



PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE FOUR SPRING 2019

**HAPPY EASTER
to all Patients and Staff at
Crossley St Surgery**



THE PPG DISPLAY BOARD ...

- we hope patients have had time to read our notice board display explaining the new signposting system now operating in the surgery as part of the Government’s NHS plan, with the aim to help patients get to see the right person more quickly. We would welcome any **feedback**, (anonymous or named), reflecting your experiences of this new system, so if you have any comments, please write on the tear off slip at the bottom of this page and post it in the PPG wooden box next to the visitor’s book on the front reception desk. Results of feedback will be published in a later PPG Newsletter and any follow up reported upon.

The latest Board Display is about the current Leeds project to ‘Look Out For Your Neighbour’ so please enjoy reading the posters and ideas, and look out for a neighbour in your area.



Tear off slip—feedback on new signposting system

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Please put in the PPG wooden box at the front of Reception. Thank you

FEEDBACK ON CHILDREN'S BOOK CORNER

The feedback from patients regarding the Children's Book Corner has been very positive. We are hoping to do the same in the upstairs waiting room, when we have sufficient funds.



NEWS

The new telephone system has now been installed at the surgery, so calling in for appointments should be eased a little. However, the lines are very busy early morning so staggering your call, if possible, would be helpful. More and more patients are making appointments and requesting prescriptions on-line, so if you have access to the internet and wish to do so, please register at the surgery.



Date for your diary - Monday 29th April 6pm – 8pm
Meeting of the PPG Network Support Group at Wetherby Town Hall.
Any patients welcome.

APPOINTMENTS

Appointments are still being missed. To avoid wasting a valuable appointment please let the surgery know **IN GOOD TIME** that you wish to cancel. Thank you.

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. Our meetings are always held on a Thursday at 4.00 pm at the surgery.

Here are the dates of our next 3 meetings

25th April 2019

30th May 2019

27th June 2019