



PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE TWO AUTUMN 2018



Happenings at the surgery since the last PPG Newsletter



NHS 70 TEA PARTY Thanks to everyone who contributed and came to our tea party, which helped to remind us of the value of our NHS and how far it has developed in patient care since its instigation.

FLU JABS The Flu Jabs have started. If you are eligible for the vaccination but have not yet had it, please contact the surgery between 2.00 —4.00 pm on weekdays only and press Option 3. If you have another appointment to see a nurse or doctor, just mention it when you see them, as it may be possible to be given the flu vaccine at that time.



N.A.P.P.

N.A.P.P The Crossley St PPG has renewed its membership with the National Association for Patient Participation (N.A.P.P.) which is the national voice for patient participation in primary care. As volunteers your local PPG members welcome news from N.A.P.P. to help with ideas, information and concerns which will be of interest to our patients.



PATIENT INFORMATION

APPOINTMENTS . . .

Everyone working at the surgery is aware of the frustration sometimes felt when it is difficult to get an appointment as soon as expected. However every effort is being made to meet the demand. The number of patients requesting appointments with GPs and Nursing Staff per week is increasing; from 28th August to 28th September 2018 there were 6,325 appointments, 485 of which were at the Flu Clinic on the 22nd September. With increasing patient numbers (225 in the last 12 months) and constraints in funding, please be understanding. If your medical condition is urgent you will be attended to.

Non emergency medical appointments are also available on Saturday mornings, held at the Wetherby Medical Centre, but appointments should be made through your Crossley St Surgery. It is hoped that this extra facility will help those patients with busy work schedules, and families who may find a Saturday morning easier to manage child care arrangements.

FROM THE PHARMACY

A REMINDER FOR PATIENTS

- To avoid disappointment allow 3 working days for your prescription to be processed. We are there to help but sometimes we are exceptionally busy and can issue 500 to 1,000 items in one day.
- Please only order medication that you really need.
- Please plan ahead if you are going away and need extra medication. You can request prescriptions 10 days in advance.



If you are interested in or would like more information about the Patient Participation Group please complete a card, found in the PPG box, which is situated on the middle part of the reception desk as you come in the main door.