

PPG Newsletter March 2023.

As I write this Newsletter, we have now entered British Summertime, also termed Energy saving time. This could sound a little hollow following a harsh winter when our energy was never more important for our health in terms of food and warmth; the Central Beds 'warm spaces' being welcome to many.

The Practice front page guide to services and text messages to patients have been highlighting the organised 'drop-in sessions' for patients to meet socially, seek advice on many day-to-day issues and perhaps essentially, enable communication with others. Loneliness has been an added consequence of the 'Covid' situation.

The Practice continues to offer many services including the 'Annual Health Check and Review' invitations. I am pleased to say that I am aware of praise when a condition has been detected and necessary actions taken.

In my November 2022 Newsletter I emphasised the excellent Practice website and directory of services which included the online facility for you, the patient, to directly communicate via an email, for non-urgent medical issues and receive an answer within two days.

Recently, you will be aware I am sure, that Government has directed that 'face to face' appointments should again be made available on request. West Street, like many across the country, always made sure that when essential, during the Covid restrictive period, patients were seen. A more relaxed return to the in-person appointment is now more widely offered and reduces patient anxiety, but it is so important to advise the Practice if you are unable to fulfil an appointment.

Very soon PPG, in conjunction with the Practice Manager, will be communicating with recent patients, via the Practice electronic register, inviting them to take part in our questionnaire/survey regarding their views of the services offered and their delivery.

Chris Dilnot. (Chair PPG)