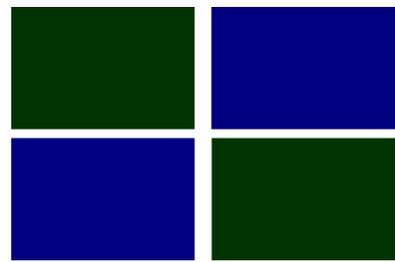


# Macklin Street & Park Farm Surgery

## PPG Newsletter



Welcome to the first edition of the Macklin Street & Park Farm newsletter. For those of you who do not know what a PPG is, it's our Patient Participation Group and any interested patient can join our group. We meet quarterly where we discuss any new services, changes and gain views on what our patients want from us. If you wish to join and participate please ask reception for a form to fill out and we will keep you updated on meeting dates and times.

### Practice News

We have had and are having some changes in the Practice:

Dr Missan will be going on maternity leave at the end of April and will be returning in November we wish her all the best.

Anne Armstrong (Business Manager) has taken another post in Derbyshire and has been replaced by Rob Shuter.

Sister Jones and Emma Kerry will be leaving us at the end of April we wish them both the best of luck in their future careers.

### Appointments

#### **A step by step guide of how we manage our appointments.**

When you telephone the surgery the receptionist will take some brief details about yourself including the reason for your appointment. This helps our trained staff decide the best person to deal with your query. Please be assured that our receptionists are under the same confidentiality laws as the doctors and nurses. Their role is to assess the problem and guide you to the best person to help you.

54% of our GP appointments are available to book two weeks in advance and online.

46% of our GP appointments are available to book on the same day.

Once all our appointments are booked we offer a limited number of **urgent** telephone appointments where a GP or a Nurse will call you to assess what the problem is and try and resolve it over the telephone or they may wish to see you. These are for **urgent** issues that cannot wait for a normal routine appointment or until the following day. If the GP wishes to see you following an urgent telephone call this may be at either Macklin Street or Park Farm Surgeries dependant on where the On Call GP is based that day.

We try very hard to satisfy Patient demand however once we have no appointments or telephone slots left we may refer you to other healthcare providers such as The Walk in Centre. We have to ensure are appointments are managed so the Doctors can work safely.

All of our Patients can be seen at either surgery if an appointment is available.

## **Patients not attending appointments**

Most patients appreciate that if they book an appointment with us and are unable to attend, that they should contact the surgery and cancel that appointment so we can offer that slot to another patient who needs to be seen.

Unfortunately we have some patients who do not cancel a booked appointment and this can number as many as 400 appointments a month of wasted resources. Please be advised if you do not cancel a booked appointment we cannot offer that appointment to another patient and patients who repeatedly do not cancel booked appointments will be removed from our Practice list and will need to register with another Doctors Surgery.

## **Myth Busters**

Clarification on some myths about the Surgery:

We cannot stop Patients registering at our Surgery if we feel we have too many. Any Patient within our Practice Boundary can register at the surgery.

Patients often ask whether GP Registrars are student doctors. A Registrar is a fully qualified Doctor who has had 2 to 3 years' experience in Hospital since becoming a Doctor and plans to further qualify as a GP.