



The Green Street Newsletter

Issue 6

Welcome!

Welcome to the latest edition of the Newsletter. We realise most Patients now know about the Patient Participation Group, either from past Letters, or our Surveys or from the Notice Board, but just in case...

“The Patient Participation Group (PPG) is a forum organised by the Practice to give patients a voice, provide feedback, positive suggestions, and contribute to decision-making, communication and consultation. It will also monitor services and includes Patient and Practice representatives having been meeting monthly since last autumn 2011. “

The PPG is looking for new members – there is a core group who attend the meetings, but we realise that lots of people don't like attending meetings but who would be happy to help out daily in the Practice (like the Friends do at the DGH). This could be to sort and cull magazines, update and tidy notice boards and act as greeters in reception – talking to and maybe helping out other patients. This need not be a massive commitment, but would be really helpful to the Practice and other patients, as well as being an opportunity to meet and talk to a wide variety of people.

We asked what issues Patients would like the PPG to look at and there were no major problems identified, but a number of people are still unhappy with the Appointments Booking system. Heather King, the Practice Manager has produced a Q&A sheet which is available at:
http://www.greenstreetclinic.co.uk/website/G81032/files/Report_on_Automated_Booking_Service_following_Patient_Survey_2012.doc

If you are not offered a suitable appointment via the automated system the reception team will be more than happy to find an alternative for you.

Practice Training Afternoon. Thursday 27th June 12.30 – 6.30 pm

The practice will be closed for essential staff training on this date. Full cover will be arranged so that patients don't suffer. Further details will be advertised in due course.

Patient Survey 2013

Thank you to everyone who completed the recent survey – there were a lot of comments, and some grumbles, but most comments were favourable. A copy of the survey is available here:
<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=130569&v=G81032>



The Green Street Newsletter

Issue 6

Register for our next Newsletter at: www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=G81032

Another Question in the Survey concerned Services available in the Practice and again there was no real pattern to your responses – but we have passed on the responses to the Practice for their information. Mention was made of weight loss programmes, physiotherapy, chiropody, audiology and ophthalmology were cited as being worthy of in-house treatment. Some comment was made about the delay in getting blood test appointments. In addition a list of other areas worthy of attention were holiday jobs, acupuncture, diabetes information and advice, Graves disease, communications with disabled chronically ill patients, MOT health checks, x-ray services, minor injuries. Most of the Services mentioned are already available to patients, either at Green Street or locally.

A full list of what is available is on the Practice Website, but the PPG will keep all of these issues under review, and would very much welcome any comments you want to make.

'Did Not Attend' Statistics for April & May.

Please remember if you can't make your appointment to cancel it!

	Doctor	Nurse	HCA
April	47	61	26
May	46	89	29

We can then offer it to someone else and reduce waiting times for everyone.



We also asked about Practice Notice Boards – and this produced a really helpful list of positive suggestions. We are lucky to have a Volunteer to help us with implementing the suggestions but we need more Volunteers to help out. Please contact the PPG via Reception.

As for the future.....

The PPG are going to be looking at Patient Involvement in Commissioning, and impact on Patients of the new Clinical Commissioning Group.

There will also be a series of Information Sessions at which Patients can talk to Practice Clinicians about health issues – we will start with a sessions on childhood immunisations, bites stings and allergies, and then move on to diabetes, and then minor illnesses – coughs colds sore throats, and what antibiotics don't work on. Any suggestions for future sessions welcome