



Patient Participation Group Newsletter February 2022



Patient Participation Group

PPG Update

As we look back over the last 2 years many of us have stories to tell of the turbulent times we have lived through. We wish everyone well.

Books have appeared again in the bookcases in the waiting rooms. The bookstall donations are one way the PPG raises money for the practice which in turn can benefit us all.

Emergency Kit: The PPG recently funded an extra emergency kit to be situated centrally. It is a need the practice identified because of an increase in emergencies unfortunately. This will prove invaluable for responding to patients who collapse in the surgery.

Why not join the Patient Participation Group (PPG), and let your voice be heard?

The PPG is made up of patients from the practice. We talk to patients and the practice and have a range of activities for the benefit of all.

If you would like to know more, leave your details at the surgery reception and we will get back to you. Noreen Neal, Chair PPG

Chit Chat returns

At the start of the pandemic we had to cancel our community coffee morning, Chit Chat. This came when people needed more than ever to talk to someone and have somewhere to go when they felt a bit lonely.

We are very pleased to announce that Chit Chat is coming back on April 7th.



When? The first Thursday of the month starting April 7th 10:30-12:30

Where? The Old Hospital Chapel 150 yards behind St Stephens Gate practice.

Pick Up A Leaflet from either surgery with a map.

Come along for a chat and a drink.

Contacting The Surgery

Please always use the website if you are able to do so

PTO for the use of the phone line

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Congratulations To Our Patient Services Team!

We were all delighted that our Patient Services Team were runners up in the national General Practice Awards 2021. Judges cited their skills and expertise and praised their contribution to the work of the clinicians.

Ever wondered how we staff our phone lines?

Well, it is not the job of the reception staff on front desk. Their role is to ensure you are safe to enter the building and answer any immediate queries you may have.

At any one time we have a team of up to five people at the back of the



practice answering an average of 5,000 calls each week. They are highly skilled at listening to the many different queries we receive and arrange more than 120,000 appointments a year. They also handle hundreds of online queries and support the doctors with a wide range of call backs and updates. They answer as quickly as possible, but if there is a delay it is a reflection on just how busy the lines are.

James Foster, Executive Manager, SSG

Contacting The Surgery

Please always use the website if you are able to do so

This keeps the phone lines open for urgent / same-day enquiries

If you need to phone:

Did you know! You do not need to listen to all the message options if you know the option you want. E.g. if you want a GP appointment, just press **1** as soon as you are connected or anytime.

Phone Message Options

- | | |
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| 1. GP Appointments / Test results / General enquiries | 2. Service update |
| 4. Common Questions / Infection Control | 5. N2S – day surgery |