

DR HARBIDGE & PARTNERS KIDSGROVE



Patients
Participation
Group

Patients Participation Group Newsletter

Issue 3
June 2017

N.A.P.P.

Kidsgrove PPG has now registered with the National Association for Patient Participation Group and will benefit from N.A.P.P.'s specialist knowledge and expertise.

PPG growth

Dr. Harbidge and Partners PPG has attracted more members since the inaugural meeting in December 2016.

National & local issues

Supported by N.A.P.P. and other local PPG's the group will work together to make progress with the issues identified:-

National awareness days

Patients Surveys to identify areas of concern

Local Health services Directory & support groups

Voluntary surgery support— e.g. Flu days



PPG Awareness week 19th—24th June 2017

PPG Awareness week aims to promote the role and benefits of PPG's to patients, the public and health professionals, to create more understanding of true patient participation.

Electronic prescribing

The introduction of electronic prescribing has proved to be popular with both doctors and patients.

There have however been some concerns expressed regarding increases in the volume of drugs and medicines prescribed.

It was agreed that the PPG should invite a local pharmacist to a future PPG meeting to clarify those concerns and provide an overview of the services that can be offered.

Updates will be included in future newsletters

Contacts

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

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 21st June 2017
6.00pm - 7.30pm at the surgery



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.

Patients who do not attend will receive a letter from the practice. The Sisters will contact the patient directly to enquire why they did not attend. If an emergency appointment is missed the Practice Manager will telephone to enquire why.

No. of patients who did not attend

Missed Appointments	Doctors	Sisters	Total
April 2017	35	36	71
March 2017	34	41	75
February 2017	30	27	57
January 2017	30	42	72
December 2016	40	57	97

How to cancel your appointment

If you find that you do not need to see the doctor or that you cannot attend at the time booked it is important that you cancel the appointment as soon as possible by telephoning reception.

Although the Surgery does not officially open until 8.30am the telephone will be answered from 8.00

for cancellations and requests for emergency home calls.

The caller has to wait for the recorded message to finish then the call will be forwarded to staff who will take the cancellation details.

Please note—There is now a cancellation option on the surgery’s telephone menu. Press option when

prompted.

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.

When is the surgery open?

Day	Surgery Open	Phone lines and appointment open
Monday	07.00 - 18.00	08.30 - 18.00
Tuesday	07.00 - 18.00	08.30- 18.00
Wednesday	07.00 - 19.30	08.30 - 18.00
Thursday	08.00 - 13.00	08.30 - 13.00
Friday	08.00 - 18.00	08.30 - 18.00

PPG Newsletter

As the PPG Newsletter develops it will be a good way of communicating change and developments in the services offered.

If you know of any organisations that could display a copy of the Dr Harbidge & Partners PPG Newsletter please let us know.