

The CSPPG Newsletter

Issue Spring 2017

Contacts

Surgery 01453 843893

Dispensary 01453 844748

Out of Hours 111

Or www.culverhaysurgery.com



Surgery Opening Times

Mon	8:00am – 8:00pm
Tues	8:00am – 6:00pm
Weds	8:00am – 1:00pm
Thurs	8:00am – 6:00pm
Friday	8:00am – 6:00pm
Weekend	Closed



Welcome

to the very first newsletter from the Culverhay Surgery Patient Participation Group (CSPPG), and I suppose I should start by explaining who we are and what we do.

Like all PPGs our group is made up of volunteer (patients), our practice Manager Caroline Pearmain, our IT Manager Kay Herniman, and often a GP partner from the practice (me). We meet monthly to discuss issues affecting the practice, and to come up with improvements that can be made in the way the surgery works – for everyone's benefit.

The CSPPG has now been running for 3 years and has already had an impact, most notably raising awareness of our online services like repeat prescribing and appointment booking. Since the PPG volunteers took turns in sitting in the waiting room with their iPads, online registration has risen from 1 in 25 patients, to 1 in 4. These services are limited at the moment but are very much the future and, with PPG support, we hope you will one day be able to do far more online, including accessing your records and seeing results of blood tests, X-ray and other investigations.

This is just one fast changing area and we need patient input for lots of other projects too, not least an exciting planned redevelopment of the waiting area, dispensary and treatment rooms – the names on the doors may be ours, but Culverhay is your surgery too.

We are very proud of the service we offer, but are all too aware that there is always room for improvement. We are in this together and are keen to canvass your opinion and support, so if you would like to get involved with the CSPPG please let reception know and we will be in touch.

Dr Mark Porter

What is the Culverhay Surgery Patient Participation Group (CSPPG)?

We are patients registered at the Culverhay Surgery who are interested in finding out more about our practice and the development of health services in our area and County. We should remember that although our prime area for major health care is centred in Gloucester and Cheltenham, supplemented by The Vale Centre, Dursley, and Stroud Hospital, referrals are also made to South Gloucestershire and Bristol's facilities.

Objectives:

Be a "Patients' voice", promoting a Patient-led culture

To promote better healthcare and treatment.

Assist the Practice in further improving the service it offers.

Develop CSPPG's influence through "Good practice"

The CSPPG was formed three years ago, currently comprising 15 active Members and is actively seeking additional patients to further extend its membership, especially to younger people and those with young families, but all ages, gender and background are welcome!

Meetings are held monthly, usually on the third Tuesday, at 18:45 hrs at the surgery from where application forms may be obtained. Members are issued with full Terms of Reference and will be asked to sign a Confidentiality Agreement.

So far, successes have been in encouraging patients to book appointments online at a time convenient for them with a GP of their choice; repeat prescriptions can also be ordered online. Both save time by avoiding the need for a visit or phone call.

Michael Sykes (Chairman)

Minutes of past Monthly Meetings can be seen online at www.culverhaysurgery.com

Introducing Our Village Agent

The Village & Community Agent Scheme



My name is Jane Creed and I am the new Village Agent covering Wotton Under Edge, Kingswood, Dursley and all the villages in between. I have been in post since the 16th of January and I am really enjoying finding out about the lovely town of Wotton and the surrounding area.

The Village and Community Agent Scheme was set up in 2007 to provide an information service throughout Gloucestershire for people over the age of 50, reconnecting people with their communities and bridging the gaps between the statutory and voluntary agencies.

We all need a little help sometimes and it is my job to provide the information you need to stay happy, healthy and living independently in your community. You can ask me about anything and I will try and help. I might know the answer myself or, if I don't, I will find out who can help you. The Village Agent service is there to support you or a family member when you need it. So - if you are feeling a little lonely and would like to get out and about again; if you are a little unsteady and need some grab rails; if you would like to check that you are receiving the correct pension; if you need some help at home to clean, get yourself washed and dressed or prepare meals - please get in touch. These are just some examples of the things I may be able to help you with.

This is what some people who have used the service said:

- They are always so helpful
- Any worries I have I know that the Village Agent will be able to sort them out.
- We have found the service really excellent.
- It seems to go above and beyond our expectations.
- The Village Agent was pivotal to finding the services we needed to remain independent.

You can contact me on my mobile phone: 07798 837 582 or by email janec@villageagent.grcc.org.uk.

Introducing Active Gloucestershire

Do You Want to Get Active?



Hi my name is Sarah Haden and I work for Active Gloucestershire.

Active Gloucestershire is a charity whose vision is that "everyone in Gloucestershire is active every day"

We unite organisations and people around this vision and enable them to make it a reality.

We define physical activity in its broadest sense as any activity involving body movement that uses energy and produces a benefit. Our interest spans all ages from early-years provision to the elderly, and all activities from dog walking to competitive sport at the highest level.

We are absolutely committed to an inclusive approach; ensuring that everyone, regardless of their background or situation, has the chance to be active and/or play sport in the way that is right for them.

Our aim is to help everyone in the county get active.

Do you want to know more?

Then visit: www.activegloucestershire.org



Doctors' Surgeries

Monday	9:00am – 11:00am	&	4:30 – 6:00pm
Tuesday	9:00am – 11:00am	&	4:30 – 6:00pm
Wed	9:00am – 11:00am		
Thursday	9:00am – 11:00am	&	4:30 – 6:00pm
Friday	9:00am – 11:00am	&	4:30 – 6:00pm
Weekend	Closed		

Nurses' Surgeries

Monday	8:30am – 1:00pm	&	1:30pm – 7:30pm
Tuesday	8:30am – 12:45pm	&	3:30pm – 5:15pm
Wed	8:30am – 12:00pm		
Thursday	8:30am – 1:00pm	&	1:30pm – 5:15pm
Friday	8:30am – 12:00pm	&	1:30pm – 2:00pm
Weekend	Closed		

The dispensary is open Monday to Friday between 09:00 - 13:00 and 15:00 - 18:00 **with the exception of Wednesday** when it is closed from 13:00 onwards