

PATIENT NEWS

*The newsletter of Western Road
Patient Participation Group (PPG)
July 2024*



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The Western Road Patient Participation Group or PPG meets with the practice quarterly and at our last meeting we decided that we would relaunch our newsletter. We intend to produce a copy quarterly and include in it subjects discussed at the PPG Meetings together with a link to the support available locally from Charities and Voluntary organisations: this time it is PARKINSON'S UK.

If you would like more information about the PPG you can send us an e-mail to the above address. We cannot deal with individual issues and these should be directed at the Practice. But if you have a subject that you would like us to raise at our next PPG meeting, do drop us a line.

Much of the meeting was taken up learning about the structure within which the practice works and clarification of services provided in primary care. Practice Manager, Ruth McMahon kindly prepared the following Guide.

Guide to NHS Structure

“While I wouldn't be offended if you skip this (potentially quite dry) section of the Newsletter, some of you may be interested to know a bit more about where Western Road Surgery sits within the wider NHS.”

At the top of the tree is **NHS England**, the body who control all elements of healthcare in England.

Below NHS England, the country is divided into **Integrated Care Boards or ICBs**. This is an area covering both hospitals and community settings. We are part of **Mid and South Essex ICB**, which is responsible for Basildon, Southend and Broomfield Hospitals and the surrounding communities.

Within the control of the ICB are the 3 main hospitals (as above), and many **Primary Care Networks (or PCNs)**. These networks are made up of groups of GP Surgeries, who work together to achieve the best for their patients. We are part of **Billericay PCN** (made up of Western Road, Billericay Medical Practice, South Green, The New Surgery, Queens Park Surgery and Chapel Street).

As a GP practice, some of our funding comes directly from NHS England, but since PCNs were created 5 years ago, some of this funding was redirected through the PCN. This can be a good thing: we can work with fellow surgeries to get the best for our patients' needs, which would be very different from what people need in other towns in Essex. It can also sometimes be frustrating: we lose money that we were previously putting towards something, and when it is redirected elsewhere, we have to fill the gap at Western Road.

One of the ways PCN funding has been allocated is to workforce. The government recognise that there are not enough GPs to meet patients' needs, and that some jobs done by GPs can be done (sometimes better) by another Healthcare Professional. Therefore the 'Additional Roles Reimbursement Scheme' (or ARRS) came into place last year. Through this we receive

support in many ways from staff with different skill sets. These staff are shared between the different practices in Billericay.

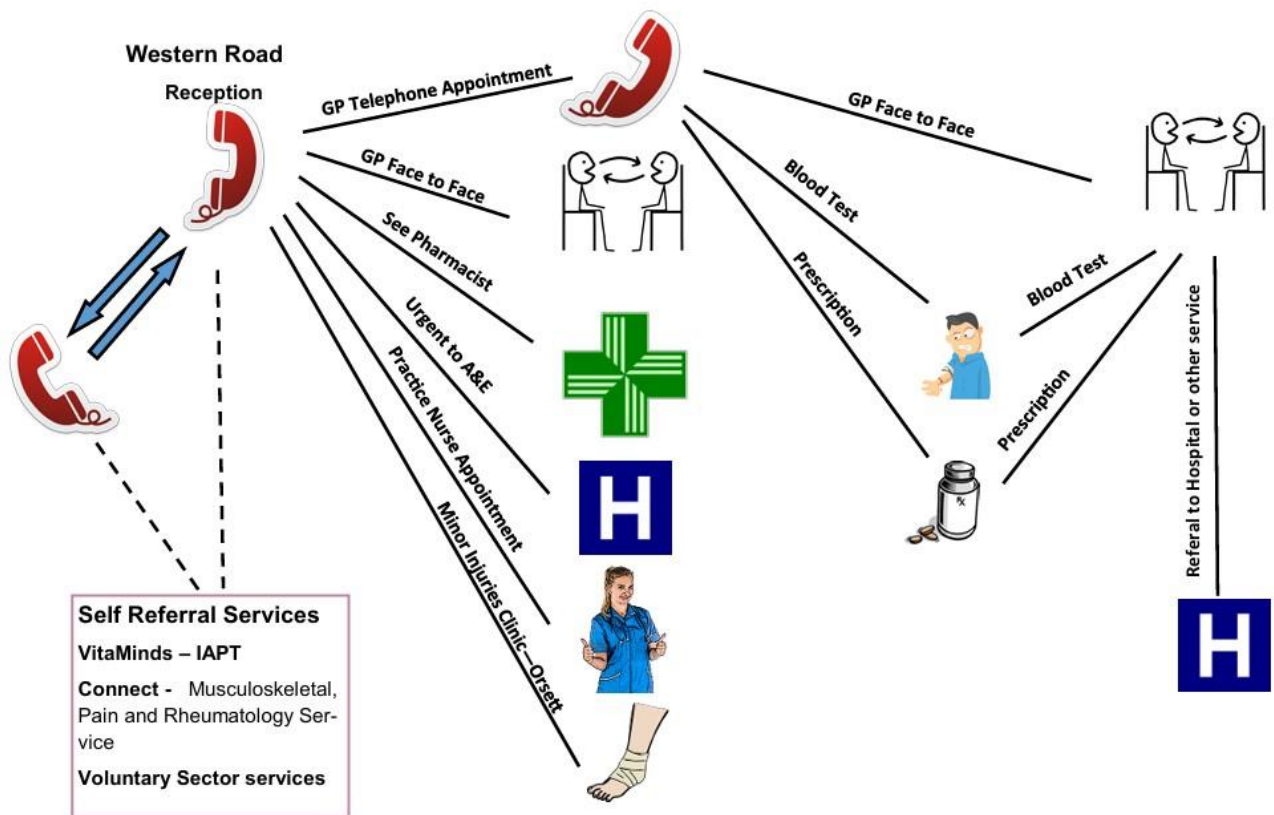
We have **Pharmacists** working remotely helping to read the vast number of letters that arrive every day, a Pharmacist in the building working to improve medicines safety, and a Clinical Pharmacist who works 2 afternoons a week seeing patients with minor conditions.

