

## Patient Participation Group Update

Townhead Surgery **Patient Participation Group** (PPG) is a group of patients who work with the practice to help it run as well as it can for patients, doctors and other staff. You can contact the PPG by filling out a slip in the Settle waiting room and popping it into the sealed box or by emailing - [Settle.ppg@nhs.net](mailto:Settle.ppg@nhs.net)

Here are some this month's suggestions and responses.

**Suggestion:** Could we have magazines, toys, and a coffee/food vending machine?

**Response:** Due to infection control, we were required to remove everything from the surgery including magazines and children's toys. We are not like A & E and do not offer a walk-in service where you may be in the department for several hours, so we that a coffee/food vending machine would not be suitable. We also do not have the space.

**Suggestion:** Why do you have a radio at Settle, but not at Hellifield?

**Response:** This is something that we hadn't thought of, but we can look into putting a radio in down at our Hellifield Surgery.

**Suggestion:** Please can you play a radio channel other than classical music.

**Response :** We were playing classical music at the surgery for a while and some patient feedback was positive. Obviously, we are not going to suit all tastes in music. We are

currently playing smooth radio, which plays varied easy listening music.

**Suggestion:** When are the Doctors going to start doing surgeries at Hellifield?

**Response :** The doctors are back working from Hellifield, doing a couple of surgeries a week, along with a full selection of nurse appointments. Most of our appointments are at our main site in Settle. But please ask the receptionist what they can offer you at Hellifield surgery.

**We have a very active and valued PPG Group, who are keen to recruit new members, if you are a patient of the practice and would like a new challenge, please see the Townhead Surgery website for more information. We are particularly interested in recruiting someone to represent our younger patients.**

<https://www.townheadsurgery.nhs.uk/practice-information/patient-participation-group-ppg/>

## Respiratory Syncytial Vaccine (RSV)

This is a new vaccine being offered to all patients aged 75 – 79 and Pregnant patients at 28 weeks gestation. (Maternal Vaccination)

These vaccines are being offered to help protect the most vulnerable patients, the elderly and Babies up to 6 month, against respiratory conditions.

# Townhead Surgery Newsletter July 2024



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## Staffing

Georgia Stirk is our new mental health coach and will be working in the surgery every Monday and Thursday. You can be seen either face to face or have a telephone consultation. She has appointments at both Settle and Hellifield surgeries.

We also have two new Registrar GP Trainee's starting in August.

Dr Abigail Sharpe and Dr Phoebe Robertson.

Our nursing and administration teams remain unchanged.

## Flu and Covid vaccinations

We will be offering all eligible patients their Flu and Covid Autumn booster vaccinations from the end of September, beginning of October.

Clinics will be advertised in the surgery and via social media, patients will also be sent a text link to book appointments online.

## PLT – Training Afternoons

Both Settle and Hellifield surgeries will be closed from 1pm in the afternoon on the below dates and open 8am the following day.

Tuesday 17<sup>th</sup> September

Wednesday 16<sup>th</sup> October

Thursday 21<sup>st</sup> November

## Best ways to access the surgery



Our online system used to book appointments

(routine only) and request sick notes. Also used for patients to pass on information to their GP. Go to [townhead.surgery.nhs.uk](https://townhead.surgery.nhs.uk) to register. We do not use this system for the ordering of prescriptions.



**Telephone – 01729 822611**

Our new phone system tells patients how many calls are in the queue. You can judge then, if you would like to continue or call back, at busier times it will offer a callback service, so that you don't need to hold and as soon as a receptionist is Available they will call you back. We ask patients not to ring for routine matters between 8 and 9 am.



**At the surgery in person.**

Our reception is open 8 am – 6pm, Monday - Friday



**NHS app**

This can be used to order repeat medication and look at your medical records. From November 2023, everyone will be able to view their medical record this date onwards.

## Our latest service report for patients from 01/04/24 – 31/06/24



**Our reception team have answered 12,280 calls**

**Patients have been booked into 1890**

**Phone consultation with a GP**

**3685**

**Face to face appointment, all practitioners**

**Unfortunately, we had 286 did not attend appointments**

**62 staff employed**



**Our online consultation**

**244 admin requests submitted.**

**552 clinical consultations submitted.**

**We currently serve 9577 patients across two sites.**

