

DR HARBIDGE & PARTNERS KIDSGROVE



Patients
Participation
Group

Patients Participation Group Newsletter

Issue 5
August 2017

PPG Issues

Social support mapping

It has been suggested that PPG groups nationally can help to map voluntary and community support to help those patients with non-clinical needs

- e.g. Companionship for the lonely or depressed; Hobbies—knitting groups, music groups, choirs., socials
- Transport for the immobile
- Support groups for carers
- Sport and exercise opportunities—swimming; Pilates, walking groups

Practice Resources

Patricia Russell, Practice Manager, is advertising to recruit additional administration and clinical staff. An update has been promised for the next PPG



Flu jabs start in September

Benefits of the flu jab?

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition.

How effective is the flu jab?

Studies have shown that the flu jab will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary, so it's not a 100% guarantee that you'll be flu-free, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

There will be three Flu sessions at the surgery in September & October:

Thursday 27th September 2017 (both am & pm) and Thursday 12th October 2017 (am only).

Join the PPG today

Your chance to be heard.

Opportunities to improve the services you need.

If you would like to join the Patient Participation Group, please contact the surgery or email the address below:-

PPG Email :
ppgkidsgrove@gmail.com

Next Meeting

**Wednesday 23rd August 2017
6.00pm - 7.30pm at the surgery**

Contacts

Dr Harbidge & Partners,
Kidsgrove Medical Centre
Mount Road, Kidsgrove,
Staffordshire ST7 4AY

Telephone: 01782 831 101 111



How many appointments are missed each month?

Each month appointments are missed but not cancelled by patients.

This means that these appointments are lost and cannot be reallocated to others patients.

Since the introduction of the “cancel appointment” option on the telephone was introduced in late May the number of appointments being cancelled has increased. This should improve as more people become aware of the option.

A Text Message can be requested by a patient as a reminder of an appointment. If this is requested it is important that details of mobile telephone numbers are kept up to date on patients records.

No. of patients who did not attend

	Telephone cancellations	Missed Appointments
July 2017	52	67
June 2017	59	59
May 2017		81
April 2017		71
March 2017		75

If you do not need your appointment or cannot make it please cancel it - someone else may need it!

What is 'Message in a Bottle'?

A white plastic bottle containing a form with vital information about you that could save your life due to the speed with which the Emergency Services could respond to your individual needs.

The bottle is placed where the Emergency Services are trained to look, in the refrigerator door. A green cross sticker is placed on the inside of the main house door, or where it is considered would be most obvious and another sticker on the door of the fridge.

The information provided should include where you keep your medication and latest prescription, contact details, major medical conditions, personal doctor and anything considered necessary that would need attention in those first critical moments.

A quantity of “Message in bottle” have been ordered from the Lions and will be available free of charge at the surgery.



PPG Newsletter

If you have any issues you would like to raise through the Patients Participation Group please send an email to ppgkidsgrove@gmail.com