



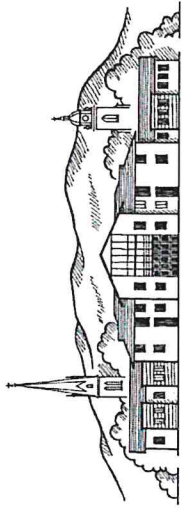
UPTON SURGERY

We are happy to assist you:

If you require any of our information to be provided in an alternative format, or need help with communicating, please let us know.

We can provide **large print** or **easy read** materials, interpreting services, Deaf Direct and Braille services, as required.

PRACTICE AREA



Dr J P Barrell and Partners
 Upton Surgery
 Tunnel Hill, Upton-upon-Severn
 Worcs. WR8 0QL

Website: www.uptondoctors.co.uk

Tel: 01684 592696
 (8.00am – 6.30pm)

Fax: 01684 593122

Repeat Prescription Tel: 01684 592840
 (8.30am – 10.30am)

Repeat Prescription Fax: 01684 592372

Dr. Julian Barrell
 Charing Cross MB BS 1982

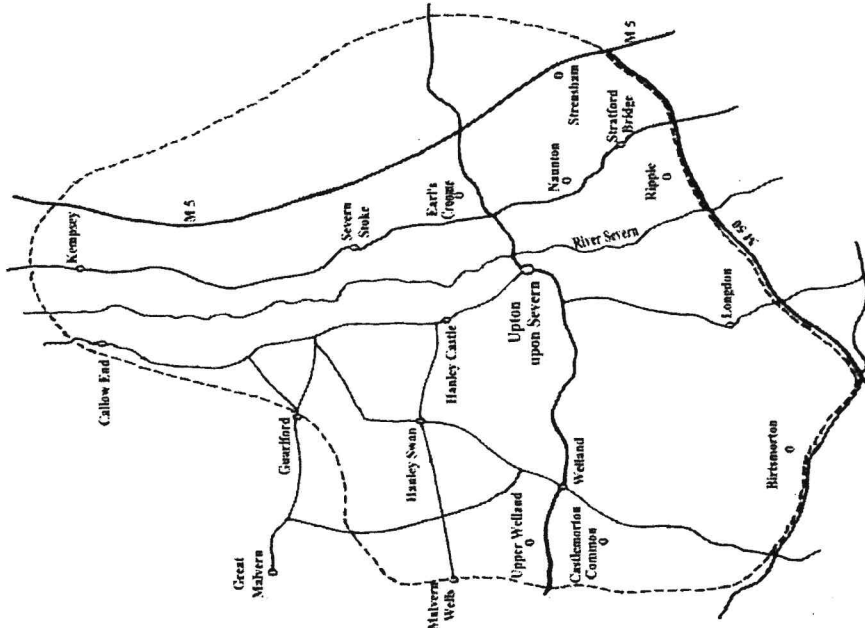
Dr. Andrew Havercroft
 Sheffield MB ChB 1989

Dr. Catherine Evans
 Royal Free MB BS 1995

Dr. Caroline Miller
 Newcastle MB BS 1996

Dr. Paul Bunyan
 Birmingham MB ChB 1998

Dr. Gail Wetmore
 Leicester-Warwick MB ChB 2005



Patients with particular needs

The practice is fully accessible to patients using a wheelchair. We also have parking spaces in the car park which are reserved for patients displaying a disabled sticker. For patients with hearing problems, we have an induction loop available. We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

