

# ***NEW YEAR NEWS from the PPG @ KMMP!***

Changes are coming at both surgeries, changes which should make life a lot easier for both patients and staff!

**Our new Managing Partner, Andrew Harrington, writes:**

“ We hope you all had a good Christmas and we wish everyone a very healthy New Year.

Both surgeries continue to be very busy. Requests for appointments continue to outstrip capacity. We have brought in extra resources for the winter to help with demand.



We have rolled out a new centralised call system to fix the issues with the telephone call queuing process. We have also added a voicemail to the Prescription line; so if the Prescription team cannot answer your call, you can leave a voice message and they will come back to you as soon as they can. Please only use this option for prescriptions, not appointment requests. We are confident this will help ease the pressure on the phones and mean that your call is answered more efficiently. We are also making changes to the appointment booking system and to how we run reception. Thank you again for your patience while we are trying to resolve these issues: we appreciate it's been frustrating.

We are always happy to receive feedback, but please be kind. Our staff work hard and are here to try and make things better for all. They deserve and we expect them to be treated with respect. We have seen a recent increase in rudeness and bad behaviours from patients. Whilst we recognise being unwell can cause anxiety, we will not tolerate any abuse to staff.

The surgery and phone lines will be closed between 1-2 pm each day as will Lloyds chemist in Knebworth.

Lastly, Dr Osman left Marymead on 16th December. She will be missed, and we wish her well in her retirement.

**Happy 2023,**

KMMP Partners”

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## **PPG News**

As a new year dawns for the patients and staff at Knebworth and Marymead, we are proud to say that our Patient Group is flourishing, despite the trials of recent years.

Many of you attended our **monthly meetings on Zoom** with speakers on topics like: How to avoid being scammed, Defibrillators, Fire Safety in the Home, Healthwatch in Herts, Living with Parkinson's Disease, Live Longer and Better in Hertfordshire and Patient and Public Engagement in Research.

We are planning an equally diverse range of **talks for 2023** – if you would like to join us, just watch out for details in our newsletters, local magazines and on Facebook. You can

receive our digital newsletters by sending your email address to one of the Officers listed at the end of this newsletter. We hope to return to some face-to-face meetings in due course. Remember, **meetings are open and free to all patients.**



Indeed, following the success of our pre-Covid **Help Yourself to Health** sessions, when some hundred patients filled Knebworth Village Hall to listen to speakers on health matters and to browse the stalls and talk with representatives from local organisations, we plan to hold another one this summer. We would welcome your suggestions for organisations, speakers and topics that would be of interest.

Remember the **Walk in the Park** that we started over six years ago now? We recently had a visit from Claire Pullen who is the new Projects Officer for Hertfordshire Health Walks. She was impressed that 27 walkers turned out on a miserable November morning, that our six leaders offered a choice of three lengths of walk and that the Bowls Club ladies opened up especially to serve us drinks, biscuits and hot mince pies! We all agreed that the socialising at the end was just as valuable as the physical exercise!

Again, this activity is open and free to all (patients from other surgeries are welcome to join us too.) **We meet at the pavilion in Knebworth recreation ground at 10.20 every other Tuesday** – January 10th, 24th, February 7th, 21st, March 7th, 21st and so on. And we have never cancelled a walk because of the weather!

Watch this space for other exciting developments in the pipeline for 2023.

We wish you all good health and happiness for this new year.

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***The next PPG meeting: Tuesday January 17th at 7.00 pm by Zoom***  
(Zoom details from Officers below.)

There will be updates on Surgery matters, followed by a talk by **Kate Cope**, the **Care Coordination Centre Professional Lead** (which is part of the Herts Community NHS Trust.).

**All patients are welcome to attend.**

**Future dates:** February, 21, March 21, April 18, May 16, June 20 tbd  
September 19, October 17, November 21, December 12 or 19 tbd

#### **PATIENT PARTICIPATION GROUP OFFICERS**

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