



# Lime Tree Surgery

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## ***PPG NEWSLETTER (Autumn 2016)***

**Welcome** to Lime Tree Surgery's first Patient Participation Group newsletter. The PPG was formed in July 2016; amongst its aims is to advise the Practice on patient perspective, encourage patients to take greater responsibility for their own health and organise health promotion events. More information, meeting dates, events etc. can be found on the board in reception.

The following were elected to lead the Group:

- Ionie Willis – Chair
- Zahoor Bukhari – Vice Chair
- Sue Kofi – Secretary
- Simon Young – Treasurer
- Stephen Daws – Head of Fundraising

Anyone who is a patient of Lime Tree Surgery can attend meetings. Your comments, suggestions, questions and feedback are also welcome! You can email us at [limetreesurgeryppg@outlook.com](mailto:limetreesurgeryppg@outlook.com) or leave a note in the suggestion box on the reception desk. Hope to see you soon!

### **Macmillan World's Biggest Coffee Morning at Lime Tree Surgery!**

**Friday 30<sup>th</sup> September 10-11.30am**

This is Macmillan's biggest fundraising event for people facing cancer. We ask people all over the UK to host their own Coffee Mornings and donations on the day are made to Macmillan. Last year alone we raised £25 million and this year we are aiming to raise even more.

Lime Tree Surgery will be asking for donations for tea, coffee and cake on the day, **so please pop in – we'd love to see you!**

*How can you help? Do you bake? Would you like to donate a home-baked cake?*

Please contact Sharon Scarff at Lime Tree Surgery for more info

The PPG will be active at the Surgery over the coming months. Look out for us doing ad-hoc surveying of patients in the waiting area. We also plan to hold an event to fundraise for Breast Cancer research on 21st October, an info stand for Diabetes UK and we hope to have a 'meet your local Pharmacist' event in the near future.

**The PPG is hoping to raise money to buy a potentially life-saving Defibrillator machine for the Surgery.**

**Can you help? Please do contact us!**

## GP APPOINTMENTS

Please help Lime Tree to provide an efficient and cost-effective service by attending any appointments you have booked.

**There are on average 80 missed appointments per month.**

Not attending:

- Costs the Surgery in both time and money
- Is unfair to other patients who may need the GP
- Wastes the GP's time.

The PPG will be monitoring *Do Not Attends* (DNA's) and will be contacting those who persist in missing booked appointments.

## **Meet the Lime Tree Surgery PPG Team!**

### Vice-Chair: Zahoor Bukari

I have been registered with Lime Tree Surgery over 10 years. I have seen the changes in the way the patients are getting consultation from their GP's including difficulties in getting appointments, and a reduced consultation time (10 minutes). There is also the problem of patients not attending their appointments.

I chose to join PPG for precisely those reasons and to work together with the GP's and Surgery staff to help and find the ways to contribute by listening and by raising voices to get the attention, help and solutions from Waltham Forests' Clinical Commission Group (CCG).

I am an active member of Diabetes UK, offering my services as Community Champion. I feel I can make PPG more effective by helping patients and GP's to find the ways to deal with present problems. By being Vice-Chair to our Chairperson, I am assisting her when she needs me.

## **Healthwatch Waltham Forest Annual Conference**

**Wednesday 5th October, 2.30pm-7.30pm**

Healthwatch Waltham Forest is holding its annual conference *The Power of People* on **Wednesday 5th October** from 2:30-7:30pm in the Mallinson Suite at Waltham Forest College.

The theme of the event is public involvement. It is aimed at professionals, voluntary sector and individuals who work, volunteer or provide public involvement in the borough.

This event will showcase how Waltham Forest have involved the public in key health and social care decision making, and how volunteers have contributed to local improvements.

You will hear from national and local speakers to share best practice and you don't have to be from a Health & Social Care background to attend.

### **PHARMACY FIRST** is a FREE\*

NHS service where your local qualified pharmacist can treat and prescribe for minor ailments including:

**Skin conditions** (mild eczema, bites, stings, sunburn, nappy rash, acne)

**Minor injuries** (Sprains, strains, bruises, minor cuts and burns, headache, toothache)

#### **Bowel and stomach upset**

(Constipation, diarrhoea, dyspepsia, indigestion, piles)

**Women's health** (cystitis, period pain, thrush)

**Other common illnesses** (Sore throat, earache, cold sores, head lice, scabies)

**All local pharmacies have a consultation room for your privacy.**

*Please consider seeing your local pharmacist for assistance with the above ailments, instead of your GP.*

\*Consultation is free but if you do not qualify for free prescriptions, you will have to pay the usual cost for them.