TIMETABLE

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------------------|---|--|---|---|---|
| 8.30 am to 12.00 | Dr.Barrell Dr.Havercroft Dr.Miller Dr.Bunyan Dr. Wetmore Dr. A Ritchie | Dr.Barrell Dr.Havercroft Dr.Evans Dr.Miller Dr. Bunyan Dr. Wetmore Dr. Ritchie | Dr.Miller Dr. Evans Dr. Bunyan Dr. Frampton Dr. Ritchie | Dr.Havercroft Dr Evans Dr. Wetmore Dr Frampton Dr. Ritchie | Dr.Barrell Dr Havercroft Dr.Miller Dr. Bunyan Dr. Wetmore |
| 3.50 pm to 5.50 pm | Dr. Havercroft Dr Miller Dr. Wetmore Dr. Ritchie | Dr Barrell Dr.Havercroft Dr. Evans Dr. Miller Dr. Bunyan | Dr. C Miller Dr. Bunyan Dr. Frampton Dr. Ritchie | Dr.Barrell Dr.Havercroft Dr Evans Dr. Wetmore Dr. Frampton Dr. Ritchie | Dr.Havercroft Dr.Miller Dr. Bunyan Dr. Wetmore |

Partnership

There are six GP Partners assisted by Dr Catherine Frampton who works four regular sessions each week and Dr Amy Ritchie who works 8 regular sessions each week. Other qualified G.P.s act as Locums as needed.

Training

Up to three Registrars can be working in the practice. Registrars are qualified doctors and rotate their training to General Practice after up to 3 years of working in a hospital. Medical students from Warwick University are also allocated for placement.

Nursing Team

Advanced Nurse Practitioners, Practice Nurses and Health Care Assistants are available for a full range of services during opening times, Monday to Friday. Appointments are required for most consultations. Also we have Jo Dodd who is Nurse Lead for Older People.

Phlebotomy

Phlebotomists are available during morning and afternoon surgeries to take blood samples, for which an appointment is required. Our Phlebotomist may also be involved in health promotion campaigns.

Dispensary

As a dispensing practice, prescriptions can be dispensed for any patient who lives more than a one mile radius from a chemist. Opening times are 8.30 am - 6.30 pm, Monday - Friday. A Pharmacist is available for advice.

Reception Staff

The Practice Manager is Ben Kent. The reception and administrative staff provide clerical support for the doctors and patients.

Named Accountable GP

All patients, including children have been allocated a named, accountable GP. Patients can continue to choose to see any GP in the practice in line with current arrangements.

Home Visits

Home visits are provided when medically necessary. You may be asked to bring the patient to surgery in order to receive speedier medical attention with full facilities. Children with rashes and temperatures can be brought quite safely to surgery in a car. Where possible, requests for home visits should be made before 10.30am.

The Surgery is open from 8 am to 6.30 pm
Monday to Friday.

Appointments

Telephone: 01684 592696

*Early Mornings 7.20 - 7.50 am**

Morning Surgery 8.30 am - 12.00 noon

Evening Surgery 3.50 pm - 5.50 pm

*Saturdays 8.00 - 11.30 am**

Sunday - Closed

**Extended Hours*

Rota available via www.uptondoctors.co.uk or our

Patient Newsletter available in Reception.

Patients who need to be seen urgently for medical reasons will be seen without an appointment. Requests for same day appointments will be triaged by our clinical team.

Please would you notify reception of any change of name, address or telephone number.

Appointments can also be made online from any computer with internet access, please ask at reception for a leaflet to register for Patient Access.

SMS Appointment Reminders

We have an appointment reminder text messaging service. We believe this will not only assist patients with a timely reminder of their appointment, but also help to cut down on the huge number of missed appointments. All patients will have the choice to opt out of the service.

Repeat Prescriptions

Repeat prescriptions can be ordered online from any computer with internet access, please ask at reception for a leaflet to register for Patient Access. Please use the repeat prescription slip whenever possible. Requests can also be faxed to the surgery. Please allow three working days before collecting your medication from the surgery or 3 working days if collecting from the chemist. Prescriptions will be issued for 1 month's supply at a time.

Telephone requests for repeat prescriptions should be kept to a minimum and can only be taken on the dedicated telephone line during the following times:

Monday to Friday 8.30 am to 10.30 am
Telephone number: 01684 592840 / Fax: 592372

Out of Hours Calls

If you require non urgent medical information you can contact NHS 111.

NHS 111 runs the Out of Hours GP service from Friday 6.30 pm to Monday 8.00 am and weekday nights from 6.30 pm to 8.00 am, and all Bank Holidays. All calls are triaged and then advised, or asked to Doctors home visit Primary Care Centre. If required a Doctors home visit could be organised.

