

# The Grove Surgery Patient Participation Group Newsletter

Winter 2024

## PPG Community Allotment!

### Special points of interest:

- \* Do you have time to help maintain the community allotment?
- \* Green fingered people needed!!
- \* It is not just an allotment, it is a place to meet new friends

In our last edition we gave you an update on a community allotment at the Cowpasture Site on Candleford Road. With our first season we were able to offer our produce to patients coming into the surgery. We plan to offer even more this year.

We have also teamed up with Level 2 a youth project in Felixstowe. They will be using their young people to manage the plot as well as growing plants from seeds

### We do need some more volunteers!

We have a small team of volunteers who are maintaining the plot, mainly watering and gentle weeding, if you can offer a few minutes a week please contact Ruth Lewis at the surgery or the PPG Chair Mark

Jepson  
(jepson413@btinternet.com)

### What will we do with the produce?

We eventually hope to make it available to patients, particularly those struggling with the cost of

living. Those who help on the plot can also take some as a thanks for the contribution they have made.

### Is it just an allotment?

No! It is intended to be a place where people can meet or just relax, we have a bench ideally placed to enjoy the sun!

Our intention is for it to become a community site for as many of you to enjoy.

Please come and say hello, we have people there on the following days



### Inside this issue:

Appointments- all you need to know 2

On Line Consultations 2

SNEE 2

Prescriptions 3

Complaints data 3

## A Reminder of what the Patient Participation Group (PPG) Do!

We are all patients at the surgery, which is one of the few requirements of the PPG .

The group is constituted and votes for a Chair annually

We meet up to four times a year

We circulate a newsletter which is intended to inform patients of

services provided by the surgery.

One of the Partners and the Practice Manager attend these meetings to provide an overview of performance and key issues affecting the surgery.

Dates for our 2024 meetings; 22nd April, 22nd July, 23rd September and 25th November. The meeting starts at 6pm for about 90 minutes.

Please contact Aimee or Mark if you would like to be involved.

## Inclisiran-a new drug to treat Cholesterol

The surgery has taken the decision to prescribe a new drug to reduce cholesterol, they wanted to give patients every opportunity to benefit from this drug. Studies have shown it to be very effective. The drug is currently very expensive which is why it will only be prescribed to a certain categories of patients, these include but not exclusively to

- Coronary heart disease/Acute coronary syndrome
- Ischaemic stroke or peripheral arterial disease

Please wait to be contacted by the surgery, they will contact you if you are eligible .

**Using on line services can be quicker and easier than contacting the surgery by telephone or visiting the surgery..give it a go!**

## Contact a GP on line-eConsult

Contacting the surgery by telephone is not the only way you can book an appointment. EConsult provides you with the opportunity to enter your symptoms on line, a GP will triage your symptoms and decide who is best placed to contact you.

You will get advice and treatment by the end of the next working day.

The simple form is accessed on the front page of the Grove Medical Centre web page.

The system may advise you to contact the surgery direct if it considers you need to consult with a GP, this will be based on the information you provide.

Members of the PPG regularly use EConsult and find it relatively

straight forward.

Some sections appear to ask similar questions to previous sections, this is to gain as much information from you to enable a clinician to make an informed decision regarding your treatment.

You can also upload photographs which again will help clinicians to treat your condition..

Because it is a national system the surgery cannot make system changes to EConsult.



## Things you should know when booking an appointment

The surgery has a range of different health care professionals who can deal with your symptoms and treatment, a GP may not be the most appropriate person to deal with you.

Reception is staffed by Health Care Navigators, they have been asked by the GP's to make a note of why the patient is making the appointment, this will then help the Clinical team decide who is best to treat the patient.

Appointments are allocated throughout the morning, if your symptoms are not urgent consider ringing after 9.30. Generally you are able to request a same day routine call back up until around 2.30pm each day, this can change depending on patient demand

**The surgery will usually deal with over 400 appointments each day**

## Suffolk and North East Essex SNEE

Your PPG is a member of this Network, we meet with members of other PPGs bi monthly to learn about new services and projects.

The group provides one way for the people of Suffolk and North East Essex to influence the way that their health and care services are planned, commissioned and delivered.

We have the opportunity to feedback our views as well as taking part in surveys that should hopefully improve services.

The Network Team are there advice and guidance to PPGs through Suffolk and North East Essex

The website address for SNEE is; [letstalksnee.co.uk](http://letstalksnee.co.uk)

## Vaccinations

The surgery will be offering vaccinations for Shingles and Pneumonia primarily for patients aged 65 years and over.

If you are offered a vaccination the surgery would recommend you accept the appointment.

They will be happy to speak to you if you have any concerns.

## Order Repeat Prescriptions on line

Did you realise you can order your repeat prescriptions on line?

This can be done by going to the Repeat Prescriptions page on the website and registering with SystemOnline.

To register you will need to contact the surgery with two forms of ID, one has to be a photograph of yourself and one with your current address

A number of members of the PPG use this facility and find it extremely quick and easy.

Other ways of ordering repeat prescriptions are;

In person at the surgery or by post

You cannot order repeat prescriptions by telephone

We appreciate not everyone is comfortable using on line services or has access to the internet. However the more people who do use the on line options helps to reduce demand on the team.



## Prescription; Click and Collect!

If you do use the on line service for your Prescription with Day Lewis Pharmacy you could now start to receive a text with an 8 digit pick up code .

Inside the door of the Pharmacy is a collection point, all you need to do is enter the code and your month and day of birth. It really is simple and saves you queuing.

Give it a go if you receive the text!!

## Complaints

At the last PPG meeting a selection of complaints were reviewed.

These were taken from Google reviews, written letters direct to the surgery and emails etc. All complaints are taken seriously and investigated, this will include speaking with staff members, listening back to calls, contacting the patient, discussing the complaint in the practice meeting and then a final written response to the patient. The selection of complaints shared were patients unhappy with the hold music, receptionist's manner, clinical care and the price of prescriptions.

During 2023 the surgery received 36 complaints.

26 of those were not upheld

4 were partially upheld

6 were upheld

All complaints are dealt with as soon as possible and discussed between the Practice Manager and Partners.