

Latest News from the Bell Surgery Patient Participation Group

Summer 2019

Have you been to a Bell Surgery Health Talk yet? It's been such a successful initiative from the PPG. There have now been 12 Health talks, given by Royal Berkshire Hospital consultants, and all attracting full and appreciative audiences at Townlands; attendees had the opportunity to ask questions and mingle with the medical staff after the formal presentations. In parallel, the Life Planning stream of talks has been taking place too, with subjects such as wills, end-of-life planning and funerals, sensitively covered. The next planned topic will be 'Assisted Living and Care Homes' in 2020. The Carers' annual talk will take place during the autumn, with speakers currently being confirmed.

Next Talks:

'Future Plans for Local NHS' on 10th September 'Heart Function and Cardiology Device Technology' on 8th October 'Breast Health' on 19th November 'Oral Health and Dental Services' on 21st January 2020 'Dermatology' during February 'Rheumatology' during April 2020.

If you have been unable to get into these talks in the past, the good news is that subjects will be revised and repeated in the coming months, for instance Dr Chan's session on Rheumatology in April. Understanding that young parents find getting to a talk difficult, we are looking at different ways of communicating on relevant subjects, such as sepsis in children.

To Ensure a Place: Please register via the Bell Surgery reception - this is essential as places are limited due to room size. On registration, you will be given a number to assure your entry.

The PPG would like to thank FROTH (Friends of Townlands Hospital) for their contribution of refreshments for these events.

One thousand new homes in and around Henley. That will be the outcome of the building boom that we see all around us. But what provision is being made for the likely 2000+ new patients moving to the town?

As a result The Bell Surgery would need to expand its premises and recruit to cater for the growth in population. It is anticipated that the expense would be covered by Community Infrastructure Levy (CIL) which allows local authorities to charge a levy on new development to help deliver infrastructure to support the development of their area.

The surgery has joined with the Hart, Nettlebed and Sonning Common surgeries in a PCN (Primary Care Network). This is to share ideas and resources across our community. Lobbying together for funding from the CIL is another example of the cooperative work between the surgeries.

All four surgeries are participating in the government's Social Prescribing Scheme, which is being established to tackle health issues caused by loneliness. Our new Social Prescriber is Lucy Ryan who will be working for all surgeries in the PCN, so expect to see her at the Bell Surgery. Her role will be to encourage people join local groups, activities and social networks to help them flourish. Our GPs will be referring patients to her.





The group is pleased with the newly-developed focus on patients seeing their own GP wherever possible, a result of consistent feedback from patients. The staffing levels at the Bell Surgery are now stable with no changes to report. We would like to congratulate Nurse Cathy Formon, also a PPG member, on qualifying as a Nurse-Prescriber, after a rigorous and competitive training process.

Henley Health Festival will be held on Saturday 21st September in Falaise Square and the Town Hall. This event is in partnership with the Henley Town Council. Please don't miss the info-stands and activities rolling out during the event 11am - 2.30pm. Our festival theme is 'Healthy Body, Healthy Mind'.

'**Every Patient Matters**', held quarterly, is an hour of coffee and conversation at the surgery. In June, this activity was linked to Patients' Awareness Week (10-14th June) and the PPG collected patients' contributions and ideas. Last year, similar feedback from the patients, who either gave spontaneous comments or responded to a brief questionnaire, fed into the information given to the Care Quality Commission team who were reviewing the practice. The Bell Surgery was delighted with its positive CQC result.

Did You Know?

You may not have to travel to Reading to see consultants and their teams. Townlands Hospital now hosts RBH Clinics in:

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| Audiology | Bariatric Surgery for Weight Loss | Breast Care |
| Cardiology | Dermatology | Elderly Care |
| ENT | Fertility | Gynaecology |
| Stroke | General Surgery Endocrinology | Neurology |
| Ophthalmology | Paediatrics | Rheumatology |
| Renal | Trauma and Orthopaedics | Urology |



There are departments for: X-ray, Rapid Access Care (RACU), Minor Injuries, Physical Disability Physiotherapy, Podiatry, Community Nutrition and Dietetics, Speech and Language Therapy, plus Healthshare Muscoskeletal Assessment and Therapy.

Townlands is also the base for Health Visitors and District Nurses.



The PPG always welcomes new members who can choose to be fully involved with activities, join 'Patient Voice' on a meetings-only basis, or simply be on our Online Patient Group. Do contact our chair Janet Waters who will be happy to discuss how you can contribute. Contact details: 0773 0468561 or mail jwatersassociates@btinternet.com And finally, all PPG members would like to thank Janet for doing so much to make the group so proactive and supportive to the whole medical and administrative teams at our surgery.