



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 001

Email us at: enquiries@watlington-surgeries.nhs.uk

November 2011

Proud to be the PPG!

PPG Members

Watlington

- Roger Beattie
- Josephine Carrington
- Jenny Tindale
- Doreen Hobbs
- Shirley Brown
- Beryl Parkinson
- Jacky Wagstaff
- Marian Davis

Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- Lesley McCourt
- Gill Walker
- Lynn Baker
- Peter Grout
- Helen Moss-Black
- Audrey Mainwaring

If you have any issue that you would like raised at a PPG Meeting, please contact any of the above or email us.

Welcome to the very first edition of the Watlington and Chalgrove Practice's Patient Participation Group's (PPG) Newsletter.

We hope that you will find the information useful and interesting and we look forward to hearing your comments and suggestions for future editions.

We hope to publish the Newsletter 4 times a year

Hard copies of the Newsletter will also be available in the surgeries and various outlets in Watlington and Chalgrove.

What is the Patient Participation Group? The PPG comprises patients of the Watlington and Chalgrove surgeries who aim to meet 4 times a year with staff from the Practice.

This provides a forum for two-way communication which allows patients

We want to respond better to patient's needs and give a clearer understanding of the services on offer

to highlight their concerns and staff to pass on information.

It is hoped that this dialogue will help the Practice respond better to patients'

needs and give patients a clearer understanding of the services the Practice offers and also the constraints under which it has to operate.

Don't forget you can find a lot more detail on the topics featured here, and on all the services that this Practice provides on the new Practice web site. For more information about the PPG and its activities please visit the Practice's website www.watlington-surgeries.nhs.uk

Goodbye and Welcome

Special points of interest:

- The new PPG
- Staff changes
- Lots of flu jabs
- Go online if you want
- Ways to help

Contact Us By Email

enquiries@watlington-surgeries.nhs.uk

The Practice is sad to say goodbye to **Christine Ackerman** who has worked as a Receptionist for the Practice since 1989.

She is retiring at the end of October and will be greatly missed by her colleagues and patients who valued her professionalism, commitment to the Practice and her

wonderful sense of humour. Everyone wishes her a long, happy and healthy retirement!

However, the Practice is pleased to welcome three new Receptionists who have recently joined the Practice.

- **Amanda Stobbs**
- **Clare Brown**
- **Marlene Banting**

have joined to replace those Receptionists who

have decided to retire after many years service.

Gerry Davidson, Practice Manager, reports they are all settling in extremely well, learning and coping with both internal systems and the complexities of the NHS!

The PPG wishes them a long and happy career at the Practice.

The Flu Campaign

This year's Flu Campaign was, as always, a great success.

493 patients were vaccinated during the Watlington Flu Day and 533 patients during the

Chalgrove Flu Day.

It is gratifying that patients value this service and receive this vital protection as winter approaches.

The Practice still has a good supply of vaccine so if you were unable to attend either of the Flu Days and would like to receive a vaccination please make an appointment with a Health Care Assistant at either of the surgeries.

Online Matters - More Than You Think!

If you're into the modern age of computers you may probably be aware just how much information is at your finger tips.

For instance, did you know that it's easy to book an appointment with your GP online?

This means that any time of day or day of the week you can look at the available appointments at either surgery with any doctor.

Then with one click, you're booked in!

To register for the service - just fill in and return the form which you can pick up from

the surgery or download from the website.

Once registered, you will be able to make appointments online immediately.

Then there'll be no need to join the queue of those trying to get through on the phone first thing in the morning! Do it today!

For the time being, the online service does not apply to Practice Nurse appointments or repeat prescriptions but - watch this space!!

For those of you who have no interest in computers, don't worry - the phone service will always be there for you!

On another IT related matter, over 400 e-mail addresses for patients registered with the Practice have so far been collected. These will be used solely for the purpose of sending out the Newsletter and occasional information about events such as the Flu Campaign.

They will NOT be used for anything related to any personal health matters, appointment reminders etc. If you would like to be included in this form of communication and have not yet submitted your e-mail address, you can send it via enquiries@watlington-surgeries.nhs.uk and it will be added to the mailing list.

Both the PPG and the Practice are keen to ensure that this Newsletter and any important information reaches as many patients as possible, particularly those who live further away from the surgeries and those who do not often need to call in and may therefore be unaware of new developments in the Practice. Thank you.

Where there's a will....

As many of you may know, GP Practices have to self fund the whole cost of running their facility which includes everything from staff salaries, energy, decorating and maintenance to the wastepaper bins.

All costs come out of the Practice's own finances, not from the NHS as many assume.

There is never enough for everything that the Practice needs, let alone equipment that would make a real difference to diagnosis and

treatment in terms of convenience to the patient and speed of results.

Over the years the Practice has been very fortunate to have received donations or been left various sums of money by patients in their wills.

With these funds the Practice has been able to purchase equipment including 2 foetal dopplers for the maternity clinics, 2 ECG machines, 2 defibrillators and 2 emergency grab bags for the Doctors.

The current wish list includes two 24-hour blood pressure monitoring machines at a cost of £1500.00 each. (It always has to be two of everything - one for each surgery.)

With these the Doctors will be able to make more accurate diagnoses of high blood pressure problems.

If you would like to know more about how to contribute to Practice Funds, please contact Gerry Davidson, the Practice Manager.