



Volume 2. Number 2 Spring 2016

The Village Surgery

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Wolstanton
Newcastle-under-Lyme
Staffs
ST50ET

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www.thevillagesurgery.co.uk

Doctors:

Dr S. T. Manian
Dr M. Arora
Dr F. Shaheen

Surgery Hours

Monday Tuesday Wednesday Friday 8am—6pm.
Thursday 8am—1pm.

Out of Hours: 01782 626172

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PPG Mission Statement

I was going to be a
Doctor,
But my handwriting was too
good.

Happy Retirement Janet!

On June 29th Janet Wright is stepping down from her post as Practice Manager to enjoy a well earned retirement. Janet has worked at The Village Surgery since December 1982, nearly 34 years ago. She started off as a secretary and shorthand typist but then moved with the times and was appointed as Practice Manager succeeding Mavis Moore.

I interviewed Janet about her job back in July 2014 and I reproduce below the smiling photograph of her we published then. She hasn't changed!



Janet has brought the bubbly, energetic enthusiasm of her character and her indomitable optimism to this demanding post. As she said in 2014, there have been countless changes which she has always regarded as a challenge. Yet it is the patients for whom she has worked and her colleagues who have been more important to her than 'the system'.

In her work she has been efficient and flexible. She has helped to manage the move from paper records to the practice now using electronic records on the new web based system. Through it all she has continued to be patient, compassionate and to smile. As she said 'The job requires 'a big dose of common sense and an equally big sense of humour'. 'It's crazy but I love it'.

Janet will no doubt miss the regular contact with patients and staff. She certainly sees herself at the hub of the Village Practice community. However, she has every intention of staying active. She will be a member of her own GP practice's PPG. She wishes to continue her work as a volunteer at North Staffs Carers Association helping to provide a wellbeing service for carers. She will also continue with her own work in Complimentary Therapies as a Reiki teacher / practitioner and in running her own Meditation group.

Thank you Janet for your service to the Village Surgery and we wish you a long and happy retirement. Keep smiling!

Practice Open Day

In February this year the Village Practice held an Open Day for its patients. The intention was to pass on as much current useful information to do generally with health. Members of the practice's PPG manned the display stall for the day and tried to direct patients to relevant leaflets or information relevant to their situation. The list of organisations for which leaflets or handouts were available was long but included:

Day Care Centres and Services
North Staffs Carers' Association
Residents Association
University of the Third Age
Age UK
Breast Bowell and Cervical Cancer
Smoking Cessation
Alternatives to A & E
Patient Participation Group
Patient Locality Group
Electronic Prescribing.

How well do you know your NHS? Here are ten acronyms seen within the NHS organisation.



- | | |
|---------|-------------------|
| 1. CCG | 6. PBC |
| 2. PALS | 7. PFI |
| 3. CQC | 8. HC Contracting |
| 4. DPA | 9. GMS |
| 5. FOI | 10. PPG |

Answers on Page 4

In this issue there is further information about Age UK on 3. The newsletter will carry items on other topics

The Haywood Walk –In Centre

What do we do?

The Haywood Walk-in Centre is a nurse-led service which offers convenient access to a wide range of minor injury / minor ailment services. The department is open every day and no appointment is necessary.

What do we offer you?

A wide range of conditions can be treated including :

- Wounds
- Cuts and grazes
- Rashes
- Ear infections
- Sprains and strains
- Suspected fractures
- Bites and stings
- Minor head injuries
- Minor burns
- Foreign bodies in the eye.



[Haywood Hospital,](#)
High Lane,
Burslem,
Stoke-On-Trent,
Staffordshire
ST6 7AG

Telephone: 01782 673500

Go to
The Haywood
Drop – in Centre

Opening hours of **7am-10pm Monday to Friday** and **9am-10pm at weekends**. Bank Holidays 9am—10pm.

Vaccines for special groups

There are some vaccines that aren't routinely available to everyone on the NHS, but that are available for people who fall into certain risk groups, such as vaccines for pregnant women, people with long-term health conditions, and healthcare workers. See your GP if you think you are eligible.

Additional vaccines for special groups include:

Flu jab for pregnant women

Whooping cough vaccine for pregnant women

Flu vaccine for people with long-term health conditions

Hepatitis B vaccination

Men ACWY for first-time university entrants

Shingles for 70yr old and 78/79 (Not in between though).

Pneumococcal for over 60s and those at risk.

Electronic Prescription Service

Prescriptions from The Village Surgery can be repeated electronically now. Patients who sign up will not have to make an appointment with their GP nor physically bring in the form for a repeat prescription. Patients register with the pharmacy of their choice (e.g. near to home) and give them the name of the GP surgery. The pharmacy will contact the surgery who will sign and send the prescription to the pharmacy to dispense. If there is no change in the patient's circumstances or condition repeat prescriptions will then be done automatically on the requested date.



4 Merrial Street
Mon-Wed 9.30am-1pm (drop in)
Thurs- Appointments only
info@ageuknorthstaffs.org.uk

01782 286209

Age UK is the country's largest charity dedicated to helping everyone make the most of later life.

The over-60s is the fastest-growing group in society and there are more of us than ever before.

Ageing is not an illness, but it can be challenging. At Age UK we provide services and support at a national and local level to inspire, enable and support older people. Services include advice on later life such as home, care, money, independence, combating loneliness, benefits, wellbeing and staying healthy.

Age UK stands up and speaks for all those who have reached later life, and also protects the long-term interests of future generations.

How will the Proposed extended Out of Hour Service work for You?

"This service is planned to run alongside the present A and E, 111, Walk in services. This will roll out nationally and be accessible at a local level. This means that the great majority of patients should not have far to travel after their own surgery has closed for the day/weekend.

The Clinical Commissioning Group Localities are working with practices to create "HUBS" (groups of practices) which will be based throughout the community to provide out of hours services for patients.

The practice and the PPG will keep patients informed of updates and developments as soon as they come up.

If you have any queries or concerns, please do not hesitate to ask Reception who will put you in touch with a group member or a member of the practice to help you"

(Many thanks to Leo Clare for her report from the PPG locality meeting. Ed)

PATIENT PARTICIPATION GROUP: MISSION STATEMENT

The Patient Participation Group (PPG) represents the voice of the patients of The Village Surgery practice and is a group of voluntary patients who are all interested in our practice and the patients registered here.

The Group acts as a representative group that can be called on to influence the local provision of health and social care.

We are: Always happy to talk to patients who are interested in joining our Group either in meetings or as a virtual member.

We do: Have regular meetings in the practice with the practice team.

We will: Strive to offer support and help wherever we can especially through the website and Newsletter



Key to NHS Acronyms



1. CCG Clinical Commissioning Group
2. PALS Patient Advice and Liaison Service
3. CQC Care Quality Commission
4. DPA Data Protection Act
5. FOI Freedom of Information
6. PBC Practice Based Commissioning
7. PFI Private Finance Initiative
8. HC Contracting Health Care Con-
tracting
9. GMS General Medical Services

Next Meeting of PPG: July 25th 2016

If you wish to join the PPG please register your intention to join the PPG with the Practice Manager at least one week before the meeting. You would be more than welcome.