If you require urgent health advice out of hours, please telephone 111.

Clinics

All clinics are by appointment. Times and frequencies of clinics may vary.

Clinics include: Ante-natal and Post-natal, Respiratory, Minor Surgery, Child Health Surveillance, Diabetes, Vascular Disease, Healthy Travel, Immunisations, Weight Management, Counselling, Anti-Coagulation; Urology, Health Checks and Consultant led Clinics. Many specialist tests can be undertaken on site.

Community Services

We share the building with our local community health team of physiotherapists, podiatrists and district nurses. There is a physiotherapy department. For physiotherapy hub please contact 0300 790 0599 and for podiatry please contact 0300 123 7019.

Social Services

Social Workers are based at the Surgery providing care and support.

Further Information

The aim of the practice is to provide total health care for the community. Please do visit our website for further information: www.uptondoctors.co.uk

If you have any suggestions or complaints, please contact the Practice Manager.

HOW TO GET INVOLVED

Bring some form of identification to Reception which shows the address that we have you registered at and also some form of photograph identification, e.g. passport or driving licence. You will then be issued with your unique registration details.

If you register to use this service, you are deemed to have read, fully understood and agree to the above terms and conditions.

QUERIES OR COMMENTS

If you have any questions or comments about using EMIS Access, please contact the Surgery and we will be pleased to help you.

Telephone: (01684) 592696

www.uptondoctors.co.uk

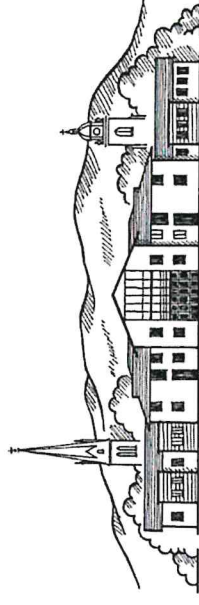
The Surgery is very busy between 8.30 am and 10.00 am every day. We would appreciate it if you could avoid this time to register for this service and obtain your unique registration details.

UPTON SURGERY

DR J BARRELL & PARTNERS

Dr Julian Barrell
Dr Andrew Havercroft
Dr Caroline Miller
Dr Catherine Evans
Dr Paul Bunyan
Dr Gail Wetmore

Telephone: (01684) 592696



www.uptondoctors.co.uk

Online Services

ONLINE SERVICES FOR OUR PATIENTS

EMIS Access is a service from our computer supplier that gives patients internet access to the Surgery. This allows you to book, cancel or check your appointments, make repeat prescription requests or notify us of a change of address. We hope it will be more convenient for you.

HOW IT WORKS

Using the internet, you will be able to view a range of available appointments and take your time to choose the best one for you. The system is tailored for **non-urgent appointments** – please ring the Surgery on (01684) 592696 for other appointments including urgent requests for medical attention and nurse requests.

For repeat prescriptions, you will be able to view and select those drugs from your own list of repeat medication. You will only be able to see those drugs that your doctor has classed as suitable for repeat prescribing. Please allow 10 working days before collection of your medication.

For any other drugs you wish to request please contact the Surgery to arrange to speak to your doctor.

GETTING STARTED

You must register to use EMIS Access. Bring some form of photo identification into the Surgery (your passport or new style driving licence) to be issued with your Access Code and instructions to enable you to log on and create your own unique user account.

SECURITY

We take the security of our patients' information very seriously. All communications with the practice web site are encrypted. Only you can see the personal information you enter. The web site is administered by EMIS (our computer supplier and the choice of more than 50% of all doctors in the UK) so there is no possibility of unauthorised access.

CONDITIONS OF USE

- You can only register to use the service if you are 11 years or over.
- Both EMIS and the Surgery reserve the right to withdraw access to any patient without warning if they feel they are abusing the system.
- Between 2.00 am and 5.00 am the system will be unavailable as it is backed up at this time.

Appointment delays are sometimes unavoidable due to emergencies or unforeseen circumstances, or because we are exceptionally busy.

