



## **PPG Newsletter June 2025**

### **Welcome to Our New Look Newsletter**

Hello! Providing healthcare is hard work and our doctors and their staff are under great pressure at this difficult time. The Patient Participation Group aims to support them and the registered patients with useful communications on non-medical matters. You are automatically a member of this group if you are registered with the practice and its committee comes from the patients, the doctors and the support staff. Please get in touch if you have something to say – a positive suggestion or a polite complaint, as long as it is not about your personal healthcare, which of course is confidential with your doctors.

### **New Chairman**

With heavy commitments in his work as a Councillor, Steve Owen has stepped back from being Chair of the PPG. He is still a member of the committee and for now, Susanne Purvis, the vice-chair, will take the reins while keeping Steve up to speed with our work. Thank you, Steve!

### **Where Were You? Are You OK?**

In the last three months, nearly 500 people didn't turn up for their booked appointments, which was a great shame for the unwell and worried people who were hoping to see a medical professional sooner.

Stuff happens! We understand that things can go wrong on the day which means you are unable to keep your appointment, but please, please let the surgery know as soon as you can if you are not going to be able to make it. The sooner they know, the sooner they can plan to use that time to help someone else and can put you in the diary to catch up with that appointment more quickly.

And if you didn't come because you have recovered from whatever caused you to make that appointment, please tell them if you are now better, so that they

can celebrate with you and amend your medical records to make them as accurate as possible for the next time you need medical care.

Lost appointments cost the health services thousands of pounds of your tax money. We would rather it was spent on your health than wasted. Keep in touch and let the surgery know, please.

## **Clinicians Are Good for You**

With the use of the eConsult system for same-day-appointments, we want to emphasise that it is a fully qualified doctor who reviews your submitted form and decides who is best to deal with your problem. This might not always be a doctor, but it will always be a clinician who is fully qualified to make a decision with you.

For example, it might be a paramedic. This person has the same qualifications as those angels-of-the-night who turn up in an ambulance when you are ill and frightened in an emergency. You are usually happy with their instructions and suggestions then, so please trust them to do the right thing at the surgery too.

Or you might know that you need a certain medication, so a conversation with a prescribing pharmacist would probably be the best option at a busy time of day. These tend to be very cautious people, so if there was any doubt, tests or consultations with a doctor would be called for.

Years ago, I had blood taken by a lovely GP who had not carried out that procedure for many years. It hurt! If only there had been a qualified phlebotomy nurse, who did these procedures almost every day, as there is now ...

Sadly, the days of the same family doctor seeing to all your medical needs are gone, but they have been replaced by an army of well-qualified clinicians, supporting the current GPs. Once we are used to this new system, I hope we will accept it is a sensible use of resources and wish them well.

## **EConsult**

Is this new system of booking appointments online working well for you? It has been put in place to make things smoother for everyone. No more 8am

scramble for the phone for patients and a better use of stretched resources for the medical staff. Of course, there will be glitches in any new system and use of technology does not come easily to everyone, but there is always help at hand at the surgery if you are stuck. We have had anecdotal evidence of a few problems, but few formal complaints. Don't grumble, tell us! We will collate the difficulties and pass them to the administrative staff so they can work out where the problems might lie. Any medical issues are not ours to deal with but please do tell the surgery.

### **The NHS App**

We are encouraged to use so many phone apps these days, it is tempting to ignore them all, but the NHS App is worth a try. Access to your medical history, test results, appointment schedule and much more could be useful.

If you would like support with how to use this app, please do let us know.

### **Wanted – Minutes Secretary for the PPG**

The Patient Participation Group meets four times a year to discuss how we can help the surgery provide the best service to all. The Group needs a volunteer to listen, take, and type up the minutes of our meetings which would be sent to the Chair for approval before being distributed by email to the committee members as soon as possible afterwards. Ideally, the volunteer would also type up the agenda in co-operation with the Chair and send it out in good time for the next meeting. If you are a good listener, enjoy typing and are confident with email, please do get in touch!

Contact us via [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com) or post a note in the Suggestion Box in reception at the surgery.

Hoping you have a good Summer and have little need for the vital services provided by the surgery. All good wishes, SMP