

### DECLARE YOUR CARE (Quality Care Commission)

The Care Quality Commission (CQC) is calling for people to speak up about their experiences of care. New research shows that almost 7 million people in England, who have accessed health or social care services in the last five years, have had concerns about their care but never raised them – and over half regretted not doing so. The CQC hopes the campaign will encourage people to share their experiences of care to enable it to improve standards of care in England.

Find out more: [www.cqc.org.uk](http://www.cqc.org.uk)

### PPG AGM

**This is an early warning that there will be an AGM in the evening around 8pm, date to be confirmed but expected in June.**

**Please come along and see what goes on at a PPG meeting.**

**Take an interest in your Surgery, we require more applications to join the PPG.**

**There are 2 vacancies on the Steering Group which meets every two months at the surgery 11.30 - 1.00pm**

## FACT VS. FICTION

### *The 5-second rule is safe to follow!*

Dropped your food? If it has only been 3 or 5 seconds, it's safe to pop it in your mouth! But not really – this theory is actually not scientifically backed at all. Extensive research on this theory has instead proved that regardless of how long your food has been on the floor, it would have collected a considerable amount of germs and could easily result in food poisoning. It's easy to lie to ourselves since germs are invisible and we typically keep our floors clean, but bacteria can contaminate food instantly. It's better to trash the dropped food in this case.

### PRACTICE NEWS

The Anticoagulation Service that is ran by Solihealth starts on 1st April 2019

There will be clinics on

Monday	2.00pm – 6:30pm,
Tuesday	09:30am – 12pm,
Wednesday	10.00am – 12pm
Domiciliary Visits	12.00 noon – 14:30pm
Friday	08:30am – 12:30pm.

We will be seeing not only our own register patients but patients will be referred to us from other practices within Solihull.

Jo Williamson is now our new Medical Administrator

### Helping Loved Ones in Later Life

One in six of the population. Many of them live in their own homes, aided by products and carers to help them to continue to enjoy an independent life. If they need support, it is often their relatives who help to provide or organise it.

Which? gives support to these family carers in two ways. One is the Elderly Care website which offers independent, accessible information across all subjects relating to care choices for a loved one. Another is via our reviews of products that help people live independently at home, which are available exclusively to Which? members.

We have included information from both sources in this guide.

The information is aimed at relatives and friends of older people who might need a bit of help either in continuing to live on their own or in finding the best care option for them. We are aware, too, that you might be looking for information to meet your own needs or those of a friend, but for the sake of simplicity we refer to 'your relative' throughout.

The guide looks at independent living and gives information on useful products such as mobility scooters. It also considers when it might be best for an older person to move somewhere offering greater care, whether this be through moving to another property or a care home, plus how to make the choice and how to pay for it. People can so often be forced into quick decisions when dealing with elderly care. This guide helps you make those decisions wisely.

See the report at:

<https://www.staticwhich.co.uk/documents/pdf/helping-loved-ones-in-later-life-390528.pdf>

**Which?**

### ATTENDANCES March 2019

**92.82%**

### NEXT PPG MEETING DATE

**Thursday 16th May 2019 at 11.30am**

### ARTICLES WANTED

If there is anything you would like to see in this newsletter or you want to contribute an article please contact us on the email below: [ppg.richmondmc@gmail.com](mailto:ppg.richmondmc@gmail.com) we will be only too pleased to print it.

## Things you might not know!

1. The cornea is the only part of the body with no blood supply – it gets its oxygen directly from the air.
2. The human body contains enough fat to make seven bars of soap.
3. Embryos develop fingerprints three months after conception.
4. Between birth and death, the human body goes from having 300 bones, to just 206.
5. Hearts can beat outside of their bodies.
6. When you blush, the inside of your stomach does too.
7. Humans have a “diving reflex” that shuts down bodily functions when submerged in water to prevent drowning.
8. There are certain kinds of tumors that can grow their own teeth and hair – they’re called teratomas.
9. Humans are bioluminescent, the light just isn’t perceptible to the human eye.
10. Astronauts can grow up to two inches taller in space.
11. Your brain can survive for five to 10 minutes without oxygen.
12. In cases of extreme starvation, the brain will begin to eat itself.
13. When listening to music, your heartbeat will sync with the rhythm.
14. The small intestine is roughly 23 feet long.
15. One quarter of your bones are in your feet.
16. Every organ you have two of, you only need one of to survive.
17. There are more than 100,000 miles of blood vessels in your body.
18. You are taller in the morning than you are at night.
19. You can’t breathe and swallow at the same time.
20. Your left kidney is higher up than your right kidney.
21. Your ears and your nose never stop growing.
22. “Pregnancy brain” is totally real – Women’s brains actually shrink during pregnancy.



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Richmond Medical Centre  
CQC overall rating

**Good**

2 February 2017



## Care Quality Commission Newsletter Extracts

### Use of the Mental Health Act is better but there is still concerned about safety.

We recently visited mental health wards to meet patients, review their care and speak to staff on the for our report to Parliament on how health services in England are applying the Mental Health Act. We found things were getting better in the quality of care planning for patients who are subject to the Mental Health Act but we remain concerned about the quality and safety of mental health wards.

### Protection for whistle-blowers

The Council of the European Union, who manage the European Union’s overall political direction and priorities, has given guidelines for the protection of whistle-blowers. The new rules will require the creation of safe channels for reporting both within private or public organisations. They’ll also give a high level of protection to whistle-blowers against retaliation.

### New guidance to spot sepsis

NHS England, who set the priorities and direction of the NHS, have got new rules for identifying the early stages of sepsis. Hospital staff must tell senior doctors if patients with suspected sepsis do not respond to treatment within an hour. Every trust must take action to spot and treat the killer blood condition, which costs 37,000 lives a year. Hospitals will need to ensure they follow these guidelines from April onwards.

### Update on the supply of medicines

The Department of Health and Social Care (DHSC) has sent letters to adult social care providers giving an update on the supply of medicines and medical products if the UK leaves the EU with no deal. DHSC support ministers in helping people live more independent, healthier lives for longer.

## Join our PPG Consultative Group?

We are trying to build a Consultation Group of patients who are interested in helping the practice by giving their views on health care matters, developments to the practice etc. If you are interested in being included please give your name and email address to reception or contact us direct on [ppg.richmondmc@gmail.com](mailto:ppg.richmondmc@gmail.com) and we will contact you. You will also receive regular information on these and other related subjects. See this newsletter online at: [www.richmondmc.co.uk](http://www.richmondmc.co.uk) on the home page.

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