

## WELCOME

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to the first newsletter of the newly formed Falcon Road Medical Centre Patient Participation Group (PPG).

## VOLUNTEER

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We are looking for more people to join the PPG's Committee and help push forward healthcare services at the surgery. If you would like to join the committee then contact the PPG for an initial chat with one of the existing Committee members.

## HEALTH SERVICE PROVIDERS

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ARE REQUIRED BY LAW TO INVOLVE AND CONSULT WITH PATIENTS AND THE PUBLIC IN THE DEVELOPMENT AND PLANNING OF THEIR LOCAL HEALTHCARE SERVICES.

## WHAT DO PPGS DO FOR THEIR LOCAL SURGERIES?

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- CONTRIBUTE TO THE CONTINUOUS IMPROVEMENT OF SERVICES
- ENSURE PRACTICES ARE MORE RESPONSIVE TO THE NEEDS AND WISHES OF PATIENTS
- FOSTER IMPROVED COMMUNICATION BETWEEN THE PRACTICE AND ITS PATIENTS
- HELP PATIENTS TO TAKE MORE RESPONSIBILITY FOR THEIR HEALTH
- PROVIDE PRACTICAL SUPPORT AND HELP TO IMPLEMENT CHANGE
- BUILD A RELATIONSHIP BETWEEN THE PRACTICE AND ITS PATIENTS THAT BREAKS DOWN BARRIERS AND SHARES INFORMATION

## REMEMBER

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- ✚ PPG's are set up by patients, for patients, to ensure that patients receive very high quality patient care.
- ✚ All patients are automatically members of the PPG.
- ✚ What PPG's cannot do is look into, or deal with, individual complaints and if you want to complain about treatment you have received then you should speak to one of the Surgery's Receptionists.

The PPG is your voice, to see that the Surgery is run as you want it providing the services you need. We aim to ensure that our Surgery is providing the information we need and is being run the way we want, providing the services we need. We are a 'critical friend' to the Surgery and the patient voice in all healthcare matters that are provided.

If you want to make a suggestion about extra services the Surgery might consider offering then contact the PPG. You can do that by emailing [FalconRoadPPG@gmail.com](mailto:FalconRoadPPG@gmail.com) or leaving a message in the PPG message box at the Surgery's reception.

The initial members of the PPG Committee are:

Syeda Islam MBE (Chair)  
Heather Knight (Secretary)  
Ramesh Bhatt  
Frank Cattley  
John Hallmark  
Arlene Rowe  
Carolyn Robson

For more information about the members of the Committee visit the PPG pages on the Surgery's website – [www.falconroaddoctors.co.uk](http://www.falconroaddoctors.co.uk)

As well as providing valuable input to healthcare at the Surgery, the PPG aims to issue a quarterly newsletter (providing interesting and helpful information) and organise speakers on various topics – if you have any suggested topics then message the PPG.

Hopefully the current COVID restrictions will be lifted by spring and so we have put two dates in the diary for specialist speakers.

First, as part of Healthy Eating week (14-18 June) we will have a discussion entitled Eating Well on a Budget on Thursday 17 June 2021 @ 7.30pm.

And second, our speaker is Alison Benincasa, Director of Quality and Compliance at St George's Hospital, on Thursday 21 October 2021 @ 7.30pm - Alison will explain how a hospital is judged by the Care Quality Commission and what the Hospital is doing to move its existent rating of 'Requires Improvement' to 'Good'.

## **NHS: THINK 111 FIRST**

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Anyone who needs NHS help or advice is being encouraged to telephone the NHS on 111 in the first instance. NHS 111 is staffed by healthcare professionals [including doctors, nurses, pharmacists and paramedics] and can give expert advice and help. When you call 111 you will be asked a number of questions about why you need NHS help and you will be given advice about what to do next and where to go for help – NHS 111 can even get an ambulance to you straight away.

## **WEIGHT MANAGEMENT GROUPS AND SUPPORT**

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Eating a healthy, balanced diet is an important part of maintaining good health, and can help you feel your best. Wandsworth Council is offering free access to either Weight Watchers or Slimming World for certain groups of people and you can find out more by calling the Wandsworth Weight Management Team 020 8871 5017 on a Thursday or Friday. In addition, NHS Choices ([www.nhs.uk](http://www.nhs.uk)) and Change4Life ([www.nhs.uk/change4life](http://www.nhs.uk/change4life).) give advice on healthy eating and active lifestyle for the whole family.

## A MESSAGE FROM THE CHAIR

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Dear members,

Welcome!

I am happy to report that the Surgery has continued to increase patient numbers joining the Practice, throughout Covid. To deal with this increase, the Surgery is looking to undertake building works that that will enhance the look and feel of the place and to enhance the patients' experience.

I am delighted to report that many of our elderly patients have successfully been vaccinated at The Junction Health Centre. Feedback from them is that they have had a positive experience with little waiting times.

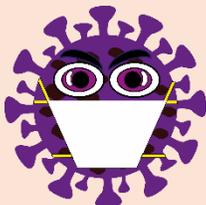
Our committee member John Hallmark has been re-elected as Governor at St. George's hospital. Many congratulations.

I am looking forward to the PPG engaging with the Surgery in examining additional services that can be offered to our patients.

Regards,

Syeda

## The COVID vaccine – all you ever wanted to know



### **Are vaccines safe? Won't the virus just be injected into me?**

The virus **is not** injected into you and you cannot catch COVID by having the vaccine. In very simple terms, the vaccine will build up antibodies which will mean that your body is in a better position to fight infection. The vaccines have all undergone safety testing and are safe and effective.

### **How many types of vaccine are there? Does it matter which one I receive?**

There are currently three vaccines that have been approved for use in the UK – Pfizer, Oxford/AstraZeneca and Moderna (though this probably won't become available until spring). You won't be able to choose with one you receive.

### **Hasn't the vaccine been developed too quickly? Has it been tested on enough people?**

The vaccine has been developed relatively quickly because it is so important. Corners have not been cut in its development and the vaccines have been approved by regulators in the UK and by the World Health Organisation. Testing has been very thorough and trials worldwide have tested over 40,000 people.

### **When will I be offered the vaccine?**

The vaccine is being offered to people according to someone's age or if they are a key worker (e.g., an NHS employee or working in a care home). You will be contacted when it is your turn to have the vaccine. **Please do not contact the surgery about the vaccine as they will not be able to tell you when you will be called in for the vaccination.**

### **Does the vaccine take effect immediately?**

After you have had the vaccine it will take about one or two weeks to totally effective and for the body to build up resistance. So, for a couple of weeks after receiving the vaccine you should continue with the COVID precautions of hands, face and space.

### **How many dosages of the vaccine will I need?**

You will need two doses of the vaccine 12 weeks apart. You will be given both appointments when you are offered the vaccine. The first dose is about 89% effective and the second will boost effectiveness to about 94%. By comparison the flu "jab" is between 60-70% effective.

### **Will I have to pay for the vaccine? Can I get the vaccine privately?**

The vaccine will be completely free and you cannot get it privately. Scams abound with offers being made for cash, please do not fall into them. The NHS will never charge for the vaccine or ask for your bank details.

### **Do I need the COVID vaccine if I have already had a flu vaccine?**

The flu vaccine does not protect you from COVID. You should have both vaccines but at least a week apart.

### **Where will I be given the vaccine?**

Patients at the Falcon Road Medical Centre will be given the vaccine at The Junction Health Centre on Grant Road, SW11 (behind Clapham Junction station). Some housebound people will be offered the vaccine at home though you will always be given an appointment and someone from the NHS will not just turn up at your home to vaccinate you.

