



Chawton House Surgery

Patient Participation Group

Newsletter

NOVEMBER 2019

Chawton House Surgery, along with other GP practices in the UK, has a Patient Participation Group (PPG) so that patients have an opportunity to contribute to the running and services offered by the surgery.

The PPG serves as a bridge between patients and the surgery

The Patient Participation Group provides a way for patients to make positive suggestions about the practice, and raise general concerns and ideas for improvements. The PPG Patient Representatives meet regularly with Chawton House Management and issues raised by patients are discussed and given serious consideration. The outcome is reported back to the patient and may also be reported in PPG Newsletters which will be available by email and in the surgery.

It also provides a way for practice staff to communicate with patients. As well as providing information, this helps patients understand the demands and issues that staff deal with when running a busy practice.

Feedback from the PPG may be used for other reasons such as influencing the provision of health and social care and to develop self-help projects and ideas to meet the needs of fellow patients.

Please note that the Patient Participation Group is **not** about individual medical issues or anything that happened during a consultation with a doctor or nurse. These matters are confidential and we are not allowed to discuss them at meetings. Please talk about these concerns either directly with your GP or with the Practice Manager.

How is the PPG run?

Any patient registered at the Chawton House Practice can become a member of the Patient Participation Group. The PPG is run by a committee which is formed from volunteer patient representatives and members of Chawton House Surgery management team. They meet regularly to look at any questions, comments or suggestions made by patients and agree further action. Current patient representatives are Tony Pruss, Alan Lawrence, Celia Burgess, David Mewes, Mary Pruss, Michael Barsby and Kathy Quinn.

The PPG Committee also aims to produce a regular Newsletter to keep in touch - please turn over to see the type of information we plan to include. The Newsletter will be sent by email to everyone who has registered by completing the PPG Contact Form on the Chawton House Surgery website. Newsletters will also be available in the surgery waiting rooms and in Reception.

Keep in Touch

If you would like to receive regular newsletters and updates by email, please go to the surgery website - www.chawtonhousesurgery.co.uk – then click on the link for the **Patient Participation Group** at the top of the page; then follow the link for the **PPG Registration Form**. Alternatively, you can complete a PPG Registration Form at the surgery and put it in the PPG Letterbox in Reception. Newsletters will also be available to pick up in Reception and in the Waiting Rooms.

To Make a Comment or Suggestion

Please complete a Comment and Suggestion Form either on the surgery website (details in paragraph above) or collect a copy from Reception - once completed, please put in the PPG Letterbox in Reception. Letters are welcome either in Reception or by post – please mark clearly **Attention PPG**. Your comment or suggestion will be discussed at the next PPG meeting and we will let you know the outcome.

PPG News

Patient Survey - an easy and anonymous way to have your say

On Chawton House website, in a yellow box on the Home page, is a link to a Patient Survey asking how you rate your contact with doctors, nurses and other practice staff. It is very quick to complete, just a minute or two, you have a choice of answers and just have to click on the box you choose - and it's anonymous, so you can be completely honest! It includes how long you had to wait for an appointment and how positively you feel you were treated during the consultation.

If you don't have a computer, please ask reception for a paper copy and put it in the PPG Letterbox and we will pass it to the surgery so you can remain anonymous.

The results will help the practice to look for ways to improve your experience while visiting the surgery. We will publish results in a future PPG Newsletter.

There is Still Time to Get Your Flu Jab

In line with national recommendations, Chawton House Surgery provides free flu vaccine to: over 65s; expectant mothers; anyone who receives a carers allowance or is the main carer for an elderly or disabled person; and for certain medical conditions (phone call or email your doctor if you are not sure you qualify).

It is important for people in these groups to get vaccinated every year as flu viruses adapt rapidly and vaccines have to be kept up to date. There are still dates available – weekdays up to 6.15pm and on Saturday 14 December. Please phone or call in to the surgery to book in. Better safe than sorry.

The funding that the surgery gets for each injection helps to provide other services for all patients, so please support your surgery.

Other Clinics and Services at Chawton House

As well as the annual flu clinic, the following clinics and services are available:

- Minor Surgery and Joint Injections
- Blood Tests
- INR Clinic – to monitor patients taking Warfarin
- Well Women's Health Screening
- Contraceptive/Family Planning
- Ante-Natal advice
- Stop Smoking advice - one-to-one support from SmokeFreeHampshire
- Asthma/COPD Monitoring
- Diabetes monitoring

Please see the Chawton House website or call the surgery if you want further details.

You can now have an online consultation ('eConsultation') with Chawton House doctors

Sometimes you may just want to ask your GP a quick question, or check on something you discussed at an appointment or even check if you really need an appointment. Now you can send an online consultation to your own doctor. When you first go onto Chawton House's website you will get a dark page with a white box on it. In the box is a link for Online Consultation – click on this and you can start. There is also a like to **eConsult** on the website home page. Emails on this service are for Chawton House Surgery doctors only – you will get a personal response either by return email or by telephone. Just follow the instructions. It is really easy.

190 Missed Appointments in the Last Three Months

If you do not need or cannot make an appointment you have booked **please cancel or rebook** – the appointment can then be used by someone else and this will help to reduce the waiting time for everyone.