Our group meet four times during the year and our core members consist of ten patients who represent a variety of people from our patient base.

Any patient is welcome to join this group and if anyone is interested please ask at reception for the date of the next meeting.

Communication with Ashiana [a local project housing group] was discussed and the Doctor offered to attend one of their meetings to promote health tips and community health groups.

One issue that continued to be discussed was the non-attendance of appointments and this was a recurring problem. Audits had proven that the senior partner was less likely to have patients DNA than the nurse for example, and the group offered several suggestions to try to improve the situation. Amongst these were; letters to persistent defaulters, staff to ring patients the night before their appointment was due, flagging the computer record of defaulters for the Dr to see.

The Minor Ailments Scheme has been initiated in the area whereby patients can access free drugs from the local chemists for a variety of problems instead of having to wait for an appointment with the Dr. This is an excellent idea but it seems that the vast majority of our patients do not see the Pharmacist as able to prescribe for them and as such they feel the need to see a GP even for a minor ailment such as a cough or cold. Education is the key here. Leaflets have been produced explaining the details more fully and these are available at reception.

The Practice is a Zero Tolerance Practice, and as such has had to explain this to any aggressive or abusive patients that their behaviour is unacceptable.

Over the past years the PPG has achieved;

* better parking facilities for patients.
* longer opening hours.
* female doctors available.
Any patient is welcome to comment on or to attend our meetings. Please ask at reception or write to Mandy Dance, Practice Manager.