



THE PATIENT GROUP COMMITTEE

As chair of the Patient Group I am writing to say I hope that you do find this newsletter which we now print twice a year provides you with some useful information. Our Committee has been in existence for over 13 years and although we have struggled at times with small numbers I am pleased that the Committee have met twice this year - in February and June 2023. Our role is to support Dr Arora and her staff in ensuring that the Practice provides the best possible service it can to all patients. For the moment we plan to meet quarterly.

Welcome

If you would be interested in getting involved I would be very happy to meet up with you and have a chat over coffee - you can contact me (Anne Shillcock) via David Jones the Practice Manager at the Surgery.

PRACTICE CHANGES

NHS Primary Care is changing in many ways with a view to modernising and improving their service to patients. The Integrated Care Board (ICB) has replaced the old Clinical Commissioning Group (CCG).

The Surgeries in Bracknell have now formed themselves into small groups. The intention is to work more co-operatively; improve efficiency by integrating administration and to improve access to the appointment system. Our practice is now linked up through Bracknell and District Primary Care Network (PCN) with: Easthampstead, Binfield, and Waterfield practices.

We were pleased to welcome Mark Sanders (PCN Manager) to the Patient Group in June who gave a very interesting presentation on recent NHS developments.

TEAM DEVELOPMENT

The Practice Team continues to grow and with a wide range of professionals we are able to offer more support to our patients. A Mental Health Nurse is now in post; a part time Practice Nurse has been recruited and recently started working. We now have 3 part time Pharmacists in the Surgery, and a new part time GP has recently joined the team. This increase in staff is very welcome. We are still seeking to recruit another GP.

THE FUTURE OF THE PATIENT GROUP

The Patient Group Committee was set up in 2009 - at the request of Government all Surgeries were asked to have one. The Clinical Commissioning Group (who funded the Surgeries) set up an 'Assembly' - which met regularly with a representative from each Patient Group in Bracknell area and the CCG who kept us informed of changes and plans for future care. With the CCG disbanding the Assembly Meetings have closed and our source of information has gone.

We understand that the Primary Care Network - are considering setting up a new Virtual Group of Patients - perhaps to widen the number of patients who will be able to contribute their views. We wait to see if and when this change will be made.



The Patient Group is small - usually about 4 or 5 members attend. We would really welcome more patients attending even if on an occasional basis. Dr Arora and David (the Practice Manager) join us and it is a great opportunity to share experiences and make suggestions on how best to support improvements at the Surgery. We also receive information from the local Integrated Care Board (ICB) and so have an opportunity to discuss the wider issues relating to health provision in our area. The meetings are informal so do please think about coming along. If you would like to get involved please do telephone the Practice Manager at the Surgery or send an email to either David Jones (Practice Manager) or me at arorascripts@nhs.net



SURGERYPOD

The Practice purchased and installed new equipment at the Health Centre some time ago to enable patients to make it easier to undertake self health checks.

Please enquire at Reception so that a team member can help you access the equipment..

Benefits for Patients

- Available in 21 languages
- Encourages greater self monitoring
- Interactive and simple to use
- Increases flexibility for patients to suit their schedules
- Allows patients to use the equipment regularly to track their progress e.g. weight, BP



SurgeryPod

Lloyd George Medical Records Digitalisation Project:

The Practice have recently scanned all our paper medical records for over 4300 patients to our Emis Web computer database. This means that all our old paper records are now on our computer system and can be accessed easily by our clinicians with all the usual security systems in place to protect this patient data. This is a fantastic achievement and we are proud that Great Holland's Practice is at the forefront of the latest NHS technology in making us a truly paper free practice.



PRACTICE WEBSITE:

Please take a look at our website www.greathollandspatients.nhs.uk and let us know what you think. You can order your prescription, register to book appointments online and much more. We welcome your feedback.