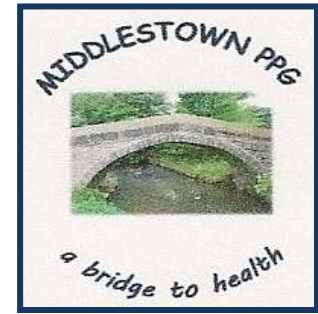


# MIDDLESTOWN PATIENT PARTICIPATION GROUP

## NEWSLETTER

# Summer 2013



### CLINICAL COMMISSIONING IN WAKEFIELD

It may have escaped your notice that on 1 April this year Primary Care Trusts (PCTs) were dissolved and changed into two separate organisations. Wakefield Clinical Commissioning Group (CCG) will deal with commissioning services for the population of Wakefield; all the other PCT roles were taken over by NHS England (West Yorkshire). New names, same faces.

The Wakefield CCG is a membership organisation and its members consist of all the Wakefield GP Practices. These Practices work together in smaller networks to address problems with health services which our patients use. Our Locality Network Group meets monthly and we get information from the CCG about what things they are doing and we tell them about problems that we and our patients are having with health services.

Middlestown Medical Centre is in the Locality Network Group with Orchard Croft, Church Street Surgery, Prospect Surgery, and Lupset Surgery.

Our role is to identify services which could be introduced or changed for the benefit of all our patients. Of course, there isn't an endless supply of money, on the contrary, all our ideas have to address an identified need and the solution has to be of benefit to everyone.

### SYSTMONLINE

You can now contact the Surgery **online** to cancel appointments, request repeat medication and update your contact details. Before you can use this service you need a user name and password which is available from Reception.

To access 'Systmonline' go to the Practice website at [www.middlestownmedicalcentre.nhs.uk](http://www.middlestownmedicalcentre.nhs.uk) and click the 'Systmonline' tab.



### Are you MOBILE?

If you let Reception have your mobile phone number, and give your consent to being contacted, you can be reminded by text of your appointment.

This will keep you up to date and also help reduce yours and the Practice's costs in telephone calls. It will also help prevent patients forgetting and not attending their appointments, which in turn prevents wasted time for doctors.

**A win-win situation all round!**

If you have any ideas or concerns about Wakefield's health services and how they are run, please let us know and we can raise the issue at our next Locality Network meeting.

Dr David Smith



Did you forget to do something today? It's not surprising, because we all lead such busy lives, from time to time the inevitable happens. However, you remember to pick up the kids from whatever it is they are doing, and you remember to buy food because that's important for your health. For the same reason you made that appointment to see the Doctor, so why would you not turn up? You expect the Doctor to be there for you when you need them, so why miss the appointment when they are waiting to see you. If you know you cannot make your appointment please ring the surgery and re-arrange; this also gives the surgery the opportunity to offer that valuable time to another patient who may be in more immediate need of it. It will also prevent you becoming another poor statistic!

These missed appointments are known as DNA's (Did not attend) and causes concerns at both GP surgeries and hospital outpatients with costs to the NHS rising as a result.

Here at Middlestown surgery, although we have some patients who fail to turn up, we do have something like 97% who do and if you are one of these please keep up the good work and thank you.

**Take Care  
in the Sun**

## TOUCHSTONES

### *Developing skills network*

This project is aimed at the over 50s, to help develop new skills after losing a partner. Not only does the person lose their lifetime companion but in many cases they also lose the person who shared daily chores and larger tasks too. The project aims to bring together older people and enable them to learn and exchange skills with each other. The goal of the project is to develop stronger local support networks, develop practical skills and help to reduce the feelings of isolation and loneliness following bereavement. Examples of skills include cooking, computer skills and online shopping, basic car maintenance, sewing and mending, gardening and any other ideas you may have.

You can find out more by contacting Rural Action for Yorkshire at Freepost RSLG-JRSX-EXEG, Rural Action Yorkshire, York YO23 3FS or telephone 0845 313 0270; or contact Age UK Wakefield District on 01977 552114



You can e-mail your thoughts and ideas to us at:

[Middlestown.ppgroup@wdpct.nhs.uk](mailto:Middlestown.ppgroup@wdpct.nhs.uk)

Please be aware that we cannot enter into any discussion regarding your own health, the treatment you receive from the surgery, handle any complaints or deal with any other confidential issues arising from your own personal circumstances.

You can also view this Newsletter on our PPG webpage at [www.middlestownmedicalcentre.nhs.uk](http://www.middlestownmedicalcentre.nhs.uk)

Please pass this Newsletter on to family or friends after you have finished with it.