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# Patient Participation Group

Newsletter April 2019



Grosvenor  
St James  
MEDICAL PRACTICE

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## Practice News

### **Daniel Fisher — Clinical Pharmacist**

Daniel works part time at our surgery on Mondays, Tuesday mornings and Friday afternoons as a Clinical Pharmacist and will be contacting and seeing patients with regards to their medication.

### **Lucy Mitchell — Practice Nurse**

Lucy starts her Practice Nurse training with us in April 2019, she has a background of working as part of a District Nursing team, we look forward to her being fully trained and part of the team over the coming months.

### **Pennie Court — Health Care Assistant**

Pennie has a background of being a Health Care Assistant and Clerical worker within a private school environment, she began her training in March 2019 and we welcome her to our Health Care Assistant team.

## Hayfever Season



Hayfever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

In the first instance speak to your pharmacist if you have hayfever. They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help with:

- itchy and watery eyes and sneezing
- a blocked nose

See your GP if your symptoms are getting worse or they don't improve after taking medicines from the pharmacy

## Update on Stroke Units in East Kent

The Stroke Joint Committee of CCGs has now reached unanimous agreement on the future of emergency services in Kent & Medway and has now decided to implement the preferred option to establish hyper-acute stroke units at William Harvey Hospital (Ashford), Darent Valley Hospital (Dartford) and Maidstone Hospital. This is disappointing to us at GSJMP but comes after a five-year review of urgent stroke services in Kent & Medway. These new units will make it possible to offer specialist stroke care around the clock every day of the year. This will reduce disability and is expected to save around 25 lives per year in Kent & Medway. Issues concerning transport are being addressed and plans are being put in place to ensure that rehabilitation and support services are closer to home and better planned. The new stroke services in Maidstone and Darent Valley Hospitals are expected to begin in about a year and William Harvey Hospital in Spring of 2021.

## NHS Long Term Plan

Health and Care Workers have come together to develop a long term plan to make the NHS fit for the future and to get the most value for patients out of every pound of tax-payers investment.

The plan has been drawn up by those who know the NHS best by taking into account a wide range of views from 200 events, 2,500 submissions from individuals and groups representing the opinions and interests of 3.5 million people.

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The document details plans for future care for many major disease areas and it is hoped to cover these further in this and future issues of this newsletter. The first area is Plans for Cancer Treatment.

### **Plans for Cancer treatment.**

Cancer survival is the highest its ever been and thousands more people now survive cancer every year. Despite this progress, one of the biggest actions the NHS can take to improve survival chances is to diagnose it earlier. Patients diagnosed early, at stages 1 and 2 have the best chances of curative treatment and long-term survival.

Planned Milestones for Cancer treatment in NHS Long-term plan include:

- From 2019 we will start up new Rapid Response Diagnostic Centres across the country
- In 2020 a further diagnosis standard for Cancer is to be introduced with patients receiving a diagnosis within 28 days.
- By 2020 HPV primary cervical cancer to be in place across England
- By 2021 where appropriate all patients diagnosed with cancer will have access to personalised care, a care plan and well-being support
- By 2022 the lung health check will be extended
- By 2028 the NHS will diagnose 75 percent of cancers at stage 1 or 2

## **Patient Access, GP Online Services & Other Digital Aspects of NHS Services**



### **What is Patient Access?**

With people leading busier lives, it can be difficult to find time to do everyday activities such as book doctor's appointments and keep a record of your everyday health. However, it's still important to put your health first. With recent developments in Patient Access, this just got much more convenient.

All you need to do to get started is to come into the surgery reception with some photo ID. The receptionist will then print off a registration PIN letter and a web address (<https://www.patientaccess.com>) and then you are ready to go ahead and register.

Patient Access will allow you to:

- book and cancel appointments
- order repeat prescriptions
- have access to part of your medical records
- track your health

### **GP Online Services, NHS Website and other digital developments**

Digital technology has the power to change the relationship between patients and their GP practice, just as it has changed our relationships in other walks of life, such as managing finances or shopping.

Online services are being offered in addition to the traditional telephone and face-to-face means of interacting with a GP practice. Patients may choose the route they prefer. Many patients with disabilities find using online services easier and more convenient than calling or visiting the practice. A patient's carer can also have access and help them with their care. Services are available 24/7 and not just when the practice is open.

More information can also be found on the following website: [www.NHS.uk/gponlineservices](http://www.NHS.uk/gponlineservices)

For those who may struggle or are uncomfortable with using a computer or smartphone - or technology in general there are learning sessions freely available from organisations such as:

- Good Things Foundation
- Barclays Digital Eagles (open to non-account holders)
- Age UK
- Public Libraries

**The PPG offer support to the Practice and its patients giving constructive advice on matters relating to the surgery and local NHS issues. If you would like to be more involved with your PPG please email them on: [grosvenor.ppg@nhs.net](mailto:grosvenor.ppg@nhs.net).**