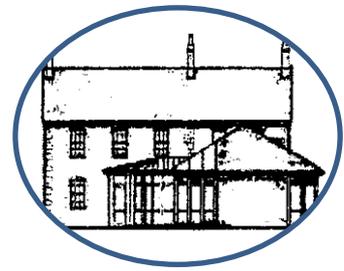


# Frome Valley Medical Centre Newsletter – Summer 2018



## **CARERS SUPPORT CENTRE GOLD AWARD**

We have recently been awarded a Gold Award by the Carers Support Centre for our work with carers. The level of award is based on points, which are awarded to GP practices which:

- Display information leaflets on carers organisations and emergency cards
- Signpost carers to support
- Offer flexible appointments for carers and the person they care for
- Routinely include questions in health checks to find out whether the patient is a carer
- Identify carers in medical records
- Provide carer awareness training to their staff

The number of carers registered has increased significantly but we are aware that there are still many carers, who are not registered and who could benefit from the support offered both by the GPs and the Carers Support Centre.

We would therefore urge carers to pick up a leaflet from reception and complete it so that this support can be provided.



Combat Loneliness and Isolation Project (CLIP)

We are still appealing to groups, organisations and activities for any information that might be useful for CLIP.

## **Community Connectors Wellbeing Service**

This service is set up to assist people dealing with isolation and loneliness, which often results in low mood. Hilary Jay, Wellbeing Worker/Health Coach can help patients suffering from mild depression and anxiety with self-management tools to cope. Please ask your GP for further details.

## **FRIENDS OF FROME VALLEY MEDICAL CENTRE**

We are getting ever closer to our target of £100,000 raised for the surgery since we started and it looks like we'll definitely reach it in this our 20th Anniversary year. Please help us get there by supporting our fundraising efforts.

### **Events coming up:**

**Skittles and Quiz Night** 6<sup>th</sup> October  
**Race Night** 23<sup>rd</sup> November

If you're interested in tickets or talking to us about how you can help out please call Paul on 07955 471492.

## **PATIENT PARTICIPATION GROUP (PPG)**

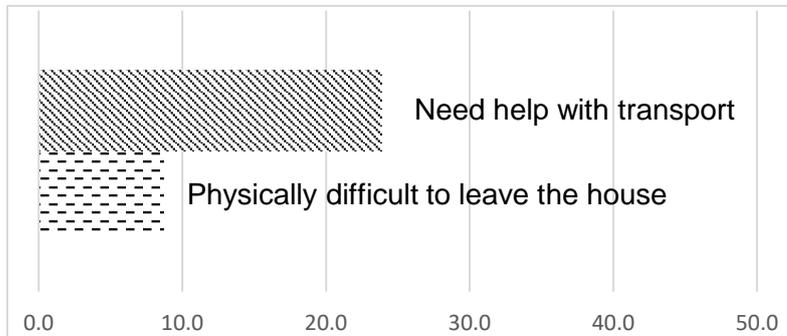
The PPG has one group that meets monthly at the surgery and an email group that gives their views online. We try to make suggestions about possible changes to the surgery and also find projects which will help our 15,000 patients.

If you want to get involved or receive information you can apply on the Frome Valley Medical Centre website or email us.

You can contact the PPG at:  
[fvmcppg@gmail.com](mailto:fvmcppg@gmail.com) or leave a note for us at reception.

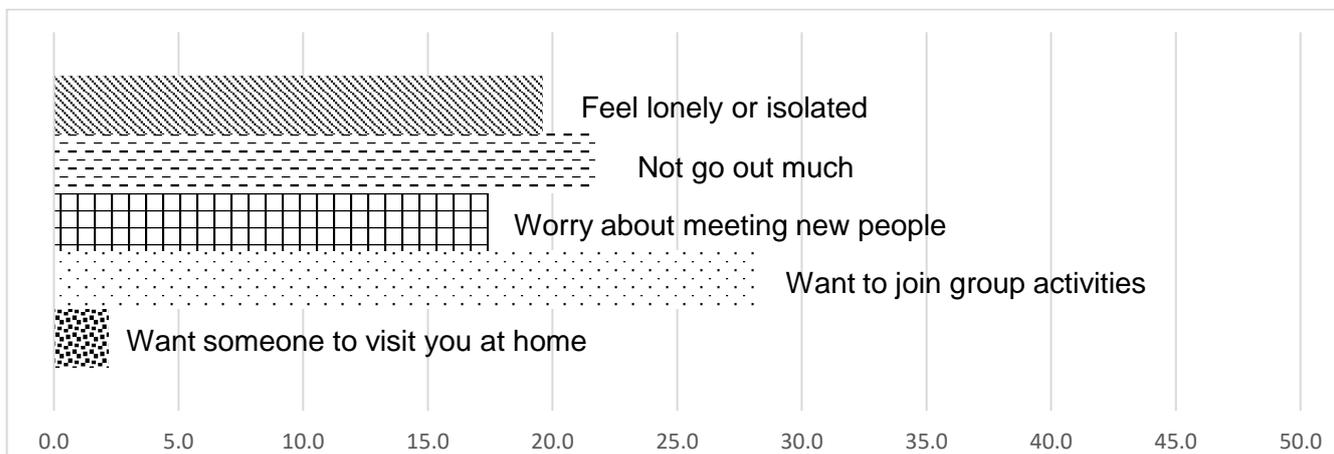
## PPG Patient Survey

The PPG carried out a patient survey during PPG Awareness Week in June focussing on loneliness and isolation issues and how people coped. 46 surveys were carried out - this was not a representative sample - but there were some interesting responses, which may well be in line with many people's experiences.



Over 20% of these patients needed help with transport. Some people were dependent on family and friends or used taxis. People struggled after they stopped driving.

A small percentage found it physically difficult to leave the house.



Almost 20% of people felt lonely or isolated at some times. This was particularly true when they had lost a partner and even more didn't go out much. People talked about relying on family to take them out. Although some patients worried about meeting new people, almost 30% wanted to join group activities and those who already did felt they benefited from it. A small proportion would have liked someone to visit them in their home. Others had family and friends who visited.



Only a small proportion of patients wanted to discuss this with their GP or thought they could help. Some patients felt they didn't have time and that maybe social workers or volunteers could help.

People found that they benefited from the support of family and friends but they also felt less lonely or isolated when they joined local community groups. Joining group activities and volunteering were also key to combatting loneliness and isolation for some people.