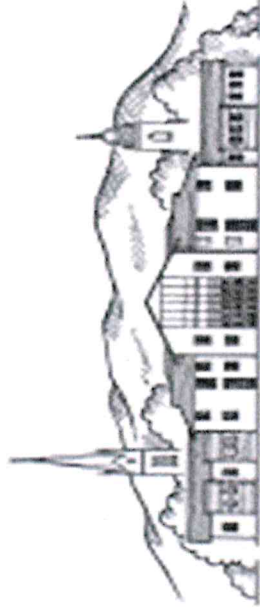
Please try to manage minor self-limiting conditions, such as coughs and colds. Our Practice Nurses are available for help and advice, and our Advanced Nurse Practitioners or Clinical Pharmacist can prescribe.

There is a local pharmacy ailment scheme available from Boots.

NHS 111 runs the Out of Hours GP service from Friday 6.30 pm to Monday 8.00 am and weekday nights from 6.30 pm to 8.00 am, and all Bank Holidays.

If you are unhappy with any aspect of the Practice, the Practice Manager or Assistant Practice Manager will be available to discuss the problem. Please remember that everyone is human and sometimes inadvertent errors may occur.

UPTON SURGERY



Practice Charter

This charter outlines the high standards we are striving to achieve to enable our patients to receive the best possible health care from the resources available to us.

**Dr J P Barrell & Partners
Upton Surgery
Tunnel Hill
Upton-upon-Severn
Worcester
WR8 OQL
01684 592696**

OUR RESPONSIBILITIES TO YOU

You will be greeted courteously at all times and treated in absolute confidence.

You will receive the treatment and care considered the most appropriate and no treatment will be given without your informed consent.

When considered necessary, you will be referred to a consultant acceptable to you and re-referred for a second opinion, if appropriate.

You have the right to see your confidential medical records (SCR)

Practice Leaflets, setting out the services we provide, are available at Reception.

You will be able to speak to a Health Professional on the telephone through the reception staff.

Appropriate health care or advice will be provided for you at all times.

You will be advised on how to obtain results of any tests carried out in the Surgery.

You will be offered a health check by the Practice when registering as a patient.

You will be able to choose whether or not to take part in research or medical student training.

You have the right to see any doctor.

As far as is possible, appointment times will be adhered to. Due to our accessibility delays may occur.

You will be able to see a Health Professional in an emergency.

You will be able to see the doctor of your choice at his/her first available appointment.

You will receive a home visit, if appropriate, on the day of request by contacting the Surgery before 11.00 a.m.

Requests for emergency visits will be assessed by the duty team who will take appropriate action.

You may be asked to bring the patient to the Surgery in order to receive speedier medical attention. Children with rashes and temperatures can be brought quite safely to Surgery in a car.

All repeat prescription requests will be processed within ten working days of receipt.

Urgent prescriptions will be processed with the minimum of delay.

YOUR RESPONSIBILITIES TO US

Please treat the doctors and staff with the same courtesy and respect we afford you.

Please follow any medical advice offered.

Please do not use other people's medication, nor give your medication to anyone else.

Please do not ask children under fourteen years of age to collect medicines for you.

Please accompany children under twelve years of age to see the doctor.

Please give ten working days notice for repeat prescriptions.

Please arrive on time for an appointment and let us know if you are unable to keep an appointment, so that we may offer it to another patient.

Please remember, an appointment is for one person only.

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

- you ask us to do so;
- we ask, and you give us specific permission;
- we must do this by law;
- we have special permission for health or research purposes or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality



Our guiding principle is that we are holding your records in STRICT CONFIDENCE

Who are our partner organisations?

We may share information with the following main partner organisations:

- NHS England
- Our Commissioners
- NHS Trusts / Organisation (Hospitals, CCG's)
- Ambulance Service
- Social Services

We may also share your information, **with your** consent and subject to strict sharing protocols about how it will be used,

With:

- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Anyone who receives information from us also has a legal duty to:

KEEP IT CONFIDENTIAL!

