

PPG Newsletter October 2023.

We are now in Autumn having enjoyed a longed for run of late summer warmth. Over the summer period as well as its prime function as a medical service the Practice continues to be a mentor to its patients by way of seminars and group meetings to inform and support the issues that surround us.

Of great success was the Dementia Awareness Day Seminar organised and led by Practice Manager Emma for the benefit of our registered patients. Held in the Salvation Army building, it included other topics all covered by excellent speaker presentations and deemed to have been highly successful by recipients and presenters alike. Emma was pleased to welcome our Town Council Mayor Liz Jones, to open the proceeding and during the morning a visit was made by our local MP Andrew Selous.

At a recent PPG meeting we were addressed by the Practice 'Health and Wellbeing Coach', Edward Costello. Edward can offer advice in regard to 'benefits' home conversion, a ground floor bathroom as an example to enable someone to remain in thier own home.

In conjunction with the Practice Manger the group initiated an online comprehensive patient satisfaction survey making use of the Practice electronic register. The response was excellent and overall indicated a high level of satisfaction; however, that does not equate into a complacent attitude and the Practice continues to review its high level of service.

As in the past I cannot emphasis enough the Practice 'Front Page' an excellent guide to services available and way beyond what we might call, 'just to see the Doctor'. However, I also accept that it is part and parcel of the digital communication age we live in and not all are able for a variety of reasons to be able to take full advantage, so if you can, please help others.

I wonder how many of us are aware of the Central Bedfordshire 'Health Watch'. It comes into my email 'Inbox' on a weekly basis and is a fantastic insight to what's going on in the wider community, how to get involved, gain access to groups and services and much more. One recent inclusion is a survey/questionnaire regarding our use of local Pharmacy's, initiated by NHS England and part of accessing the possible 'First port of call' model for minor ailments and illness and help free up capacity for GP's.

Chris Dilnot (Chair PPG)

