

# Old Bridge Surgery

In Looe, Pelynt and Polperro



## Practice Newsletter - March 2017

### Welcome to our second newsletter of 2017.

We hope you find this interesting and informative. If there are topics you would like to see covered in future issues, please let us know.

### Development at Pelynt

We are very pleased with the progress of refurbishment work at our Pelynt branch surgery though we are aware this has been an inconvenience to our patients used to using that site. The new dispensary is already in action although we have had to restrict our opening hours to accommodate the building work. Thank you for your understanding and cooperation during this short phase.

Work is well underway and the contractors are already half way through the second phase. The surgery already looks great – bright and clean with its new décor. We'll soon have three clinical rooms, rather than just two, and these will be fitted out and decoration completed there and in the waiting room over the next two weeks. We'll then need to install some new furniture and provide stock and equipment for the branch to reopen on Monday April 3rd.

We hope you will soon appreciate the new facilities when you need to use them.

### Review of our appointment pattern

We reported the start of this project in our January newsletter and a lot of work has gone on behind the scenes, gathering and reviewing data about the way our services are used. We've a few more tasks to complete and will continue to analyse what we have learnt before beginning to make some changes although there are some small things which you may soon notice which are a result of this piece of work.

### Are your details up to date?

If you move or change your phone number or email address, please remember to let us know. We need your address in case we need to write to you about your healthcare and use text messages to remind patients of appointments and to keep in touch in other ways. We also use your email address, with your consent, for correspondence and can email future copies of our newsletter, for example, so please consider letting us have this information if we don't hold it already. You can also register for other on-line services including prescription requests and appointment booking – we'll have more information about these in a future edition of our newsletter.

## Our Patient Participation Group

For some years the practice has worked well with its Patient Participation Group (PPG) and we're keen that this continues but it's now time to relaunch the group, to seek new members and explore new ways of working together for the benefit of all associated with the practice.

PPGs can play a valuable role in the life of a GP surgery, representing patient views to the practice and helping the GPs and staff understand the patients' perspective on the way things are run. They can discuss changes proposed by the practice, comment on current working practices and raise matters of general concern to patients.

Beyond discussion, group members may get involved in supporting the practice in practical ways too, for example helping to plan communication with patients or conducting patient surveys. We'll soon be updating the practice's website and the group will have a role to play with this and other developments later in the year which we want to shape, with the group's help, to maximise patient benefit. Danny Gill, an active member of the current group says "Personally, I think it's a really worthwhile group; it helps us, as patients, help the surgery provide a more comprehensive service".

Traditionally, the group would meet several times during the year to hear news first hand from the practice, to comment on any planned developments and to voice matters of interest to patients in general. Some practices have a "virtual group" using email or social media as a means of discussion rather than face to face meetings.

The practice is obliged to make sure that the group is as representative as possible of its practice population and members should recognise that they have a representative role. It's important to note that it is not a forum for group members to discuss individual concerns and of course we would not talk about any patient's health or treatment.

If you would be interested to:

- Be amongst the first to hear practice news
- Take part in shaping practice developments
- Contribute to making plans for changed or new services
- Help the practice understand a patient's perspective
- Represent the views of other patients

then please consider joining the group or find out more by coming to our open meeting.

**We are holding an open meeting to relaunch the PPG on  
Tuesday 21st March at 6.30pm at Old Bridge Surgery.**

If you plan to attend, please let reception know or email [oldbridgesurgery.looe@nhs.net](mailto:oldbridgesurgery.looe@nhs.net). Attending this open meeting won't commit you to anything long term but is a first step for both patients and practice to re-establish our PPG. We'd like to hear views about how the group could run and hope to use the meeting to identify a representative group to take this important role forward. If you are unable to attend but would like to contribute your views, please write to the Practice Manager at the surgery or using the email address above.