



Heath Hill PPG Newsletter

YOUR OPINION IS OUR PRIORITY

Useful information :

Issue 4: Spring 2014

Address:

54 Heath Hill Road South
Crowthorne
Berks
RG45 7BN

Phone No. - 01344 -777915

Out of hours Phone No. - 111

Doctors and special interests :

Dr Gordon MacKay
Information Governance

Dr Pamela Ross
Diabetes – Women’s Health

Dr Murtada Muhsen
Minor Surgery

Dr Susannah Denny
Women’s Health

Dr Sangita Judge
Ophthalmology

Mrs Judy Pack is our Nurse Practitioner
Mrs Sarah Boyd is Practice Manager

Opening Times:

The practice is open between
8.00 am - 18:30 pm-Monday to Friday

Appointment times:

Available during the day

Saturday mornings:

Pre-booked appointments only

Practice website

www.heathhillsurgery.co.uk

Life threatening emergencies

999

Breaks, blood loss,
deep cuts

Call 111

Cuts, sprains, rashes

Feeling unwell and can't wait until your
surgery is open

Your usual GP surgery
number

Feeling unwell, feverish children,
vomiting,
ear pain and travel advice in our clinics

High street, local
supermarket pharmacy

Diarrhoea, minor infections,
headache, travel advice

Sore throat, cough, blocked nose

www.nhs.uk

**Welcome to our new
members of the PPG**



Jack Bolton



Richard Price

WHAT YOU TOLD US

Your Patient Participation Group (PPG) recently carried out face to face interviews in the surgery waiting room to obtain your views on the operation of the practice.

A total 94 were selected and we are pleased to report that 84 were satisfied against 6 who were dissatisfied and only 4 did not want to participate. Many issues were raised which are covered below.

By far the main issue which is affecting the Surgery's ability to provide a timely service to you is the significant number of wasted appointments every month. It was suggested during the survey that a charge be made to those who do not notify the surgery similar to

those charged in dental surgeries but this is unlawful in the NHS.

A number of ideas including text reminders to mobile phones are being investigated but **all patients are reminded to inform of appointments that are no longer required.** The collection of patients mobile numbers is taking place in the meantime. Some requests were made for appointments greater than the current 4 weeks ahead, as at present, but this would further compound the problem of non attenders and as a result has been rejected for the time being.

Please let your PPG know your opinion of this Newsletter and how useful is the information provided and if you wish to comment on the surgery services provided do so below and

leave it at reception.

N.B. But please only comment on the administration of the surgery as the PPG can only deal with non-medical matters.

Issues from the Survey

Reception:

The Electronic Display has now been repaired and is working again. It was also suggested that many surgeries have systems that allow patients to book in themselves. We are reviewing this at Heath Hill.

Referrals:

Some delays have been experienced due to staff leave and demand. This should no longer occur.

Saturday Mornings:

As Saturday mornings are only booked appointments, staff support is at a minimum and the collection of prescriptions is not practicable.

Changes to Contacting the NHS:

There are only three health numbers you need to know:

- * Your GP surgery for routine conditions
- * NHS 111 for urgent / unplanned health conditions or you are unsure of which service you need
- * 999 for life-threatening emergencies