

Useful Information

Appointment Information Leaflet

This is being updated to improve details of how to access doctors appointments 24/7.

CPR Counts

There are free courses available with a Resuscitation Officer that anyone can attend which last one and half hours. Details on Patient's Notice Board in the Surgery.

CCTV

This has now been fitted outside the building and in the surgery reception area. This is for safety reason as there have been thefts from the rooms and this extra security is needed to protect the area.

Little Ripley Nursery

This has now opened and the surgery would like to know if there are any parking or other issues affecting your attendance at the surgery so please let reception know.

Telephone queueing sometimes seems long but this does drop quickly so do not hang up and redial as this puts you to the back of the queue. Please be patient and wait.

DATE OF NEXT MEETING
FRIDAY
JANUARY 24TH 2020
1.00pm

The latest meeting of our face-to-face Patient Participation Group (PPG) was held on Friday 25th October 2019. At this meeting Atamjit Niber was elected as the Deputy Chair to accompany Sheila Try as Chair.

Telephone Consultations and Video Consultants are being considered as additional systems for patient/doctor contact. This could include patients being asked why they need to see the doctor as in some cases the issue can be dealt with over the phone such as a continued sick note. However, members of the PPG present did not approve of discussing their reason for wanting to see a doctor with a receptionist. It was agreed that this needed further discussion and this will be further explored at the next meeting in January. A patient survey may also be done on these proposals.

Video Consultations may be done for some out-of-hours calls and the GP may be from anywhere in the country and not a local GP.

Social Prescribing is being considered by the practice which is a system where healthcare professionals are able to refer patients to local, non-clinical services to meet their wellbeing needs. These include loneliness and isolation or the need for exercises. What you can take part in will depend on what's available locally, and how local services work together. Some group activities could take place at the surgery.

For example, if you've been to the GP with concerns about your weight you may be given a voucher to use at the local swimming pool.

Advance Nurse Practitioners is a service not offered by our surgery but the PPG suggested it be considered as it may reduce some demand on seeing a GP.

Collecting prescriptions or other items from reception for other patients now require the patient's one-off written permission and the collector will need to show their own photo ID. If the patient is unable to give this permission the GP can confirm this requirement but the collector will still need to provide their photo ID. Also Pharmacies repeat prescription services will be ceasing in the next few months.

