

Welcome to the 24th edition of the Patient Newsletter. In each issue we include a main article, which this month's article has kindly been written by Managers' Assistant, Charlotte Hall.

### **The Patient Reference Group (PRG)**

What is it? What does it do? When does it meet? How do I become one?

These may be the questions you ask yourself when you see the words 'Patient Reference Group' or 'PRG'. I hope I can help by answering some of those questions.



The Patient Reference Group was brought to the NHS to help patients play a role in the development of the health care service. Members of the Mundesley PRG are all patients registered with the practice. They come from all different walks of life, but are united by their common interest in contributing their ideas in order to help improve the services we offer.

The PRG works with the practice to assist with a variety of issues. These are just a few examples: improving the communication between patients and the practice, providing a very helpful patient perspective, completing satisfaction questionnaires, assisting in creating action plans, representing the practice at special events and providing support to the practice towards implementing change.



The PRG meet three times a year in a location in Mundesley (normally the Scout Hut). All PRG members are notified of the dates and invited to attend. The meetings are held on a weekday, during the morning. Tea, coffee and biscuits are provided too! On occasions we have guest speakers that attend, which can be very enlightening, especially as they are always willing to answer questions after their presentations.

Joining our Patient Reference Group you will have the opportunity to help influence how the practice operates. You will also learn about the ever changing NHS and the effects that changes to current practice may have on patients' healthcare. Perhaps the greatest benefit is that members get the opportunity to raise any queries they may have or which they have been asked to raise on behalf of fellow patients.

If you would like to join the PRG and receive details of the next meeting, please contact Helen High or Jos Stares at Mundesley Medical Centre using one of the following contact methods:

By Telephone: 01263 724500

By Email: [prg.mundesley@nhs.net](mailto:prg.mundesley@nhs.net)

By Post: Mundesley Medical Centre, Munhaven Close, Mundesley, Norfolk, NR11 8AR

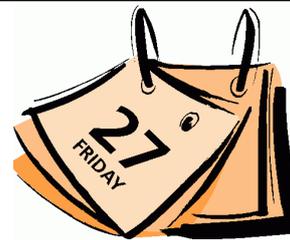
Please note you must be registered at Mundesley Medical Centre in order to join the PRG. Be assured that making contact in this way does not commit you to joining the group. If you are unable to attend the meetings, but are still interested in being a part of the PRG, we do offer on-line membership of our Virtual Patient Reference Group. Members of the virtual group do not attend meetings but do receive copies of the minutes and can request specific issues to be raised. I hope this has helped to answer some of your questions about the Patient Reference Group.



By Charlotte Hall (Managers' Assistant at Mundesley Medical Centre)

## Missed Appointments:

In January 2019 a total of 2395 appointments were booked with a clinician. Out of those, 161 did not attend their appointment. This totals to 40 hours 31 minutes of time wasted in January 2019. This is more than a full time member of staff working hours for one week.



If you cannot attend an appointment for any reason, please contact us to cancel the appointment as soon as possible. This will enable us to give the appointment to another patient who may need it.

To help us to help to improve the availability and attendance of appointments we provide the following services which will make it easier for you to keep track of your appointments.

- SMS (Text) reminders
- Online Service (SystemOnline)

Please speak to a member of the reception team if you have any questions or would like to register for SMS reminders or online services.

**Did you know?** During our current flu campaign we have administered 2201 flu vaccinations and nasal sprays.



## Cost of meds:

Unused prescription medicines cost the NHS across the UK over £300 million every year. £300 million could pay for 80,906 more hip replacements, 101,351 more knee replacements, 19,799 MORE drug treatment courses for breast cancer, 11,778 MORE community nurses and 300,000 MORE drug treatment courses for Alzheimer's.

How you can help:

- Only order the medicines that you need.
- Check what medicines you still have at home before re-ordering.
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need.
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.
- Please also remember that your medicines are prescribed only for you; it's not safe to share them with anyone else.
- Don't stock pile medication.

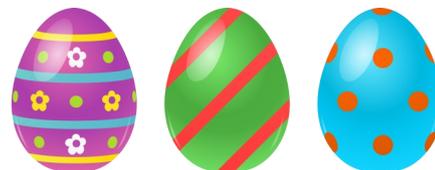


Remember that unused medicines cannot be recycled even if you have never opened them. Once medicines have left the pharmacy they cannot be recycled or used by anyone else.

## Easter Bank Holiday (Opening Times):

We will be **closed** all day on:

**Friday 19th April 2019, Monday 22nd April 2019,  
Monday 6th May 2019 and Monday 27th May 2019.**



Please make sure you will not run out of medication during the bank holidays. For treatment when the surgery is closed please call 111 for health information or advice. Your call will be referred to the emergency doctor as appropriate. Alternatively pharmacies can issue emergency medication, sometimes without a prescription.

The medical centre will also be **closed** from 2pm - 3pm for our monthly staff training on the 3rd Thursday of each month (The next dates for this are: 21st February 2019, 21st March 2019, 18th April 2019, 16th May 2019, 20th June 2019 and 18th July 2019).