

The Patient Pulse

Newsletter from Clift Surgery's Patient Participation Group No 1



Welcome

Welcome to The Patient Pulse, the new newsletter from Clift Surgery's Patient Participation Group. We've created this newsletter to keep you informed about what's happening at the surgery, highlight the work of the PPG, and share useful health and wellbeing information with our community.

Each edition will bring you updates, news, and opportunities to get involved. We hope you find it helpful, interesting, and a positive way to stay connected with your local practice.

Clift Surgery News

GP Training. Clift Surgery is pleased to announce that they continue to be a recognised training centre for GPs and Pharmacists. We are very lucky as now we have 3 new GPs who are fully supervised and able to see patients.

Text messages. The cost of these messages for the Surgery is significant. They will be restricted and more messages will be sent via the NHS app. To make sure you receive these messages, allow notifications. If you need help with this, contact the PPG who are willing to help patients to use IT to help manage your health care.

The Pink Portacabin will be used for extra examination rooms and a staff room, and it will be clad in black to tie in with the surrounding buildings

Dispensary News

Ordering repeat prescriptions. The turnaround continues to improve. Some delays are caused by patients forgetting to order their repeat prescriptions in time. This means these that emergency dispensing prevents prescriptions being dispensed as quickly as they should be. Please make sure you order at least 7 days before you need your medicines. Try setting an alarm to remind you or leave a note on your fridge.

Remember the Pharmabox is a modern and flexible way of collecting your medication 24 hours a day. Ask the PPG or the dispensary about signing up for this.

PPG News

One of the aims of this newsletter is to support those who do not use the internet. Most information today is online so if you know anyone who might benefit from the details here, please consider sharing with neighbours, friends and family.

Health Awareness Day

On 27th January the PPG attended the Health Awareness Day at Clift Meadow. We were there with the Friendship Walking Group and providing refreshments to exhibitors and patients. It was an excellent event, despite the awful weather.

Web site development

To share local and national health information, the PPG is developing a web site. Details will be shared once it is up and running.

Fund raiser

Dr Ward is raising money for the Frailty team so they can have a portable ECG and Bladder scanner. This team supports those who are housebound, offering health support, and these facilities will help reduce the need to send patients to hospital for such tests. If you would like to donate, go to her Just Giving page www.justgiving.com/search?q=Roisin%2520Ward

Flowers at Clift Surgery

If you have been to the Surgery in the past few weeks you may have noticed the daffodils popping up from the bulbs planted by the Cubs and Squirrels. Yellow really lifts the spirits and reminds us that warmer and lighter days are on their way. There is also a planter, made by one of the patients and the flowers and bulbs are provided by the PPG. We hope this welcomes all visitors



Hampshire County Council “Be prepared” Local Resilience Forum

reassuring and practical guide on what to do if there is occasion when you may need to leave your home quickly.

<https://hiowprepared.org.uk/>

Paper copies will become available but if you know anyone you think would benefit from this, could you

Utility companies keep a list of customers who may need additional support during a utility outage. You may be eligible to join if you are of a state pension age, have a disability, have young children, or have

additional communication needs access or safety needs. Check out the Priority Services Register

<https://www.thepsr.co.uk/>

Have your say!

At [Hampshire Hospitals](#), we want to provide the best services we can for our communities, and no one knows our communities better than you.

We want to:

- Listen to our patients, carers and families to understand how we are doing.
- work in partnership with patients, carers and the broader community to improve and design our services.
- involve our communities in Research

How can you be involved?

- Take part in a scheduled visits – talking to our patients about their experiences of care on our wards or in our outpatient departments.
- Take part in Quality Improvement (QI) projects.
- Share a patient story (e.g. an experience of a hospital stay.)
- Join our Patient Voice Forum, which meets 6 times a year (online and in-person) and welcomes staff from across the Trust to share updates and contributes to improvement work.

Join our Involvement Network here <https://bit.ly/HHFTInvolvement> or if you have any questions email: PatientExperience@hhft.nhs.uk

We hope you find this helpful and if you have any comments or questions, please get in touch Email: ppgclift@gmail.com