

SPECIAL POINTS
OF INTEREST:

- Next Culloden PPG meeting is on the 27th November 2008 at 2.30pm at the Smithton Free Church, Murray Road, Smithton
- Next Joint Inverness PPG meeting will take place in early January 2009 at Cairn Medical Practice in Inverness
- Practice Manager Charlotte Leggatt for Culloden Surgery 01463 793400
- www.cullodensurgery.co.uk
- Practice Manager Bob Ewen for Culloden Medical Practice 01463 793777
- www.cullodenmedical.co.uk
- Did you know you can order your prescriptions on line?
- Culloden PPG Chairman is Arthur Harris
- **AVAILABLE ON DISK OR IN LARGE PRINT**

Culloden Medical Practices

Patient Participation Group

VOLUME 1, ISSUE 1

AUTUMN 2008

What is a Patient Participation Group?

Members of the Culloden PPG met on the 25th September to decide on their aims for the next year.

The PPG is made up of volunteers who meet every eight weeks to act as a bridge between the two medical practices in Culloden and the practice population. Anyone can join and the group would be particularly interested to hear from younger members of the community.

The medical practices support the PPG and the Practice Managers attend the meetings to help members work through the complexities that make up the health service.

Each year the PPG receives a grant from the Community Health Partnership in order that it can conduct its business and

fulfil its aims.

The aims of the PPG are:

- To act as a bridge between the medical practices and the patient



body by providing information to patients by way of a quarterly newsletter

- To act as a patient voice in ad hoc forums and working parties

- To act as a patient voice on the Inverness Locality Group (a sub group of the South East Community Health Partnership)

- To provide information to specific patient groups through the organization of, for example, the senior citizens health care fair which takes place on an bi annual basis.

- To provide feedback to the practices on the general medical services that they provide to the local practice population.

Supporting the Practices

The PPG has in the last year provided funding for the two medical practices in Culloden to enhance the services that they provide to their patients.

Culloden Medical Practice has purchased an up to date defibrillator whilst Culloden Surgery will be providing their pa-

tients with an automated booking in system which allows patients to check in for their appointment without having to see a member of the reception staff.

In the past the PPG has purchased seating for the waiting rooms and GP consulting rooms

for those patients that require arm rests to aid sitting and standing.

Sometimes patients ask if they can contribute funds towards the Surgery—this can be done via the PPG by contacting your Practice Manager

Supporting the Local Community and the NHS



Helping the community with their healthcare needs

Members of the PPG have commented on various leaflets which are provided to members of the public by NHS Highland. These draft leaflets are forwarded to PPG members for comment. Our members look at these leaf-

lets from a patients perspective and raise queries or make comments on the content. Members do this in anticipation that the NHS will take their views into account, therefore, making it easier for the patient when the leaflets are finally distributed. The PPG have been involved in a range of topics in the past, including the new out of hours arrangements in 2004, and more recently the new dental

school at the Health Science Centre at Raigmore,

PPG members have also made comments on the Highland Annual Review this year—by cleverly utilizing the web version of the meeting rather than attending the actual meeting. This allowed for all conversations to be heard, even the comments heard over the microphone about Gordon Brown! Members fed their views back to NHS Highland via the web.

“CHP means Community Health Partnership. So obvious to those in the NHS but something you eat with Fish for the majority of the general public”

Jargon Busting

For those working in the NHS the use of jargon and acronyms is part of our daily working lives, and we get confused so for our patients it must be a nightmare. We talk of CHPs, SRNs, SRRIs—but what do all of these terms mean?

I can remember the difficulties of my first week in general practice when doctors referred to U & Es, Nurses spoke of COPD checks and staff talked of computer sys-

tems such as ECCI and SCI. I smiled and offered to make the tea!

If, like me, you also struggle at times

www.tin.nhs.uk/a-z-jargon-buster may help you find your way around the maze of letters that we string together and help you, the patient, make sense of the world in which we take for

granted.

Remember, during your visit to the surgery or the hospital, if your doctor or any member of the team uses jargons or acronyms that you don't understand, please ask for an explanation. Alternatively, submit these to the PPG or the practice team and test our knowledge - I bet there are some that would stump the best of us.
Charlotte Leggatt

Are there questions the PPG can help answer?

The health service is huge, has huge information stores but sometimes patients get caught between departments and systems leaving them feeling lost and isolated. The PPG may not be able to answer all of your questions but we would be happy to sign post you in the right direction.

At a recent meeting a member asked “why is the Practice Nurse

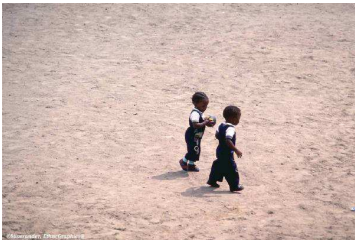
now doing childhood immunizations that were previously done by the Health Visitor?” The answer is that the role of the Health Visitor is changing and, community nursing as a whole, is under review. Health Visitors are now more heavily involved in child protection and welfare issues. General Practice is now being paid in full to provide immunisations to their childhood practice popula-

tion and this is why your GP or Practice Nurses will now immunise your child. Health Visitors can still be seen for advice relating to childhood development but, on the whole, the practice



Questions can be submitted to the practice or email charlotte@gp55751.highland-hb.scot.nhs.uk OR BETTER STILL COME ALONG TO OUR NEXT MEETING WHERE YOU WOULD BE MOST WELCOME—27th November at 2.30 Smithton Free Church

Inside Story Headline



Caption describing picture or graphic.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

find "filler" articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.

This story can fit 150-200 words. One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or

"To catch the reader's attention, place an interesting sentence or quote from the story here."

Inside Story Headline

This story can fit 100-150 words. The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field. You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed

internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new employees or top customers or vendors.

Inside Story Headline

This story can fit 75-125 words. Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thou-

sands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.



Caption describing picture or graphic.



Organization

Culloden Surgery & Culloden Medical Practice

Keppoch Road
Culloden
IV2 8SE

Phone: 01463 793400

Fax: 01463 793060

E-mail: Administrator@gp55751.highland-hb.scot.nhs.uk

Your business tag line here.

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.



Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You

may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.



Caption describing picture or graphic.

If space is available, this is a good place to insert a clip art image or some other graphic.