



BULLETIN

January 2012



What has the PPG been doing recently?

Following the Public meeting at the end of September 2011, the PPG has worked with the Surgery on two major topics. First, the design and conduct of a Patient Survey carried out in the second half of January and, second, announcement of an improved appointment system (below and overleaf). We also continue to keep abreast of developments on the NHS reorganisation and are doing initial work on ideas which came from the September meeting; for example, support to patients' families when information on severe or chronic illnesses is lacking.

Surveys are not new to the Surgery. This one is different. As well as the usual satisfaction tick-boxes, we have provided an improved dedicated space in which patients can let us have any comments on aspects of healthcare or surgery performance that are of special interest or concern. We hope most who responded took the opportunity. The information will help the PPG and the Surgery identify areas for continuous improvement.

The Surgery has announced an important improvement to its service and appointment system. The new system is called the Same Day Service (SDS) and starts on 7 February. The SDS is designed to reduce waiting periods for routine appointments without impeding urgent treatments, and improve choice in resolving problems and the use of other surgery services such as telephone appointments and tests. The PPG has assisted in ensuring the improved system remains patient friendly, is clearly publicised and is easy to understand.

What is the PPG doing next?

**The next PPG public Meeting is on 22 March 2012
at 7.15pm in the Victoria Rooms, Fordingbridge.**

At this meeting we plan to:

- Update on **NHS** reorganisation
- Report to Members on the results of the Survey and progress on other work
- Have another Open Forum. This is your chance to ask questions and make suggestions on any topical healthcare and Surgery matters of interest

PATIENTS CAN CONTACT THE PPG BY:

- ✉ e-mail
- ✉ telephone
- ✉ sending a note
- ✉ or picking up a leaflet from locations around the Practice, and sending or handing in the contact slip.