

To West street Surgery Patients

November 2021

Please think about joining the West Street Patient Participation Group

Firstly, I want to make all patients (service users) of West Street Surgery aware that your PPG have every intention of having their first face to face group meeting since the start of covid. This will be week starting 15th November 21. I am personally looking forward to meeting my fellow volunteers again. Zoom has its place but will never replace the interaction between individuals.

I am sure there are lots of you out there who are doing valuable work volunteering or otherwise who feel the same. Needless to say we have lots on the Agenda one of which will always be the same, we need new members, just leave your details at the surgery reception and we will take it from there. Remember we are representatives of you the patients but to be able to do that you need to talk to us.

Telephones

I am aware that telephone issues are at the top of the list. During covid our telephone lines were being used by doctors for telephone appointments, hence less lines for incoming calls. It quickly became apparent that the telephone system in place was not fit for use during a pandemic or emergencies of a similar nature. Then began the process of choosing and organising a new system which would give us greater flexibility and more lines. This new system is now up and running. Any feedback you have would be welcomed, like any new system there will be teething issues, but the surgery hopes that by Christmas everything will be running smoothly.

Power of Attorney

I have also been asked to pass on information given to me via a solicitor. If you have power of attorney for health and welfare, be it donor or attorney make sure that you copy some part of the document and log it in your file at your doctor's surgery.

Something that identifies you should it be necessary in an emergency to clarify that you are who you are and a named trusted person. The document you hold is usually a certified copy. The original will be needed when deemed necessary.

West street surgery is not perfect and that applies to all practises, businesses etc. There is always room for improvement. We recognise this and take notice of comments made either on social media or elsewhere. We strive to improve giving our patients the service that they deserve. I think we all agree that some issues are harder to resolve than others but hopefully working together we can achieve a positive outcome. Our CQC result is something we are all very proud of and shows we are moving in the right direction. Covid has been hard on us all and has resulted

in very difficult decisions having to be made and implemented and of course it is still with us. We will get through this.

On behalf of your PPG I wish you all a very Merry Christmas and a Healthy Happy New Year.

PPG Chair Person.