

**Patient Participation Group Newsletter December 2017**

**1. Defibrillator**

The Patient Participation Group (PPG) is pleased to announce that a Defibrillator has been purchased and is now in situ within the Surgery.

We along with the Surgery would like to take this opportunity to **thank** every person that made a donation to the funding of the unit, without your help we would not have been able to reach our goal.

**2. Weekend & Bank Holiday GP Service**

Weekend GP appointments are now available in Southend. All patients registered with a Southend GP practice will be able to use this service, with appointments available at Southend Medical Centre (01702 333298). Appointments from North Shoeburyness Surgery (01702 297976) will be available to book from Saturday 23 December 2017. The service offers access to a GP between 10am and 3pm. Appointments need to be pre-booked via the surgery, but they can be booked on the same day.

The service is being delivered by a local GP federation, GP Healthcare Alliance.

**Patients should still call 111 outside surgery hours and medical emergencies should dial 999.**

**3. Flu Vaccination**

Children who are aged 2, 3 and 4 years old on 1<sup>st</sup> September 2017 - Children in this age group would be entitled to the intranasal flu vaccination administered as a 'puffer' up the nose.

Adults – We are nearing the end of our flu vaccination season, if you have not had your vaccination and are aged 65 and over or in one of the at-risk categories, please contact the surgery to book your flu vaccination appointment as soon as possible

**4. Pneumonia Vaccinations**

Patients over the age of 65 years or in the risk group categories and wish to have the vaccination should contact the surgery.

**5. DNA Appointments**

The surgery is still experiencing Patients not attending their appointments.

It would be most appreciated if you would contact the surgery if you are unable to keep the appointment so that the slot can be allocated to someone else.

**6. Online Access**

Please contact the surgery if you wish to have online access to booking doctor appointment, repeat prescription requests and / or view detailed coded records.

**7. Patient Participation Group (PPG)**

The surgery needs to increase the number of members in the group and is looking for people from patients who use the surgery to sign up to become members of the PPG.

Meetings are held four times a year, nominally of 2 hour duration and are used to identify:-

I. How the surgery is operating.

II. Enables feedback to the surgery from member's views.

III. Allows the practice to put forward its proposed aims and targets for the future to the group.

If you think you can assist in any way please contact the surgery.

**8. Surgery Performance (The NHS Friends & Family Test)**

The surgery is currently carrying out a survey to identify what your thoughts are on its performance.

It would be most appreciated if you would complete the survey form when you next visit the surgery, it will only take a minute.

**Scott Park Surgery and its Patient Participation Group would like to wish everyone a Merry Christmas and a Happy Healthy New Year!**

