

Friends and Family Test

GPs have a contractual obligation to offer the Friends and Family Test (FFT). The FFT asks patients and their carers if they would recommend the services they have used and offers a range of responses. The FFT provides a mechanism to highlight both good and poor patient experience.

This kind of feedback is important to help us make the changes that make a real difference to patients and to support patient choice.

Please pick up a response card in reception or in the waiting room, complete it and either post in the red box or return to reception.

Thank you



Online Services

Please register at reception to access your medical records online. This is the easiest way to book appointments, order medication and check results. Just provide our receptionist with photo ID and proof of address. We will do the rest.



Like us on Facebook



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ROWCROFT MEDICAL CENTRE

www.rowcroftmc.nhs.uk

Fax: 01453 755247

Tel: 01453 764471

NEWS

Patient Participation Group

Did you know that every GP Surgery is now required to have a PPG?

The Patient Participation Group (PPG) is a group of patients at a surgery who have an interest in the services provided. Patient Participation Groups cross barriers, embrace diversity and work in partnership with the surgery to improve common understanding and help identify new services to meet patients' needs.

Every registered patient at Rowcroft is a member of our Patient Participation Group, but if you are interested in getting more involved please contact the Practice Manager, or if you have something to say or ideas to share but you don't have time to attend meetings, please consider joining our PPG forum. It's completely free to use.

Check out the PPG forum today! <http://www.myppg.co.uk>

We need your help. Being part of our PPG needn't be time consuming. You can do as much or as little as you have time for. It doesn't have to involve attending lots of meetings.

We recently held a coffee morning for carers at the surgery. It was so successful that we would like to arrange more events like this to bring groups of patients together, but we need your help.

Have you recently been diagnosed with a condition and would you benefit from meeting other patients who have the same condition?

Please get in touch and let us know what you would find useful.

Janice.Anderson4@nhs.net

ARE YOU A CARER?

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL?

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden” looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a carer, you are also entitled to have your needs assessed by Adult Care Services. A carer’s assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

As carers are often too busy to look after their own health we will also offer you a health check with the Practice Nurse at Rowcroft.

If you are a carer, please ask at Reception for a **CARERS IDENTIFICATION AND REFERRAL FORM**

NHS Health Check

Helping you prevent diabetes, heart disease, kidney disease, stroke and dementia

As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 Diabetes. Your free NHS Health Check can spot early signs and help prevent these happening to you, which means you'll be more likely to enjoy life for longer.

The check is based on straight forward questions and measurements such as age, sex, family history, height, weight and blood pressure. A simple blood test to measure your cholesterol and blood sugars may also be appropriate. Following the check you will receive free personalised advice about what you can do to stay healthy.

If there are any warning signs then together we can do something about it. By taking early action you can improve your health and prevent the onset of these conditions.

If you would like to take advantage of this **free health check** and you are aged between 40 & 74 please contact the receptionist and make an appointment to see our Health Care Assistant.

Please note

NHS Wifi now available at Rowcroft