

PPG Awareness Week 31st May - 6th June

Here at St. Martin's Gate Surgery, we have a Patient Participation Group and this week gives us the chance to alert you to its existence.

The Patient Participation Group is made up of patients (just like yourself), who work with the practice to try and improve the services provided to patients.

We do this by holding meetings with practice managers roughly every three months.

In addition, group members organise 'drop in' sessions at both, Turnpike House and St. Peter's waiting rooms, where they chat to patients and receive feedback and ideas. These issues are then discussed with the practice management.

In the past, the group has also organised information evenings on subjects such as diabetes, mental health and dementia. We are willing to organise other sessions if there is thought to be a need.

WOULD YOU LIKE TO JOIN THE PATIENT PARTICIPATION GROUP?

We are always looking for new members. If you feel you would be interested (no obligation whatsoever), please email—stmartinsgateppg@gmail.com or leave an envelope in either reception addressed to Phil Whitehouse PPG Chairman.

Likewise, if you have any general comments and/or suggestions, use the same contact details.

Complaints on particular issues should be taken up with the Practice Manager.

Some issues that have been raised during 'drop ins' are:

- Many patients didn't know that the practice issues a newsletter every quarter. ***Laminated copies are available to be viewed in both waiting rooms and copies can also be viewed on the website.***
- Patients have asked why nurse appointments cannot be booked online. ***Quite a simple answer - Doctors appointments are for a standard length, making online booking easy. With Nurse appointments, the length of the time allocated to the appointment depends on the test/procedure involved, so there is no standard time. We have since introduced a new feature which allows patients to book nurse appointments via a self-book link. We hope to expand on this in the near future.***
- Patients thought that they had to ring to obtain test results. ***This is not always the case. If you are registered for online access you can see your blood test results in the NHS App, or Patient Access. If you are not registered, and wish to be, please pop to Reception, where we would be happy to help you. You can also fill out our Online Triage form and have your results text to you if they are back.***

WAYS IN WHICH YOU CAN HELP THE SURGERY HELP YOU

- Register for Online Access. ***By doing this you can manage your healthcare better. You can:***
 - ***Make doctors appointments***
 - ***Order repeat prescriptions***
 - ***View your blood test results***
- When arriving for your appointment at Turnpike House, please use the self check-in screen or scan the QR code displayed in the reception area to alert the Clinician that you have arrived.

Doing the above will help 'free up' the Care Navigators to deal with more complex enquiries.

Mention has been made of 'Care Navigators'. Although you may think of the staff in reception and on the phones as 'receptionists', they have in fact, received training to enable them to put you (the patient) in touch with the best person in the practice to resolve your medical query. We used to say, and indeed, still do "we are going to the doctors". Nowadays, there are a range of medical practitioners employed who have knowledge and experience of dealing with a range of issues, so a Doctor may not be the most appropriate to see.