If you believe the Trust has breached any of your Data Protection Rights.

You have a right to complain to the UK supervisory Authority as below.

Information Commissioner:

Wycliffe house

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 01625 545745

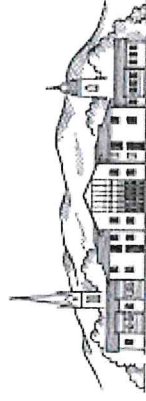
<https://ico.org.uk/>

How we use your Information

UPTON SURGERY

Dr J P Barrell and Partners

Updated for the GDPR
2016 and Data Protection
Act 2018



This leaflet explains:

- **Why the Practice collects information about you and how it is used**
- **Who we may share information with**
- **Your right to see your health records and how we keep your records confidential**

Why we collect information about you

In the Practice we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Details and records about your treatment and care
- Results of x-rays, laboratory test etc.,
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

- **discuss and agree with you what they are going to record about you**
- **give you a copy of letters they are writing about you;** and
- **show you what they have recorded about you, if you ask.**

We will only store your information in identifiable form for a long as in necessary in and in accordance with the NHS England's Rules found here: -

[NHS Records Management code](#)

How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

Others may also need to use records about you to:

- check the quality of care (such as clinical audit)
- protect the health of the public
- keep track of NHS spending
- manage the health service
- help investigate any concerns or complaints you or your family have about your health care
- teach health workers and
- help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally confidential information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

The legal Part

You have a right to privacy under the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act. The Practice needs your personal, sensitive and confidential data in order to perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the in compliance with Article 9, (h) of the GDPR.

You have the right to ask for a copy of all records about you.

- Your request should be made to the practice holding your information
- We are required to respond to you within one Month
- You will need to give adequate information (for example full name, address, date of birth NHS number etc.)

To Access your record contact: Lysa Ball 01684 595043 in the Admin office.

If you think anything is inaccurate or incorrect, please inform the Practice as soon as possible. For other rights about the use of your information please see our website.

The Practice Data Protection Officer is Paul Couldrey PCIG Consulting Ltd, and is available via email: Couldrey@me.com Tel: 07525 623939

How Dr Barrell & Partners implements the NHS Constitution

Principles

The Practice:

- Provides a comprehensive service, available to all irrespective of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation and has a duty to respect their human rights.
- Promotes equality through the service, providing and to paying particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population.
- Provides access to services based on clinical need, not on an individual's ability to pay.
- Aspires to the highest standards of excellence and professionalism, providing safe and effective high-quality care focused on patient experience.
- Ensures that it is effectively lead and managed and its staff receive relevant education, training and development.
- Its services reflect the needs and preferences of patients, their families and carers who will be involved in and consulted on all decisions about their care and treatment.
- Ensures that it works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.
- Is accountable to the public, communities and patients that it serves.

Patient Rights

Patients have the right:

- To receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- To access NHS services and not be refused access on unreasonable grounds.
- To expect the Practice to assess the health requirements of the local community and to commission and put in place the services to meet those needs as considered necessary.
- In certain circumstances to go to other European Economic Area countries or Switzerland for treatment which would be available through the NHS.
- Not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age.
- To access services within maximum waiting times, or to be offered a range of alternative providers if this is not possible.
- To be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality.
- To be treated with dignity and respect, in accordance with their human rights.
- To accept or refuse treatment that is offered, and not to be given any physical examination or treatment unless valid consent has been given.
- To be given information about their proposed treatment in advance, including any significant risks and any alternative treatments which may be available, and the risks involved in doing nothing.

- To privacy and confidentiality and to expect the Practice to keep their confidential information safe and secure.
- To access to their own health records.
- To choose their GP practice, and to be accepted by that Practice unless there are reasonable grounds to refuse, in which case they will be informed of those reasons.
- To express a preference for using a particular doctor within their GP Practice.
- To make choices about their NHS care and to information to support these choices.
- To be involved in discussions and decisions about their healthcare, and to be given information to enable them to do this.
- To be involved, directly or through representatives, in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.
- To have any complaint you make about NHS services dealt with efficiently, to have it properly investigated, know the outcome and escalate the complaint to the independent Health Service Ombudsman.
- To make a claim for judicial review if they think they have been directly affected by an unlawful act or decision of an NHS body.
- To compensation where they have been harmed by negligent treatment.