We have a **GP Assistant** who works to fulfil prescription requests daily.

We have a **Care Co-Ordinator** who is improving the care received by our Frail patients and those in Care Homes in Billericay.

We also have remote First Contact **Physiotherapists, Mental Health Practitioners** and **Social Prescribers**. Each of these can offer one consultation to do an initial 'sort out' of a condition and then set up further care are needed.

All these people are in addition to the **GPs and Practice Nurses** that we employ directly at Western Road and are providing an invaluable service to our patients.



Practice Pen-Picture – Dr Simon Butler



I have been a GP at Western Road Surgery for 35 years.

In that time, I have shared experiences with patients as a young parent and not so young grandparent.

I have no plans to retire, but I've worked 3 days a week rather than the 4 since April. Dr Patel and I were very glad to welcome four new partners to strengthen the practice in the last three years.

I hope we continue to give a good service for all our patients in times to come.

PARKINSON'S^{UK}

The Billericay and Wickford Support Group provide a programme of regular meetings and activities. This is a welcoming and friendly group for those with Parkinson's, their carers, friends and family. All are welcome.

A regular monthly meeting is held at The Emmanuel Hall in Billericay on the third Saturday of each month from 2.30 to 4pm. There is entertainment or a speaker, refreshments and a raffle.

It has been proved that physical activity, singing, musical movement or just going for a walk have great benefits for those with Parkinson's.

The following activities are provided: -

Qualified trainer led gym session on Monday and Wednesday mornings 11.30 am to 12.30pm at Studio 360, Radford Way, Billericay

Singing Group is held on alternate Tuesday afternoons at Christchurch, Wickford

Walk and Talk informal sessions are held in Lake Meadows on Thursday mornings

Movement to music sessions are held in Emmanuel Hall on Wednesday mornings at 11am. Participants may be seated or standing

For more information contact: local organisers:-

Alison Gladwin	07570 797029
Steve Read	07980 318759



We each have a responsibility to do what we can to look after ourselves and maintain a suitable lifestyle. Billericay is lucky to have a well-respected “**parkrun**” held in Lake Meadows every Saturday morning starting at 9am.

The object is to complete a 5km course around the park. All ages, shapes and abilities take part; some run many jog and a lot walk

The organisers allow 1 hour and walkers complete the course well within that time. Not from personal experience, but through observation, for many it is a chance to meet up with, or make new, friends.

If you want to find out more do look at their website www.parkrun.org.uk/billericay/

STOP PRESS: In mid September the Practice will be introducing a new process to ensure the NHS requirements for a "total Triage" to be carried out by a doctor. This will necessitate a new method for contacting the Practice. This requires an information technology based system. Rest assured that the Practice will be giving us full details and guidance during the lead-up to the launch. Reference has been made to similar Practices that have been running the system for some months; the feed back indicates that patients do enjoy the process and that the Practices have benefited from a more efficient use of GPs time. The PPG will be watching the implementation carefully.