

PATIENT PARTICIPATION GROUP (PPG)

The Practice will be sending a regular newsletter (this is Issue 1) to all members of the group. We will also make printed versions of this available in the waiting areas and it will be available to download on the website – www.manormedical.co.uk. We hope to use the newsletter as a forum to communicate news and change to as many patients as we can reach. There will also be links to surveys and feedback forms so that you can let us have your opinions and ideas.

PATIENT SERVICES

If you want to speak to the Registration Department at the Clinical Commissioning Group (CCG), the new number is: **01772 221 444** (replacing 426 9900).

ONLINE SERVICES

The Practice offers a range of online services:

- Appointment booking and cancellation
- Repeat Prescription ordering
- Viewing medication
- Viewing allergies and adverse reactions

If you want to use these services please ask at reception and you will be given your access letter and details of how to activate your account.

EXTENDED HOURS

The Practice now offers early morning appointments (7:30am) 3 mornings a week and late appointments (after 6:30pm) 3 evenings a week.

We additionally now have a nurse led Saturday clinic once per month at Hillgate.

We recently conducted an audit on our extended hours appointments for the months of April and May. The results are as follows:

APRIL:

No of available appointments: 184

No of booked appointments: 179

Patient did not attend: 14

MAY:

No of available appointments: 172

No of booked appointments: 172

Patient did not attend: 13

These results show that in April 95% of the available appointments were booked – and for 8% of those appointments Patients did not attend.

In May 100% of the available appointments were booked – and for 7% of those appointments Patients did not attend.



NURSE RETIREMENT

Practice Nurse Pauline Pateman will be retiring at the end of July.

We would like to thank her for the 14 years of hard work and dedication that she has given the Practice.

She is a well-respected colleague and will always be regarded as a valued member of the Practice team.

We all wish her well in her retirement and that it will be a very long and happy one.