

Hello and welcome to our Spring newsletter. In this edition we have an update about the Patient Participation Group, Patient Survey results, Prescription charge changes and the measles outbreak.



MEASLES

Measles is a potentially fatal illness that can cause a range of symptoms, including ear infections, diarrhoea, bronchitis, convulsions (fits) and brain damage.

TO PROTECT AGAINST MEASLES 2 VACCINATIONS ARE REQUIRED.

IS YOUR CHILD VACCINATED?

AS YOU ARE PROBABLY AWARE THERE IS AN OUTBREAK OF MEASLES IN WALES AT THE PRESENT TIME. IF YOU ARE UNSURE IF YOUR CHILD HAS RECEIVED THE RIGHT AMOUNT OF VACCINATIONS PLEASE DON'T HESITATE TO ENQUIRE.

NHS Prescription charges - April 2013

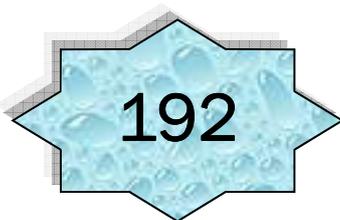


The NHS prescription charge in England has risen by 20p from £7.65 to **£7.85** for each quantity of a drug or appliance.

The cost of a prescription prepayment certificate (PPC) will remain at £29.10 for a 3 month certificate. The cost of the annual certificate will remain at £104. PPCs offer savings for those needing 4 or more items in 3 months or 14 or more items in one year. In England, around 90 per cent of prescription items are dispensed free.

Missed Appointments

In March 2013 **192** appointments were missed with GPs and Nurses at this practice. This amounted to **45** hours of time wasted. These could have been given to other patients. Please let us know if you are unable to keep your appointment so that we can give it to someone else. Please phone the surgery **01623 649528**



Appointment Text Reminders



Do we have your mobile number??

If you do not wish to received text appointment reminders please inform us.



Millview Surgery

PATIENT PARTICIPATION REPORT



The results from our patient participation report are now available to view online at

www.millviewsurgery.co.uk

ORDER YOUR REPEAT PRESCRIPTIONS ONLINE AT:

www.millviewsurgery.co.uk

Please allow 48 hours for repeat prescriptions

Millview Patient Participation Group

Latest News from Your Patient Group



The Committee of Millview's Patient Participation Group (PPG) last met on 16th April, one of the minimum of ten meetings that are held throughout each year. The business for the most recent meetings has concentrated on necessary administration work, and the April meeting did not differ. The Committee re-elected the current officers, unanimously, to lead the PPG for the next twelve months. The PPG Officers are:-

Chris Altoft - Chair

Emma Dove - Vice-chair

Julie Williams - Honorary Secretary

All officer positions are held by patient members of the Committee, as is the requirement of the Terms of Reference which are used to guide the Group in its commitments.

March saw the PPG become a member of the National Association of Patient Participation Groups (NAPP). We will now benefit by receiving on going information to help our PPG develop and grow as we continue the

work which was started in June 2011.

More recently, patient participation groups have been referred to as "Patient Representative Groups". Millview PPG decided to remain as a PPG but the Committee take seriously the words "patient representative". The Committee aims to represent the views of all patients at Millview, your views. The PPG is the bridge between the doctors and staff and eight thousand plus patients registered, and our work is constantly based on improving services for patients, not only within the walls of the Surgery but in the wider community.

The survey conducted earlier this year, the report on the results and the action plan which will take us forward are all now available to read on the Surgery website. One of the aims for the Committee is to find new people to join the PPG. The Committee, for the size of the Surgery, is under-sized with just six patient members. It is vital for the Committee to truly represent the patients across the range. The PPG needs more people to join the Committee. At present, the Committee's age range is between early forties to mid eighties. There is an obvious gap in the under forties and while we understand that much time for people in the under forties is taken up with young families and work,

it is also important to know that the needs and views for that group is represented by the PPG. We are also lacking in male members and yet, in the age range of registered patients from zero to sixty-five, men have a slight majority. The Committee comprises of both male and female representatives, retired, working and disabled people. However, we need to be representing all of the communities within the registered patients at Millview but, unfortunately, we find ourselves lacking in this area. We can only be a true Patients' Representative Group if there are people from all parts of the communities and age groups registered at Millview.

The NHS is now in a new era. Eleven years ago saw the first Primary Care Trusts (PCT) established in the UK. The PCTs have been responsible for making services available via our general practitioners. At the start of April, it all changed and now the PCTs have gone and Clinical Commissioning Groups are now responsible for engaging services. The process has now become closer, with GP representatives from each practice on the committees which make the decisions. This makes the role of the Millview PPG even more critical in representing patients' views and working alongside the Surgery so that the right services are employed within the community.

If you would like to join the Millview Patient Participation Group, please email Julie Williams on millviewppg@gmail.com or ask for a registration form at reception.