



A joint venture by Heath Hill Road Surgery PPG and
New Wokingham Road Surgery PPG

Health Event

21st April 2016

'Right Care – Right Place'

(Where to go and who to speak to when you need medical help).

To be held at: **The Morgan Centre**
Wellington Road, Crowthorne
RG45 7LD

6.30 – 9.00 pm

This is totally free and all who wish to attend are welcome.
You can book a place using the Eventbrite.co.uk website
or just turn up.

Presentation begins at 7 pm with the following speakers:

Mark Sanders (Healthwatch)
Sally Brittain (Frimley Health NHS Trust)
Dr Ed Harrison (Speciality Doctor)
followed by a Q&A session

Refreshments will be available.

Exhibitors will include: Crowthorne Community First Responders, Frimley Health NHS Trust, Healthwatch, Joint PPGs, Health Makers, Self Care Team, Woodmancote, Dementia Action Alliance, a Street doctor who can check your blood pressure.

For more information email: Carole on carolejoan133@aol.com

Useful information

Address:

54 Heath Hill Road South
Crowthorne Berks
RG45 7BN

Phone no.

01344 777915

Out of hours phone no.
111

Practice website:

www.heathhillsurgery.co.
uk

Our doctors are:

Dr Gordon MacKay
Dr Pamela Ross
Dr Murtada Muhsen
Dr Susannah Denny
Dr. Sangita Judge

Mrs. Judy Pack is the
Nurse Practitioner

The Practice Manager
is Sarah Boyd

Opening Times:

The practice is
open between
08.00 and 18:00
Mon. to Fri.

Appointment times:

08.00-12.30 and
15.50-17.40

Pre-booked
appointments may
also be made for
some Saturday
mornings

Responding to the survey results

In our recent survey on communication we discovered that not many people have heard of the Patient Participation Group and certainly don't know what we do.

The purpose of the Patient Participation Group (PPG) is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their Practice. We are patients just like you.

From 1st April 2015 it is a contractual requirement for all Practices to develop and maintain a PPG. Heathhill Surgery has had a PPG for some years now.

We have regular meetings and work in partnership with the Practice staff and GPs to foster communication with the wider patient population (that's you) and build stronger patient / doctor relationships.

Some information we also received from the survey is helping to improve communication with patients.

- ❖ Most people said that they don't read posters in the waiting-room and foyer so we are working with Practice staff to make them more user friendly.
- ❖ We intend to provide more local information for you on the T.V. in the waiting room.
- ❖ Patients who receive messages from the Practice on their mobile phones will receive a reminder about the *Right Care – Right Place* event.

Please feel free to take this newsletter home with you.

Not all doctors work all
sessions