategy which has just been agreed. The strategy has been drawn up by the health leadership (the ICB*) in the area that covers West Berkshire but also stretches as far as Buckinghamshire, Oxfordshire, Reading and Wokingham (BOB*).

There are three main priorities:

- to ensure people get the right care, first time, more people will be encouraged to use an electronic form (in our case 'e-consult') to contact the surgery. They will then be triaged to see the most appropriate health professional, not necessarily a GP
- the second priority is the idea of health hubs. This is for more complex cases, when you have a number of different things wrong, that may be long lasting. Having an 'Integrated Neighbourhood Team' means you could be directed not just to a GP, physio or mental health specialist, but to other services like housing, benefits or to help to get active or lose weight.
- the third priority is to prevent people getting ill in the first place. To start with, this will focus on heart health. Teams will go out into the community to identify and help people who need it most.

The thinking behind these plans is quite general at this stage, and different ways of achieving them are due to be piloted first. However, the ICB has said they want to include patients and the public in developing the plans, so you should get the chance to have your say.

Primary care = called 'primary care' because GPs, dentists and others are usually the first, or primary, port of call for your health

ICB = Integrated Care Board. The body responsible for health strategy across BOB.

BOB = Buckinghamshire, Oxfordshire and Berkshire West

Berkshire West = the area covered by the local authorities of West Berkshire, Reading and Wokingham

Greenham Common Park Run 27th April 2024

Falkland Surgery hosted its second Parkrun on a bitterly cold Saturday morning in April. Along with Practice Staff and their families, some of the PPG Committee also volunteered to assist as Marshalls.

On arrival the Marshalls were given pink tabards, and first aid kits, then directed to their marshalling points. It was amazing to see how many people were taking part. It was also very rewarding and so many of the runners thanked the marshalls as they went past.

Parkrun is a free, weekly 5k event held every Saturday at various venues throughout the UK. It's organized by local volunteer teams, and participants can run, walk, jog, volunteer to help or spectate and offer encouragement to the participants.

The Falkland Surgery is officially a 'Parkrun Practice. It aims to help improve the health and well-being of its staff and patients.

Surgery Open Evening

The next Surgery Open Evening will be on **Monday 15 July at 7:00 pm**, an informal meeting in the Surgery Waiting Room with the opportunity to meet staff and ask questions.

As on previous occasions our Practice Manager, Mark Betkowski will be present to update us on what's been happening at the surgery, together with one of our GP's who will talk on a topic of medical interest.

This time it will be Dr. Angus Tallini who will speak about Mental Health, a topic of considerable concern at the moment and one that touches many lives.

Tea and coffee will be available, and there will be a raffle.

If you are able to attend it would be helpful if you can e-mail us at:

falklandppg@gmail.com so that we can manage numbers.