

Patient Participation Group - Deddington Health Centre – Latest News

At our recent meeting, the PPG has been looking at missed appointments that can sometimes happen because life gets in the way. If you have an appointment and are unable to attend, please try and let the surgery know as soon as possible so that the appointment can be offered to someone else. Even 30 minutes notice can be valuable to reallocate an appointment on the day.

Just to let you know there is a dedicated PPG box in the surgery, just by reception, to leave feedback if you prefer not to use our email address. We are unable to respond to personal matters.

The huge pharmacy dispensing machine, is ten years old and is about to have a systems upgrade to eliminate the need to print and sign prescriptions, thus allowing GPs more time for consulting with patients.

The triage system has been running for a year now. It has given better access to GP appointments since its introduction. The PPG is aware that there are still some misunderstandings about how the system works, especially for those who may struggle with completing an online form. The surgery is always ready to help those who do not have access to the internet but if someone is able to help you use the system it can speed up contact. The PPG will be working with Practice staff at our next meeting to help introduce and explain to patients how best to make the appointment system work for both patients and the Practice.

Finally, the PPG and the surgery staff would like to wish you a very merry Christmas and a happy and healthy new year.

Anne Hunsley

Deddington Patient Participation Group

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