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| **The Ridgeway Surgery** |
| **Newsletter** |
| August 2023 |
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Welcome to the latest edition of the Patient Participation Group (or Patients Group for short!).
The Group is run by patients for the patients of the Ridgeway Surgery. Meetings are held every quarter, on a Tuesday at 5pm in the waiting room. Doctor Davies always attends and there is the opportunity to ask questions about the practice and wider health issues.
You will be aware that our Secretary of many years, Sue, is stepping down and, as yet we do not have a replacement. As Chair, I don’t want this group to close, I think it's really important that patients are represented and have a voice in the running of the Surgery. If you or anyone you know would like to take on this role, please contact me on Bloom@astwoodbankcg.co.uk so that the group can continue to flourish.

The next meeting will be on Tuesday 26th September 2023 at 5pm. Pease come along! All welcome.

**Ridgeway Website**

For those of you lucky enough to have access to the internet, you may have noticed that the Ridgeway website has changed, it is now a generic NHS site, there is a lot of information, but it takes a little time to get used to it. In previous communications we have been encouraging people to use the ‘online consultation’ facility, this is an extremely easy way to get in touch with the practice for non urgent matters. A Doctor reviews all of the enquires every working day and may contact the patient direct, or the receptionist will call you passing on the Doctors advice.

The following is a guide to navigating the site to access the online consultation:

1. [www.theridgewaysurgery.co.uk](http://www.theridgewaysurgery.co.uk)
2. click on ‘appointments & queries’
3. Click on ‘I’d like to have an online consultation’
4. This page shows three options - you can submit admin queries, for example sick notes,
you can start the online consultation process or look for advice on line
5. Select ‘I want help for a medical issue’
6. You then just need to follow the pages through explaining your symptoms and so on. There is also the facility to update photographs (if appropriate).
7. Details of this excellent resource will be posted on the Patients Group Notice Board in the Surgery waiting room.

**Social Prescribing**

This is a service that is available to all patients, there are three Social Prescribers who cover our wider area, the Dr or Reception can help you with a referral. They can give you lifestyle advice covering; healthy eating, smoking, alcohol, weight control (if someone has a high BMI, there is an option of membership to Slimming World), all of these areas come under the umbrella of the Social Prescribing team. But the following is an example of other help and advice,
Provide links to; Befriending & counselling, housing, benefits, financial support, employment, training and volunteering.
A very worthwhile service.

**Junior Doctors & Consultants industrial action**

Junior Doctors are currently on strike until 15th August, Consultants will be following suit on 24th & 25th August. NHS Hereford & Worcester have asked that the following message be shared regarding resources available during this time:
“NHS 111 is available 24 hours a day, 365 days a year online at 111.nhs.uk or by calling 111 for any urgent but not life-threatening medical needs. Trained advisers can direct people to the best possible care for their needs, including arranging an out-of-hours GP appointment or an appointment time to attend A&E or a Minor Injury Unit”.

**Pharmacists**

Did you know that Pharmacists can now prescribe for minor problems, such as conjunctivitis? Nowadays pharmacies have small consulting rooms where you can speak confidentially, this could be a quick and efficient way of treating an array of conditions.

**The Suggestion Box**

The box has been reinstated! These are just a sample of what has been received.

1. Need a proper disabled parking bay, wide enough to accommodate a frame or wheelchair
*Dr Davies thought this a very good idea and something that will be considered when the surgery is extended (pending planning).*
2. The music ……… this always provokes comment! Some people love it and some aren’t so keen. If you would like the style of music to be changed or would like it turned off or turned down, then please speak to reception! They are happy to oblige
3. Always a good service. Doctors/nurses and reception staff always pleasant and very helpful. Thank you
*It is always a pleasure to receive thanks from patients.*

**Finally**

Don’t forget the next meeting Tuesday 26th September, come along if you can, all patients are most welcome. It is fairly informal, with updates on the practice, wider issues as well as the chance to question the Doctor.
If you know of a friend or neighbour who is a patient and doesn’t know about us, bring them along – or if not they can join our mailing list.

Tessa, Chair of the Ridgeway PPG