

Peel Medical Practice

Patient Participation Group (PPG) Newsletter 1 – 2024



WELCOME

Hello to our patients and carers, here is the first newsletter for 2024. It completes feedback on the practice's October survey. We're glad patients found the details of a GP's day very interesting and helpful. The last newsletter covered responses to Questions 1 to 3 of the survey and included your thoughts on Questions 4 and 5. So we continue with

Question 6 which asked if you understood why receptionists ask the reason for your appointment request and whether you are comfortable with this. Although most patients say they understand the reason, a significant number aren't happy with this. We understand why you might find it difficult to share some information; you only have to give a brief indication to help the receptionist guide you to the most appropriate clinician. Please be aware that that is the receptionist's role, they don't in any way attempt to diagnose your condition. Can we suggest that if you don't want to be heard giving details you could write them on a brief note or on your phone and show either to the receptionist, ensuring your total privacy.

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Question 7 asked you to say what you think is the best way to get a non-urgent appointment. In the past most patients would have said they telephone to do this, but now your answers show that while the telephone is still used, an equal number of patients now book an appointment online. We're pleased so many of you are keen to use today's technology, and having a choice is good! If you haven't yet tried the online form route, maybe you should give it a go?

Question 8 asked if you had had any difficulties getting an appointment. The difficulties you mentioned aren't about actually contacting the practice for an appointment, they are about how long you have to wait to be seen or telephoned. The good news is that the practice has changed the way appointments can be made and this has taken the pressure off patients having to call at 8 o'clock in the morning. The reasons why you may have to wait longer for an appointment include more patients wanting appointments, and the fact that the number of rooms available may limit how many can be seen. You are likely to have to wait longer if you ask for an appointment with a specific person; the waiting time may well be shorter if you are prepared to talk to any one of the doctors.



Question 9 asked you to say why you think your healthcare needs are met as they are today. Most replies recognise that practices now have a much wider role in delivering healthcare; you also know there is a national shortage of GPs. Many of you say new technologies and new ways of working are having a big impact. A further reason given by many is the increasing number of elderly patients with complex health issues. All of these are true, and it's really good that so many of our patients and carers are so well informed.

Thank you again to those of you who took part in the survey, which has provided a lot of information that the practice will consider and where possible take action to improve its services. Changes in technology are constant and the practice is always looking for ways to make your access to the care you need easier and quicker to obtain.



You'll probably be aware of the increase in the number of cases of **measles** being seen, which has prompted the NHS to renew its advice to parents to ensure their children are vaccinated. If you are under 70 you were probably vaccinated as a child. If you are over 70 you probably have natural immunity.

Next, we'd like to explain how **the 111 system** for making an appointment works. On a daily basis the practice keeps 4/5 appointments available. This allows 111 service to book these appointments directly. They are used up almost every day, and once they are gone no more are available. For safety reasons there is a limit to the number of appointments the surgery can offer in total each day.

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Finally, we are appealing to patients to once again provide items for the **Hygiene Bank**, such as toothpaste, shower gel, toilet rolls, etc. There is an urgent need for items of **feminine hygiene** such as sanitary wear. In addition, if you have lost a relative who was using **incontinence pads**, any pads you have left over will be most gratefully received. Your response to previous appeals has been tremendous, and we are very grateful, so do keep up the good work.

Thank you for reading this newsletter, we hope you found it useful.

Your PPG committee on behalf of the Peel Medical Practice.