



New Wokingham Road Surgery Patient Participation Group (PPG) Newsletter

Issue 1

Autumn 2024

Welcome to the first issue of what we hope will be regular Newsletters produced by the Patients' Participation Group. Our intention is to publish 4 times a year and, in this way, keep our patients well informed.

What Is The Patients' Participation Group?

The purpose of the PPG is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by the practice. We are a group of active volunteer patients that work in partnership with the practice staff and GPs, and we feel this is essential to achieve high quality and responsive care. Our group was formed in January 2010 and meets, together with members of the practice, at regular intervals.



We work in partnership with the practice to:

- Provide the patients' perspective to ensure that services, plans and activities respond to their needs and priorities – a 'critical friend'.

- Foster communication with the wider patient population and building stronger Patient / Doctor relationships.
- Provide practical support to practice teams e.g. conducting and analysing patient surveys, attending flu and covid clinics, holding a Christmas party for some of the older patients, organising health awareness events etc.
- Help other patients take more responsibility for their health and make informed decisions

You can access all our minutes on the surgery website, so you can see what we've been up to.

No More 8am Rush?

Did you know that for routine appointments you do not need to call at 8 am? You can call at any time, the lines are open from 08.00 to 18.30 Monday to Friday.

Please ONLY call at 8.00 am if your illness/issue requires an urgent on the day appointment. A number of appointments are reserved each day for urgent cases. If you need to see a doctor urgently, please advise the Receptionist at the time of booking.

Blood Pressure Pod

You may have noticed the shiny new piece of kit in reception. It is a digital BP Pod and Weighing Scales which record blood pressure, pulse and weight readings which are then posted straight onto the patient's records. A clinician can then review the information and any significant changes or concerns are flagged to ensure the patient is contacted for any review needed. The Pod can be used by all patients and no appointment is required. The purchase of a digital height rod is in hand to help with height and BMI recordings

Friends and Family Test (FFT)

The last survey showed that 98% of our patients would be extremely likely or likely to recommend their family and friends to our GP Practice! This is extremely encouraging to hear, as the surgery is constantly striving to find ways to improve the service they offer. You can always see the full results on the surgery website.

Leavers...

- Peta Seymour, Practice Nurse - Retiring to the countryside after 17 years with us.
- Laura Dalwood, Receptionist - Leaving to live in Cornwall

We wish them all the best for the future and thank them for all their hard work and dedication.

... and Starters

- Kate Gleed, Receptionist
- Julie Clough, Treatment Room Nurse
- Jennie Hulse, Freelance Bookkeeper

The Practice Library

I'm sure you will have seen our Library in the foyer. You are more than welcome to take any books that take your fancy, all we ask is a small donation, the collection box is on the Reception counter. All monies go to our current charity.

Remember, you do not have to be attending an appointment, you can just pop in when you're passing. We do our best to keep them in alphabetical order by author, and there is a separate shelf for children's books. There is no problem if they just want to look at them whilst they wait.

Please note, however, although we need new books, I'm afraid we can't accept hardbacks.

Social Walking for Health and for Pleasure

The Patients' Group have 2 walks every month, on the second and fourth Monday. This is not just for fitness, but also for a coffee and a chat as a social event.

We are a friendly lot, and we usually go to places such as Frimley Lodge Park, South Hill Park, Dinton Pastures etc., but we are always open to new suggestions. We have a gentle stroll of a mile or two, and then go to a cafe for tea or coffee (and sometimes a cake), with plenty of time for a chat. This group is very much patient led, so they can be whatever you want them to be, at a speed that suits you, so why not give it a try?

If you want to know any further information, or indeed the date and location of the next walk, feel free to contact me, details below.



My Cancer My Choices

This has been our chosen charity for some time now and so far, we have raised £4,000! This has been reached by the sale of second hand books, and donations from the walking group. This charity aims to offer support through complementary therapies, such as Acupuncture; Massage; Reflexology; Mindfulness and Meditation; and TaiChi Qigong Yoga. At the time of writing, the committee is in discussion as to whether we continue with MCMC or perhaps switch. Either way, we will pick a local charity.

AGM

The Patients' Group will be holding its Annual General Meeting on 23rd October 2024 at The Royal British Legion, Crowthorne at 7.30 pm, where all members have to stand for re-election. If you wish to attend, please contact the Chair, details below.

Contact Details

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