

# PPG Newsletter January 2020

## PPG Update

Now that we are into 2020, I have looked back over the past year at some of the PPG's work.

We now have bookcases in both surgeries and I have received positive comments from patients about these, and of course all the monies that we raise from the second-hand book sales are for the benefit of both the surgery and us patients, e.g. to help fund an event.

In March indeed we launched our Chit Chat monthly coffee morning sessions at the Old Hospital Chapel, near the surgeries. These have been well received by many regulars and occasional visitors. I don't think any of us fully realised just how much we ourselves would enjoy and look forward to it every month. Please see the back page for more on our Christmas special Chit Chat.

We have also started having PPG members in the surgeries to meet patients on the last Thursday of the month from 10.00-12.00. We have found this to be most helpful; it gives us a chance to speak to many patients and let them know about the PPG and upcoming events, share information that the practice asks us to promote such as flu vaccines, and also it has given us a chance to listen to your comments. We have a table at both surgeries with a range of knitted goods on sale ranging from hats for adults, baby cardigans, blankets, hats and also some dolls / teddy outfits. These have proved popular and a great talking point this winter! All profits from any of these sales also go into PPG funds for the benefit of all.

## New PPG Members

We welcome new members to the Patient Participation Group (PPG). If you wish to know more about joining the group, visit the practice website or come along to the surgery on the last Thursday of the month and speak to any of us, or leave your details at reception and a member of the staff will pass them on to us.



Best wishes,  
Noreen Neal, PPG Chair

## Practice Updates

### Contacting the surgery – changes coming

We've been listening to what people have been telling us about how to get in touch with the practice. People have been asking us for better online access and we are all aware that the phones can get busy. We've also been looking at the service we provide.

We are redesigning our website and changing some of our processes so we can better serve those in clinical need and target those who need help most.

Firstly, a lot more requests will be online only.

Telephone calls into the surgery will be for urgent clinical issues, or home visits. Most other things will be through the website.



It means requests for fit notes, nurse appointments, letters, test results will be generally online.

Arrangements for keeping in touch with the surgery if you have concerns that are not clinically urgent, even if for a doctor, will change. You can raise a query online and this will be passed to the most appropriate person to deal with. A trained member of staff will then contact you with the information you need, e.g. book an appointment or no further action needed, within an appropriate time. We will not be accepting this type of query over the telephone, as this will be reserved for URGENT clinical matters.

We will look of course at instances where online contact doesn't suit. Some patients will not have access to online services, for a range of reasons including sensory impairment, frailty or economic reasons. We will support everyone in this process.

This will mean that fewer people are waiting for a long time on the phone, and you will get convenient and clear responses.

This is planned for late February and we will keep everyone informed as we go along.

James Foster, Executive Practice Manager

The Chit Chat Christmas Special



The Quiz

“Very good!  
Everyone is so friendly. Jim (who played music and sang) is a good chap. I’d like it every week. Trouble is being on your own is lonely”



“Brilliant. The greeting was excellent”



Tombola

Magical. I love it.  
A sense of community. Couldn’t have done better to de-stress.



“Fantastic, never expected anything like this! Glad I came. I found out a lot about the PPG”



“Mabel had a good time”

“Lovely. Everyone is so nice’  
“Absolutely wonderful.”