



## Patient Participation Group (PPG) Newsletter

### Contact us:

Patient Participation Group  
Kitwood Unit  
Herts and Essex Hospital  
Cavell Drive  
Bishop's Stortford  
CM23 5JH

Email:  
parsonageppg@nhs.net  
(checked weekly &  
for PPG queries only)

Please do not use the main  
reception telephone  
number to contact the PPG

### About us

Most GP practices have a Patient Participation Group and their role includes:

- Being a critical friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Regular communication with patient population
- Obtaining patient feedback and, where the practice and PPG agree, acting on suggestions for improvement.

The group is open to all currently registered patients and we welcome your attendance.

If you have ideas about how to help, this is a great place to share them.

Practice Staff meet with the PPG quarterly in the Kitwood Unit. Meeting dates and times are shown on the website.

If you want to know more about the work of the PPG, our Minutes of previous meetings can be viewed at:

<https://www.parsonagesurgery.co.uk/pages/Patient-Participation-Group>

### PPG highlights

- 2019 at the Surgery in review.
- Staffing Highlights.
- Patients Survey Results during the year.
- Issues affecting everyone - Missed Appointments. Working together to resolve.

### The Hub

GP and Nurse appointments are available evenings and weekends as part of an 'extended access' service for patients of practices in Stortford, Sawbridgeworth & surrounding areas.

You can book appointments to see a GP, Nurse or other health professional between 6.30-8pm and weekends from 9am-1pm.

Appointments booked either in advance or on the day will be held in different locations across the area.

### Co-Location with South Street Surgery

Patients of South Street Surgery are being consulted about a proposed move to co-locate with Parsonage Surgery at the Kitwood Unit in 2020/21.

Outline floor plans have been published. Co-Location is not a merger of services.

Several other occupiers of The Kitwood Unit have recently vacated. Dr Takhar and Practice Manager, Michelle Ford continue to liaise with the CCG & Council and all matters are still under discussion.

### Staffing Highlights

**Jan Chalk** joined the team early November in the role of Medical Secretary / PPG Administrator, having previously worked at another GP Surgery.

**Jodie Johnson** joins early December as a Practice Nurse, previously having worked as Clinical Nurse Specialist – Breast Care, at St Margaret's, Epping.

Congratulations to **Zoe Mutimer** who completed her apprenticeship, and is now a permanent member of the Reception Team.

## The National GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

You can also read individual Parsonage patient reviews and testimonials on NHS site

<https://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=35404>



**74%** of patients are satisfied with the general practice appointment times available to them

Local (CCG) average: 63% National average: 68%

**72%** find it easy to get through to this GP practice by phone

Local (CCG) average: 63% National average: 68%

**77%** of respondents describe their experience of making an appointment as good

Local (CCG) average: 62% National average: 67%

**95%** describe their overall experience of this GP practice as fairly good or very good

Local (CCG) average: 80% National average: 83%

## Missed Appointments 2019 -Did Not Attend (DNA)

### Recent missed appointments and hours lost

101 in October = 17hrs

89 in September = 15hrs

55 in August = 9hrs

Missed appointments cause valuable and limited NHS resources to be wasted. These are always recorded in an individual's record and constant misuse of the system may result in the irrecoverable breakdown of Doctor/Patient relations. If a patient regularly fails to attend a booked appointment, the surgery reserves the right to remove them from the list.

**Please contact the Practice immediately if you need to change an appointment. Equally make that cancellation as soon as you know you can't attend, this ensures the time slot is available to offer as an appointment to another patient in need.**

You can use any of the following methods:

- Cancel online using [SystmOnline](#) (if you are already registered, if not contact reception to register).  
Booking and Cancelling Appointments in SystmOnline web application <https://www.youtube.com/watch?v=riXcWb13S5g>
- By Email: [parsonageadmin@nhs.net](mailto:parsonageadmin@nhs.net)
- By Telephone: call us on 01279 827608 or in person - pop into the surgery

## Health Essentials - Reminder

**Vaccinations:** Outbreaks of measles are ongoing; the UK has recently lost its Measles- free status. Vaccines are the safest & most effective preventative measures against highly infectious disease. School aged child requiring MMR please contact your GP or Practice Nurse or call 01727 732062. Enquiries relating to school aged immunisations, parents can contact the School Immunisation Service on 01727 732062 (secondary school age) 01462 341173 (primary school age – Flu programme) or Email: [hct.immsenquiries@nhs.net](mailto:hct.immsenquiries@nhs.net) for advice on vaccination schedules in schools, vaccination programmes & missed immunisations.

**Winter 2019/20 Influenza:** Flu vaccines help protect against the main types of flu virus circulating. During the last ten years the vaccine has generally been a good match for the circulating strains. Adult Flu & Child Nasal Flu Vaccine supplies arrived throughout October (we have strict ordering controls for nasal flu, appointments are booked dependent on delivery dates & available vaccines) Eligible patients can book via reception team, call 01279 827608 after 10am to book your flu vaccination, or request an appointment for the flu vaccine via email - [parsonageadmin@nhs.net](mailto:parsonageadmin@nhs.net) & we will call you back to arrange a suitable date. Please also advise if you wish to decline & reception team will update your record.

*To raise any important matters with your GP Practice you can come to our PPG Meetings or contact us - see p1.*

**We wish all readers a Happy & Healthy New Year in 2020**

The next meeting of the Parsonage PPG is on Wednesday 5<sup>th</sup> Feb 2020 @ 7.00pm in the Kitwood Unit.