

The Patient Voice

The Newsletter of the Priory Fields Patient Participation Group (PPG)

A New Beginning

We are delighted to announce the re-launch of our new Patient Participation Group (PPG) for Priory Fields Surgery. As a valued user of the practice, we invite you to participate in this exciting initiative.

Who Are We?

We are a group of patients of Priory Fields Surgery who are interested in supporting the Practice to deliver a high-quality service for all who use and work at the Practice. Yes - we will be asking for your opinions and invite you to join us to chat or be part of the PPG!

What is a PPG?

It is a collaborative effort to promote wellbeing and good health. This includes patients, healthcare professionals, and staff; it's about teamwork, transparency, and improved healthcare.

Our Aims

Improving Services: The PPG aims to identify areas where we can enhance patient care. Whether it's streamlining appointment booking or improving communication, your input will guide our efforts.

Listening and Learning: We want to hear from you! Your experiences, suggestions, and insights matter to us.

How You Can Help

Share Your Ideas: Have you got a brilliant suggestion or noticed something we can do better? Please email us at ideas@pfppg.org.uk or post your comments in the suggestion box at the surgery.

If you would like to join us, please find the application form on the website at <https://www.prioryfieldssurgery.nhs.uk/practice-information/patient-group/>

Take Part in Our Surveys: From time to time, we may ask for your views on specific issues/topics. It would be great if you could spend a few moments doing this.

Staff Changes

GP Team - Dr Andrew Wright

Dr Andrew Wright will be stepping down as a partner at the end of December 2024, after over 25 years of dedicated service at the Practice. Dr Wright's decision will enable him to devote more time to Primary Care as Dean for the East of England. He remains a valued member of the team, serving as a salaried GP on Mondays and leading teaching sessions for GP Registrars.

Since joining the Partnership in 1999, Dr Wright has been instrumental to the surgery's success, with many achievements including; developing a GP training site and establishing an on-site pharmacy.

Additionally he provided significant leadership roles within the local healthcare system, and an effective voice for general practice. Deepest gratitude to Dr Wright for his extraordinary commitment, tireless efforts and leadership throughout his time as a partner, and continuing as part of the team.

Nursing Team

Tavia has commenced her maternity leave and we send our best wishes. Krissy has started work at the practice.

Reception and Admin Team

Zoe has left the team and Alice has been recruited.

Surgery Latest Satisfaction and Phone Facts

NHS National Survey	65%
Average Friends and Family Survey	90%
Average monthly calls received	5,580
Average monthly calls made	4,933
Average call response time	2 min 5 sec

Diary Dates

The PPG meets on a Wednesday every other month. Our future meeting dates are:

22nd January 2025,
26th March 2025
21st May 2025

We will be holding a **Coffee morning on Saturday March 15th, 2025, 10-12am at Priory Fields Surgery** - Do drop in for a coffee and chat, this is your chance to share your opinions. Surgery Opening times, general information and the PPG Newsletter can be found at: www.prioryfieldssurgery.nhs.uk

Do you sometimes wonder what happens at the Surgery?

In each of our Newsletters we are planning to provide an insight into the day in the life of one of the professionals at the surgery.

A Day in the life of a GP at Priory Fields Surgery.

Every day as a GP is a unique blend of patient care, team support, and adapting to new challenges. Here's a look at a typical day at our practice, where the schedule is often reshaped by the unexpected needs of patients.

07:30 - 08:15: Preparing for the Day

The day begins early, with time set aside to review patient records and prepare for the morning. This includes gathering the necessary information for patient appointments and getting ready for the morning partners' meeting, where we discuss practice operations and align priorities.

08:15 – 08:30 Morning partner's meeting

08:30 – 13:00: Morning Consultations

As the practice opens, the consulting rooms fill as patients arrive for their appointments. Alongside seeing patients, I supervise up to six trainees at various stages of their GP training, from foundation-year doctors to final-year trainees. Supporting the nursing team with any queries is an essential part of the morning. Around 10:15, we aim for a quick coffee break to recharge and connect with colleagues.

13:00: Practice Meetings

Consultations continue until about 13:00, followed by essential meetings. Issues discussed include; safeguarding, clinical governance, and care planning for vulnerable patients, involving teams such as social prescribing, district nurses, and Macmillan nurses to ensure a comprehensive approach to patient care.

13:30 - 14:30: Home Visits

The afternoon may include home visits to patients who cannot come to the practice. This is critical for assessing patients in their own environment and personalizing their care. Depending on the number of visits, there may be time to start on the day's administrative work.

14:30 - 17:00: Afternoon Consultations

Afternoon consultations mirror the morning with patient appointments and trainee supervision. Supporting the team remains a constant, ensuring that everyone has the guidance needed to deliver quality care.

17:00 – 17:30: Trainee Debrief

I meet with the trainees to reflect on the day's experiences, discussing complex cases, and providing guidance.

17:30 - 19:00: Administrative Work

I catch up with the practice management team to address any challenges, and respond to practice departmental requests, complete medical reports, and review test results. Prescription requests are handled, and letters from hospitals are reviewed for necessary actions, ie. follow-ups or new prescriptions.

19:00: End of the Day

Leaving the practice, I reflect on the day's work, then go home.

Help for carers or people needing care .

Caring Together provide support and advice for carers at <https://www.caringtogether.org/> . Their vision is a world with no unpaid carer in crisis, isolated or struggling alone.

The Cambridgeshire Guide to Independent Living 2024 is a guide to finding local information and support for older people, people with disabilities, and their carers. It can be downloaded from the following link

https://www.carechoices.co.uk/wp-content/uploads/2018/08/Cambridgeshire-2024_Ebook.pdf

In September 150 Appointments were not attended.

This equates to 25 hours of clinical time wasted. This costs the practice in time and money and other patients experience delay in getting an appointment. Please notify the practice if you can't attend your appointment, even if it is at short notice your appointment can be reallocated. Who knows you might even save a life!!

Please remember to:

Record your appointment time and date

Encourage attendance

Cancel if you can't attend – phone 01480 413600 or Submit through Ask My GP or Use the cancellation link on your appointment reminder.