

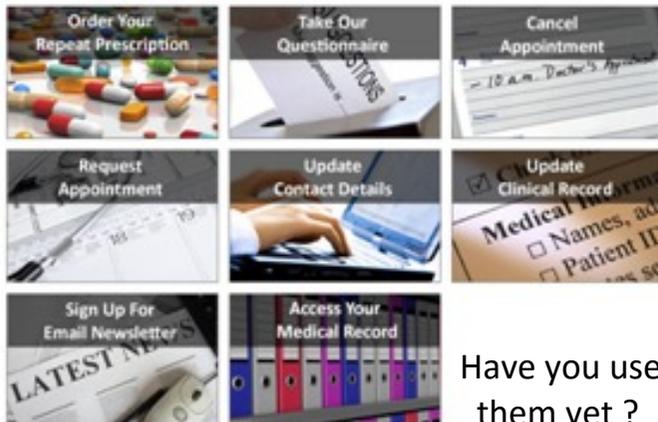
Newsletter - 11 For Patients

By the Patient Reference Group
May - June 2016

This Summer - You may like to visit the Rangers offices in our local parks. This picture is of the Notice Board outside the Ranger's Office in Cannon Hill Park.



Have you seen these buttons at the bottom of the first screen on our Practice website?
www.bathrowmedicalpractice.co.uk



Have you used them yet?

What is happening in OUR CCG area ?

South Central Birmingham Clinical Commissioning Group
Suggest that you - save the date :- JULY 9th 2016
For their
Annual General Meeting and Community Day

A Free - Public Open day -
The day will be a fun mix of interactive exhibits, sports activities, film and performance, as well as opportunities to find out more about your local health and care services. There will also be an opportunity to quiz GPs and staff within Birmingham South Central CCG.
A full programme of the day will shortly be available on our Website. www.bhamsouthcentalccg.nhs.uk
2016 Venue :- Stirchley Baths, 2-4 Bourneville Lane, Birmingham B30 2JT

Have you had something that you would like to thank the doctors or staff at this Health Centre for ? Don't forget that there are "Compliment" forms as well as "Complaint" forms available from receptionists.

Also - do use the "**Friends and Family Test**" - Not just once but every time that you would like to comment. You can do it on the Practice website or by getting a form from Reception. Since its launch in 2013, more than 10 million pieces of patient feedback have been submitted. These help the NHS to know how to improve its services.

Also- The NHS website "**nhs "Choices"** allows you to rate services including your GP Practice. This is what you do:-
1. Go to www.nhs.uk
(or click the NHS Choices button at foot of our Practice website)
2. Click on "Services near You"
3. Click on "GPs"
4. Fill in your Postcode
5. Find "Bath Row Medical Practice"
6. Click on "Rate it yourself" and fill in the Questionnaire.

The first week in June 2016 (6th - 11th) - is PRG awareness week:
During this week, members of our PRG group hope to have some representatives present in our waiting room - as we did at this time last year. Do look out for PRG members and chat with them.

Active Parks - Green Gym -
Outdoor, productive exercise at Edgbaston Reservoir
Thursday afternoons Phone :- 0121 771 4339



Come and join the Patient Reference Group
(give your name to a receptionist)

Our next meetings are:-
Wed 18th May 2016
Wed 15th June 2016
Wed 20th July 2016

Editor's Note
You can see the Minutes of PRG meetings and all editions of The PRG Newsletter on the Practice website.
www.bathrowmedicalpractice.co.uk
Click on '**Have your say**' Then
Click on '**Patient Representative Group**'then
Click on '**Minutes, Reports and PRG Newsletter**'then
Scroll down to the bottom of the page & click on the one you Would like to see - wait a few seconds & it will appear.
(Don't forget to scroll down the page to see - page 2)

Just a thought for this month:-
Life Its never too late to be the best version of yourself
(These thoughts have been sent in by PRG member - Ann)

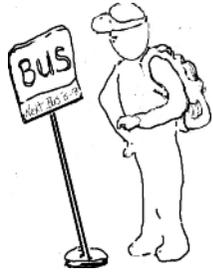
Childrens Page Colour the Picture

Ask at Reception for coloured pencils

We are going to the Park



The four extra doctors in every Health Centre are :-
Dr. Exercise & Dr. Diet, Dr. Merryman & Dr. Quiet
They all like to Go To a Park



Dr Exercise says: If -
Walking is what you do - this is good for you
Better - by far than flopping in a car !
(And its specially good for your back)

I don't mind how I get there
as long as I get a run!



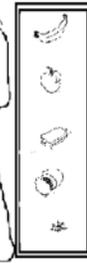
Dr Diet says:-

He A simple picnic is the best
To save your cash and give you zest

Cooked chicken
is very good too



And a bottle
Of WATER



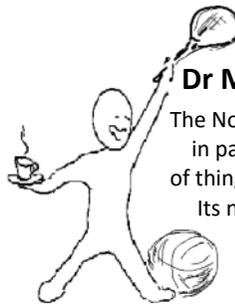
Banana

Apple

Sandwich

Egg (Hard
Boiled is good)

Raisins



Dr Merryman says:-

The Notice Boards
in parks are full
of things to do -
Its never dull



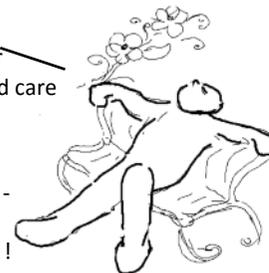
This
is the
life !

Dr Quiet says:-

A quiet walk to breathe fresh air
And take a break from stress and care



Yes - smell the fresh air -
and all the other
wonderful smells too !
There's something for everyone in a park!



Words and Cartoon by PRG member - Jan

A Personal Story

I became a patient at Bath Row Medical Practice over thirty years ago, when it was based in a small house in Lee Bank.

I parked on a yellow line once and was fined.

"Never mind," they said. "There will be plenty of parking in the new Colston Centre." Indeed there was, but before long it was taken up entirely with staff cars. I dealt with all this fairly happily, and with the different appointment systems that evolved over the years, including one where you didn't have an appointment, but just turned up, because I found that when you got to see a doctor you were always listened to with great attention and always dealt with thoroughly. You would hope for this of course but I have had friends elsewhere who have told me of doctors that looked at you as soon as you entered the consulting room and started writing a prescription.

I was asked a few years ago if I would join the Patient Reference Group, but I declined. I had recently retired and having spent too much of my life in meetings was not keen to volunteer for more of the same. A few years later at the third or fourth time of asking I changed my mind. I have a lot to thank the NHS for - and this Practice in particular - so if I am being told the NHS wants to put the patient at the heart of all it does i really should be prepared to put the patient perspective forward.

Our health is too important to be left just to the professionals. It is our business. So that's why I am on the patient reference group.

But we need more of you. Meetings are only once a month and last an hour. The more representative we are of the patients who are registered at the Practice the more authority we have to speak for patients. Of course, many of you can't manage regular meetings, which is why we are working hard now to create a "virtual group" of perhaps 100 people who would be willing to be contacted on-line to give their views, perhaps in the first place, responses to a simple questionnaire.

Article by PRG member Cyril