

Merepark Patient Participation Group Newsletter

Spring 2011

Vol. 1 Issue 2



Patient Reference Group

As a Patient Participation Group (PPG) we try and represent the patient views as best we can to the Practice but as we are only 12 it is difficult to know how representative our views are of all the patients registered at Merepark. The NHS would like practices and PPG's to develop a 'Patient Reference Group'. We would like to find several hundred willing patients to form this group who will be contacted ideally by email a few times a year to complete surveys and give views regarding the Practice. The views and results of the patient survey would then be discussed with the Practice, our PPG and the Patient Reference Group to identify issues that may need addressing and formulating a plan to implement any changes that may be necessary. If you think you would like to be involved with the Patient Reference Group by completing surveys and/or giving your views please email contact.merepark@nhs.net

Spring News

Welcome to the Spring Edition of the Merepark PPG (Patient Participation Group) – notice our new title which comes as a result of a recommendation from the Department of Health. Please read this and pass it on to your friends and family and let us know if you have any comments or suggestions, not only on the Newsletter, but on the services provided by the Practice. You can do this via the suggestion box in the Surgery or via e-mail to: mereparkpatientpanel@live.co.uk

Practice Opening Hours: Late evening on Mondays from 9th May 2011

Since the end of 2009 the Practice has offered Saturday morning appointments, especially for patients who are unable to come in during the week. However, this service has been under-used and most of the uptake has been by people who also use the Practice on other days. There have also been concerns about security and staff safety as it has been difficult to monitor numbers of people entering and leaving the building. For all of these reasons, it is no longer viable to continue opening Saturday mornings and this will cease on 16th April 2011.

Instead from 9th May 2011 the Practice will offer a later evening session on Mondays until 7:30pm which will hopefully provide busy working people with a more flexible service. There will be three clinicians on duty: two doctors and a nurse. There will also be a member of the reception team on duty if you would like to use this extra opening period to collect prescriptions.

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Missed appointments mobile telephone numbers

Did you know that the Practice will routinely text you a reminder the day before your appointment if they have your mobile telephone number? The Practice has some missed appointments every week which could be made available to other patients if they were no longer required. If you use a mobile phone, you can fill out a form at reception with your number and you will get a reminder text next time.

Booking In System

It has been reported that the numbering system is being abused by a small number of patients, who take several numbers and give them to friends / family who turn up at the surgery later. Patients are reminded that they should take one number for themselves only!

Carers

If you are a carer for a friend or relative, or if you know of anyone who is, please note that there are support networks available. Let a member of the Practice team know and they will be glad to advise.

Survey Results

Some of you will recall that the PPG helped to carry out a survey in January / February, on how satisfied patients were after their visit. The results were very positive with the overwhelming majority being satisfied with the outcome of their visit.

On-line appointment booking

The Practice is aware that intermittent problems continue with telephone access to the surgery and alongside increasing numbers of staff available to answer phone calls, they have been logging reasons for telephone calls. A significant number of telephone calls are to book appointments and we would like to promote the existing facility to book appointments on line. This is a secure service, accessible over the internet and which requires pre-registration for the service with the Practice. However, if you contact the Practice by email to contact.merepark@nhs.net, the registration form with your login details will be sent out to you.

This online access will also allow you to request repeat prescriptions that have previously been issued to you.

The Practice receives a considerable number of calls from people asking to verify the date and time of their existing appointment. Consequently they are trialing a system of handling these requests by email, and you can request the date and time of a pre-existing future appointment by email to contact.merepark@nhs.net. We will send this information about a previously-booked appointment by return email. Please allow at least one working day's notice for this service. *Please note that **this email address cannot be used to request a new appointment; you should use only the online service for new bookings.***

Join the Patient Panel.

If you are currently a member of Merepark Medical Centre and you might like to consider joining the Patient Participation Group. We are here to provide a link between the Practice and the patients and one of our aims is to improve communications and provide a means to get the views of patients across to the Doctors and their staff. It is interesting, not too time consuming and will be both valuable and exciting as the NHS undergoes the changes proposed by the Government. Please think about joining us - you can contact us via the practice or at our email address. please contact us via Email: mereparkpatientpanel@live.co.uk or by asking at reception.