Patient Responsibilities

- To make a significant contribution to their own, and their family's, good health and well-being, and take some personal responsibility for it.
- To treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.
- To provide accurate information about their health, condition and status.
- To keep appointments, or cancel within reasonable time.
- To follow the course of treatment which they have agreed, and talk to their clinician if they find this difficult.
- To participate in important public health programmes such as vaccination.
- To ensure that those closest to them are aware of their wishes about organ donation.
- To give feedback – both positive and negative – about the treatment and care they have received, including any adverse reactions they may have had.

Do you look after a relative, friend or neighbour, adult or child, who has an illness, is disable or mentally ill and cannot manage without your help? If so, you are a carer and we would like to support you.

Help is available for you from the Worcestershire Association of Carers and Carers Action Worcestershire.

Worcestershire Association of Carers
Polysec House
Blackpole Trading Estate West
Worcester
WR3 8TJ
Telephone: 0300 012 4272

Email: mail@carersworcs.org.uk

Website: www.carersworcs.org.uk

They can offer help with information including:

- Health Services
- Adult and Community Services
- Money matters
- Caring at home
- Equipment
- Getting a break
- Social activities
- PLEASE ASK AT RECEPTION FOR A YELLOW CARERS REGISTRATION CARD

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service

Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

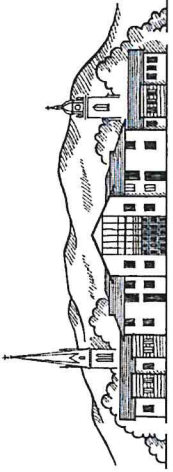
Website: www.ombudsman.org.uk

The PALS Service

Neither NHS England nor the CCGs operate PALS services, but Worcestershire Acute Hospitals NHS Trust and Worcestershire Health and Care NHS Trust continue to do so, to provide advice and support to patients.

Healthwatch Worcestershire has also assumed some of the signposting responsibilities in terms of pointing patients in the right direction for complaints or queries (tel: 01386 550264, email: info@healthwatchworcestershire.co.uk, write: Healthwatch Worcestershire, Queen Elizabeth Drive, Pershore, WR10 1PT)

On the **South Worcestershire CCG** website there is also the option for patients to submit queries or ask for advice, please go to:- <http://www.southworcscg.nhs.uk/contact-us/complaints/>



Upton Surgery

Complaints Procedure

Patient Information Leaflet

Listening, Responding and Improving

Help Us To Get It Right

We constantly try to improve the services we offer. Please let us know when you think we have done something well or if you have any suggestions on how we can do something better.

Our suggestion box is located in the patient waiting area for your use.

Our website allows for feedback and comments on www.uptondoctors.co.uk.

July 2020 JH

Making a Complaint

As a practice we strive to deliver a quality service to meet the needs of our patients, however in a very small number of cases, we don't always get it right.

We are aware that some patients are reluctant to contact the surgery with a complaint regarding their treatment/care. However as a surgery we actively encourage you to do so, giving us the opportunity to address your concern with you.

All complaints will be dealt with in a confidential and timely manner. During investigation of the complaint any information shared will be done so on a need to know basis only.

It is important that you inform us of any problems as soon as possible after the incident has taken place and at latest within 12 months.

Complaints may be received either verbally or in writing. You can speak to any member of staff who will capture the initial information you provide by completing a complaints form. This will then be passed on to the surgery's complaints lead or in their absence, a senior member of staff.

If you are complaining on behalf of someone else, and in order to maintain patient confidentiality, we will require to know that you have their permission to do so.

On initial contact we would hope to resolve any concerns/issues you have around your treatment or care to your satisfaction. This may be via a telephone conversation, email or where appropriate meeting with you. If a resolution is not agreed the Practice operates a formal complaints procedure which conforms to NHS guidelines.

