

## 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 and either post in the red box or return to reception. Thank you

## ROWCROFT MEDICAL CENTRE

[www.rowcroftmc.nhs.uk](http://www.rowcroftmc.nhs.uk)

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## NEWS

### We will be holding a COFFEE MORNING FOR CARERS on Saturday 14<sup>th</sup> April between 10.00 and 12.00

A representative from Carers Gloucestershire will be available to answer questions. Our Community Wellbeing Agent (formerly Village Agent) and a representative of our Patient Participation group will be available too.

This will be a very informal gathering which will hopefully give you an opportunity to meet other carers, share your experiences and find out about the help and support available.

**If you are on our list of carers you will receive an invitation shortly. If you don't receive an invitation please speak to reception.**

We hope that you can come along and look forward to seeing 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

## Stroud Improved Access appointments

**Extra GP appointments are available at GP Surgeries across the Stroud area**

**Monday to Friday  
6.30 pm to 8.00 pm  
and**

**Saturday Morning  
8.30 am to 12.30 pm**

**Ask at Reception for more information on Improved Access Appointments**



Like us on Facebook



March 18

## Dr Penny West

We are very sorry to announce that Dr West will retire from general practice at the end of March 2018.

Dr West joined the practice in 2015 & has been popular with staff and patients alike.

We all wish her well for the next chapter

### **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>

## **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**