

Henley-in-Arden Medical Centre

Patient Participation Group (PPG) June Newsletter

The PPG consists of a number of patients who work to try and improve communication between patients and the Medical Centre staff. We meet four times a year but can also raise any patient issues or concerns at any time.

<p>Do you have any Walking Aids you no longer need?</p> <p>Stratford and Warwick Hospitals have launched a new scheme so that patients can return the walking sticks and crutches to either of the hospitals. The collection point at Stratford is on the Ground Floor near the stairs and lifts in Building One. In Warwick it's in the Outpatients Reception. If you have bigger items such as Wheelchairs that you no longer need then just ring 0333 321 8986 and Millbrook Health Services will come and pick them up.</p>	<p>NHS 111</p> <p>If you need medical help fast and the medical centre is not open, you should dial 111. If it's an emergency then you can still dial 999. This NHS 111 service is free, available 24 hours a day, and you will be assessed and directed to the local service that suits your need the best. That could be A&E, an Urgent Care Centre or Minor Injuries Unit, an out of hours GP, community nurse, emergency dentist or late opening pharmacy. If the 111 advisors think you need an ambulance, they will immediately arrange for one to be sent to you.</p> <p>For less urgent health needs, you can still contact the medical centre in the normal way</p> <p>By ringing 111 you help to free up the 999 service.</p>
<p>Did you know that the medical centre has a self-service Blood Pressure machine in Reception – it's on the left opposite the reception desk? Please feel free to use. You are advised to take 3 readings. Once completed, write your name and date of birth on the back and hand them to a receptionist. The readings are then checked by a member of the clinical team and if there are any concerns, they will contact you.</p>	<p>Please Note: The surgery was scheduled to close for staff training on the afternoon of Thursday 29th June. However, the practice has decided to remain open so normal services will be provided. The next training day will be on 20th September</p>
<p>In May 2019, Henley and 6 other medical centres became part of the Arden Primary Care Network (PCN) The purpose of Arden PCN is to encourage closer working between practices, local community services, charities and the voluntary sector. By working at scale and in partnership Henley can offer additional services to our patients and provide resilience and support to our practices. Since it was set up we have introduced Clinical Pharmacists, Social Prescribers, Care-coordinators, Diagnostic Physiotherapists and a Frailty nurse. We hope to continue to add to our teams and services to give our patients the best possible care in these challenging times.</p>	

Robin Rumbles
Chair PPG