



# CGHB Surgeries News from the PPG

(Patient Participation Group)



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## **Patient Participation Group Update**

### **Meeting with Healthcare Resourcing Group (HCRG) 9<sup>th</sup> May**

This meeting was at the request of the PPG following the news that Operose Health were being sold to HCRG. As previously stated the local Integrated Care Board (ICB), who are responsible for letting and monitoring of healthcare contracts, are still undertaking their due diligence process which they hope to complete by the end of this month. The meeting was well attended by CGHB doctors and partners, the Practice Manager, a board member from HCRG and a member of the ICB. Before the meeting we had already notified them of several questions and concerns we had as a PPG, and these were talked through by all present. After a full and frank exchange of views we all felt that this had been a worthwhile exercise, and we left the meeting feeling encouraged that the new owners of Operose were a credible replacement and that under their guidance the services and support provided by them to CGHB could only enhance the level of service provided to patients. Obviously, we will continue to monitor the situation over the coming months, but we do feel that the practice is working hard to steadily improve the patient experience.

## **PPG Web Site**

The site continues to attract attention across health agencies within Hampshire. Why not have a look and discover the multitude of health-related topics; you have access to several self-referral specialists without visiting the surgery.

## **Health Focus**

### *Gardening With Joint Pain and Protecting Your Back.*

10 top tips from physiotherapists to protect your knees and hips:

- Use raised planters or flowerbeds, reducing stress on your knees.
- Use a stool where you can; it can help if you have trouble balancing.
- Garden scooter, wheelbarrows etc. can really help when lifting or carrying.
- Use long handled tools where possible, and a water lance can extend your hose pipe to make watering hanging baskets or far out borders easier without over stretching.
- Use pads on your knees when kneeling, they will help guard your joints when you are pulling out weeds in the ground.
- Use kneelers with handles, to help get up and down safely.
- Wear a knee brace if appropriate.
- Wear footwear which has good grip and an arch support will help for comfort.
- Change positions regularly to prevent repetitive strain injury Gardening keeps you busy but remember to take a break and keep hydrated.
- Ask for help if you need it rather than take risks. If you are in pain then stop. Speak to your medical professional about gardening safely after injury or joint replacement surgery.

### *Joint Academy*

There is a new entry on our 'self referral' webpage reducing waiting time and getting you faster treatment - Reduce Back, Hip, Knee Shoulder and Hand pain in just five minutes per day. Download the Joint Academy app to your phone and get started with a personalised exercise program today.

<https://www.jointacademy.com/gb/en/> - You will need to enter refer code 6901 when prompted.



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## *Basingstoke and Deane Disability Forum Annual Survey*

This local disability charity wants your input. They want to make sure their services meet your needs, and find out about you, your needs, and what they can do to best support the disabled community of Basingstoke.

All responses are completely anonymous and may be shared anonymously with funding and service delivery partners. They are unable to respond directly to any responses in the survey, however they are always happy to chat on office@bddf.org.uk, our Facebook page, or on 01256 423869 (Answerphone if not available). To take the Survey please use web address

<https://forms.office.com/e/Thc1A25gsA>

## *Basingstoke Leg Club - Support needed.*

The Basingstoke Leg Club was created to relieve suffering from leg ulcers and associated conditions, through the implementation of an award winning model that motivates and empowers patients to take ownership of their care, alleviate their suffering and reduce the stigma attached to their condition. The Club and Cafe is run on Friday mornings by volunteers and access is by clinical referral. Treatment at the club is provided by medical staff from the practice. Due to a change in circumstances a new Chairperson and Treasurer are now needed for the club. They would love to hear from anyone who has a few hours weekly to volunteer. More information and contact details are on the Leg Club page linked from the FOOT AND LEG CARE webpage.

## Alcohol Awareness Week

Life can be stressful sometimes and maybe a quick beer or wine can help calm things down a bit. However, some people may develop an unhealthy dependency. With this in mind the first week in July is a national awareness campaign. Follow this link for further information.

<https://alcoholchange.org.uk/get-involved/campaigns/alcohol-awareness-week-1>

## **Comments, Feedback & Complaints**

The surgery welcomes feedback from patients and strives to learn from us in helping them deliver a first class service. *If you do have reason to complain about a service or anything related to the surgery this matter is completely confidential. It will not impact your relationship with the surgery.* For Beggarwood and CGHB complaints, please visit the CGHB web site to register your dissatisfaction. The web address is :- <https://cghpartnership.co.uk/about-us/comments-and-complaints/>. CGHB employ a full time Patient Experience Manager and so you should get a speedy response and certainly an acknowledgement within 3 working days. If you are not satisfied with the way they have dealt with your complaint, you can contact the Parliamentary and Health Service Ombudsman to review your case on 0345 015 4033 or via their website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk).