

## Plans for the PPG

Plans for the future include:

- Working with the Practice to address the problems of difficult phone access and lack of on-line appointments.
- Continuing to try to address some of the parking problems (by trying to dissuade people who are not patients using the car park).
- Keeping patients informed of changes in our Practice.
- Encouraging patients to use the on-line facility for making appointments and requesting repeat prescriptions.

## And finally...

Please read and keep our Practice Leaflet and if you have any comments/improvements please let us know by e-mailing us at [ThornburyPatients@outlook.com](mailto:ThornburyPatients@outlook.com)

We would like to encourage you to join the PPG to help with the work that we are doing. If you would like to do so, please let the Practice Manager know or e-mail us at [ThornburyPatients@outlook.com](mailto:ThornburyPatients@outlook.com)

We would like to start sending out information to patients in our practice on a more regular basis in the form of an e-newsletter. If you would like to be included then please send us your name and e-mail address (we will not disclose your details to a third party).

If you don't have access to e-mail and would like to contact the PPG, then please leave a note for us with reception at the practice.

# Thornbury Road Centre for Health

## Patient Participation Group (PPG)



## Newsletter no. 1, April 2018

Welcome to the first Thornbury Centre for Health PPG newsletter.

## What is a PPG?

A PPG consists of a group of patients from the Practice who work on a voluntary basis. The group is open to all patients at the practice. Please contact us if you would like to help. The purpose of a PPG is to:

- Ensure that **patients and carers are involved in the decisions** about the range, shape and quality of services provided by their Practice.
- **Help the Practice identify improvements** that can be made.
- Help the Practice implement them for the **benefit of patients, the Practice and the staff.**

A PPG is not a 'forum for moaners' nor is it a 'doctor fan club'. It provides a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems.

Our PPG was formed in early 2017 and we have been working hard since then. The purpose of this newsletter is to tell you what we have been doing and to let you know about the issues we intend to deal with.

## New Practice Leaflet

This newsletter coincides with the publication of a revised Practice Leaflet which has been prepared by the PPG. **Please make sure you pick up a copy!**

## Achievements of the PPG

Over the last year your PPG has achieved the following:

- Established an excellent working relationship with our Practice Manager.
- Worked with the Practice to highlight and implement improvements in the waiting area:
  - on the registration screen you are now informed of the number of patients waiting to be seen before you and the approximate waiting time,
  - the room number to be visited by the patient (previously it would sometimes drop off the end of the display screen).
- Supported the removal of lunch-time closure.
- Highlighted inaccurate recorded phone message advising of lunch time closures.
- Pursued the need for improved information for patients on the referral process.
- Produced the new Practice Leaflet.
- Worked with the Practice in addressing some of the parking problems eg we hope that the lines for the parking bays will be repainted in the not too distant future, that cars that have been parked in the car park for a long time are removed.

## Stay well in Hounslow

There are a lot of changes taking place in the provision of primary care and you should have received a copy through the post of a recent NHS booklet entitled "Stay well in Hounslow". If not, please take one from our notice board in the waiting room. There is a lot of useful advice aimed at helping you stay well and it gives information about the various services available from the NHS.

## How to get the most out of your visit to the doctor

- Firstly, think whether you really need to see a doctor or perhaps you could visit a pharmacy instead.
- Your appointment with your GP usually lasts 10 minutes. Your GP will usually see 6 patients an hour. If every other consultation overruns by 5 minutes, after an hour the GP will be running 15 minutes behind schedule.
- To make the most of the time allocated and not keep other patients waiting, it is recommended that you prepare what you are going to say to the GP beforehand.
- Don't waste time at the start of the consultation. Get to the point.
- If you are seeing the doctor about more than one problem say so at the beginning and list them. But if you have a long list then you might need to come back for another appointment.
- Make a note of your symptoms (and how long you've had them), any worries, anything the doctor should know and any questions that you would like to ask.
- Tell the doctor how you are feeling.
- Mention any medication you are taking in addition to that prescribed.
- Mention if you are not taking the medication the doctor has prescribed or are not sticking to the prescribed dose or frequency.
- Try to be precise.
- **Discuss important things first and stick to the point, don't leave the most important problem or question to the end as you are leaving.**
- If you don't understand something, say so.
- Make sure you fully understand the next steps before you leave the room. Don't be afraid to ask for something to be repeated, explained in a different way or written down.
- If you need glasses, remember to take them with you as you might need to read something.
- In summary, share all your concerns briefly at the beginning, and then go through your issues one by one.

We hope you find this information useful and helpful when you use the medical services provided by the caring team at our Practice.