



CGHB Surgeries

News from the PPG

(Patient Participation Group)



Web : <https://cghppg.weebly.com>. Email : cghb.surgeryppg@btinternet.com

Patient Participation Group Update

PPG Web Site Development

We have continued to develop and add to our web site to help point towards Self Help support services available to all patients. The surgery has been very supportive and encouraging about our efforts and has now directed patients to our site from their own web pages. If you haven't visited the site and you are in need of support or think you may need guidance on a variety of health issues, please take a look, as the services offered are widespread and comprehensive. If you think we have missed something, please bring it to our attention via the email address above and we will be pleased to include it.

Health Focus

High Blood Pressure is a leading cause of premature death. It puts strain on the heart and blood vessels which, in the long term, can lead to life-threatening conditions. The NHS wants more people over 40 to get a blood pressure check, saying there are millions who do not realise they have dangerously high levels. Often, there are no warning symptoms, and it is thought about a third of cases are undiagnosed, that is 4.2 million people in England alone. Take action now and check your blood pressure for free at surgeries or a pharmacy. There is an area to take your own readings in every surgery waiting room and you can submit the readings through DR iQ or hand them on a record slip to the receptionist for a Practitioner to review and add to your medical record. If the Practitioner has concerns you will be contacted to make an appointment. High Blood Pressure is easily treated in most cases.

Calling All Carers

Many Carers will be supporting a loved one and will not think of themselves as being a carer. 1 in 8 adults provide unpaid care for family and friends, whether round-the-clock or for a few hours a week. Caring is important but it can be tough. As a patient group we recognise the vital role that carers have and want to ensure they receive the right level of support they need to continue to care. We have produced a comprehensive summary of support available and have highlighted our Top Tips, amongst which are how to get a Needs Assessment for the carer and the cared for person and who the carer should register with for extra support when they need it. Visit 'Carers Advice' from our Self Help index on the PPG website.

Our Health And Wellbeing Self Help resource now has a Helpline 0808 2787987. Citizens Advice Basingstoke are collaborating with the PPG and have agreed to support access for those who cannot do so in another way.

The following request for volunteers is from a local support group. Can you help or perhaps you were unaware of this resource and would like to find out more?

Volunteer opportunity for Autism Hampshire in Basingstoke

We're looking for friendly volunteers to make a difference at our Serendipity Community Group in Basingstoke. We need organised and passionate individuals who want to support and facilitate the community groups for autistic adults. Our groups are designed to help autistic adults to meet in a welcoming and non-judgemental setting. We need caring volunteers to make this happen.



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The Basingstoke group runs once a month on a Monday from 1:30pm - 3:30pm. Full training for the role will be provided with a three-month induction period and then regular quarterly training sessions. More information about the community groups is available on our website here: <https://autismhampshire.org.uk/how-we-can-help/serendipity-social-groups/>

Patient Transport and Gardening Services.

Basingstoke NeighbourCare as well as offering lifts to older people with limited mobility, also offer a local handy person and gardening service. Due to overwhelming demand to tidy up older people's gardens so they can enjoy them more now spring is here, they need an extra gardener. Remuneration is offered. Please call 01256 423857 or email handyperson.gardening.service@neighbourcare.com

May is Coeliac Awareness Month

In the UK, 500,000 people are estimated to be living with undiagnosed coeliac disease. That's far too many people suffering from a range of confusing and diverse symptoms like stomach pain, anaemia, diarrhoea and other gut problems, nausea and vomiting, extreme tiredness, and more. The toll of undiagnosed coeliac disease is more than just physical: it can really affect your mental health.

<https://www.coeliac.org.uk/local-groups/north-hampshire/>

Patient Feedback

Whilst acknowledging that the surgery still has some way to go to fulfil everyone's expectations, the general feedback from patients is that things are improving and that the influx of new permanent Doctors and reception staff has made a difference. Further evidence of this are the glowing reports on Google review pages concerning the surgery - [cgh partnership - Google Search](#)

CGHB Surgery Update

Get vaccinated against measles

The MMR vaccine can prevent measles. It also protects you from mumps and rubella. The MMR vaccine is offered to all children in the UK. 2 doses can give lifelong protection against measles, mumps, and rubella. If your child has not had their first or second MMR vaccine, please call the surgery to book an appointment. For more information on measles and the MMR vaccine, please visit the [NHS website](#).

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.