

Patient Participation Group

Welcome to the first PPG Newsletter

Many patients will be aware of the Chelsfield surgery's Patient Participation Group through the patient's survey and the information board in the waiting area.

The purpose of this first newsletter is to publish the results of the 2023 Patient Survey, and introduce the idea behind this newsletter going forward.

The results of the last survey show a good degree of satisfaction among patients and are now available on this board and will be added to the Chelsfield Surgery website where we are currently building a new PPG presence for release in the New Year

Your PPG group wants to help bring patients up to date on the many initiatives, both local and wider NHS based, that are aimed at improving access to the clinical and non-clinical professionals based at Chelsfield Surgery.

We are currently working on the following areas:-

Telephony

Many patients reported issues with the current telephony system and we are pleased to announce that this will be changed in the New Year.

Access to GPs

Additionally, healthcare is changing rapidly and a common issue is the lack of access to GPs. The solution to the GP shortage nationwide has been to recruit specialists to work with specific issues. For example, did you know that a third of our GP requests are about musculo-skeletal issues. The GP would then have had to refer you to a physiotherapist. Under the new system our receptionist would refer you directly to a physiotherapist. If they have any concerns that the issue may be more than that they will request a GP appointment on your behalf.

Forthcoming Newsletters

These will be published quarterly after our PPG meeting.

We will also include, as a new initiative, short interviews with each professional role to help us all understand more about their specialism.

If you have a specialism you would particularly like to know to please contact us via the surgery's PPG box by reception. Once the PPG area on our website is up and running you will be able to contact us there.

We are always looking for new members and would welcome members from our diverse community and younger people.

YOUR PPG TEAM