On receipt of a complaint which triggers the surgery's formal complaints process you will receive an acknowledgement within 3 days. This acknowledgement, which could be in written form or by telephone, will confirm that the issues you have raised will be investigated.

Upton Surgery has a nominated Complaints Lead, Georgina Gwynne, who is responsible for monitoring the complaints process and the progress of the investigation ensuring that any concerns you have, will be investigated thoroughly and in a timely manner.

Our aim is to investigate your concerns and contact you with the outcome within 10 working days. However, in some instances this may take a little longer; we will keep you informed if this is the case.

The complaints lead will identify an appropriate member of the surgery team to undertake the investigation. This could be a GP Partner, or other senior person associated with the practice.

The responsibility of this person is to find out what happened by conducting a detailed investigation of the complaint and related issues and for ensuring that action is taken in the light of the outcome of any investigation.

Once the investigation is completed we will provide you with a written statement of the investigation and its conclusions or where appropriate meet with you to discuss the outcomes.

Our complaints procedure is available on request from Upton Surgery.

Send your written complaint to:

Georgina Gwynne

Assistant Practice Manager/Complaints Lead

Upton Surgery,

Tunnel Hill,

Upton-upon-Severn.

Worcs

WR8 0QL

More Information

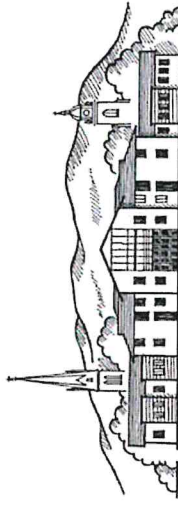
To ensure the continued growth and benefit of the Patient Participation Group (PPG) it is vital to:

- Monitor progress against objectives
- Publicise successes
- Learn from other groups

More information on Patient Participation Groups can be found at www.napp.org.uk



**Upton Surgery
Tunnel Hill
Upton Upon
Severn
Worcester
WR8 0QL**



**Dr J Barrell and Partners
Upton Surgery
Tunnel Hill
Upton Upon Severn
Worcester
WR8 0QL**

Telephone: 01684 592696

Practice Manager: Ben Kent

**Patient
Participation
Group**

October 2018

Communication

There is a suggestion box in the surgery, and a "contact us" facility on the website. Letters may be left at reception, addressed to the Chair of the PPG.

The Envisage Plasma Screens in the waiting room will be used to keep patients updated on PPG information.

Updates to all patients are reported via the surgery website and the bimonthly patient newsletters.

Patients can sign up to the Virtual Group via the website .

The Group

Upton Surgery PPG meet quarterly with meetings chaired by Rebecca Maund.

The minutes of these meetings are published on the surgery website within the PPG section.

www.uptondoctors.co.uk

Any patient with a personal interest in the surgery can apply to join the PPG. It is not necessary for PPG members to be associated with a health group

Established

The Practice established an active Patient Participation Group in 2007.

The PPG welcomes new members. Anyone who is interested in joining should contact Ben Kent, Practice manager or leave an envelope marked for the attention of Rebecca Maund, Chair of the PPG, at the reception desk.

The group meet regularly to:

- Consider patients' issues, concerns and suggestions
- Foster good communication between the surgery, patients and the wider community.

Upton Surgery Patient Participation Group

Most of you reading this publication will be registered at Upton surgery, which is one of the best performing surgeries in the country.

I am Chair of the Patient Participation Group, which has existed since 2007 to provide a voice for patients in the development and delivery of services. The Group meets regularly to monitor Practice performance and the overall patient experience and to consider priorities within the increasingly stretched NHS budget.

The Group is keen to widen its representation and if you have a general interest in health matters and would like to get involved locally by joining the Group, I would be delighted to hear from you. Please contact me either directly through my e mail address below or through the mailbox at the Surgery.

We are always looking for constructive feedback on services, so if you have any comments, please do let me have them either directly by e mail or the comments slips at the Surgery.

I look forward to hearing from you.

Yours sincerely

Rebecca Maund

rebeccamaund@btinternet.com