



Newsletter

Peverell Park Surgery

18th Edition

Welcome to the latest edition of the Peverell Park Surgery Newsletter, prepared for you by the Patient Participation Group (formerly the Focus Group).

The key items in this Newsletter are:

- ❖ Vaccinations
- ❖ Christmas Opening
- ❖ Patient Participation Group (PPG)
- ❖ Health Campaigns
- ❖ Home Visits
- ❖ Change of Address
- ❖ Appointment Cancellations

Vaccinations



The following vaccinations are available for eligible patients.

Please contact

the surgery if you have not been invited to receive these vaccines but believe you qualify for one or more of them.

Flu – offered to patients with specific medical conditions or treatments and all patients aged 65 years and over.

Pneumococcal – offered to patients with specific medical conditions or treatments. This year letters will shortly be sent to patients over 65 who have not previously had the vaccine, offering it to them before the end of January.

MMR – the measles, mumps and rubella vaccine is offered to patients who are eligible when they attend the surgery, if they are in the age group 19 - 30 years.

Christmas Closure Dates

Christmas Day, Monday 26th December*

Boxing Day, Tuesday 27th December*

New Year's Day, Monday 2nd January*



If you need help when the practice is closed over the Christmas period emergency help can be obtained by calling Devon Doctors on 0845 6710 270; the number will always be available on the surgery's answering service.

We wish all our patients a very

Happy Christmas

* Substitute days due to holidays falling over a weekend

Change of Home or E-Mail Address



If you move or simply change your e-mail address

please let the surgery know as soon as possible so that they can contact you when necessary.

Appointment Cancellations

If you are unable to keep an appointment it would help all patients if you notified the surgery as soon as possible so that waiting times can be reduced and the appointment given to someone else.








Patient Participation Group

In April this year the Department of Health (DoH) introduced a directive to ensure that patients are involved in decisions about the range and quality of services provided by their practice.

At Peverell Park a Patients' Focus Group has represented the views of patients on a number of issues since 2002. The voluntary work undertaken by the group is to be extended into a pro-active Patient Participation Group (PPG), ensuring the involvement of a wider cross section of patients' including teenagers and students, the elderly, ethnic groups, disability groups, new mothers, working men and women and healthy patients who seldom visit the practice.

In order to reach the diverse views of all patients a number of initiatives are to be used. Initially these include:

	<p>Technology to engage teenagers and students by using Facebook for on-line questionnaires. In addition e-mail, text messaging and SurveyMonkey will be used, where permission has been granted, inviting students to join a virtual Patient Reference Group (vPRG) or the traditional PPG at the university.</p>
	<p>Letters will be sent to all patients over 65 as well as disability groups, inviting them to participate in a vPRG via either mail drop or e-mail.</p>
	<p>Visits will be made to nursing/residential homes for one to one discussions.</p>

Once the Patient Participation Group has been established a number of surveys will be undertaken across a range of areas, e.g. opening times, ability to book ahead, the physical environment in the surgery. Responses will then be analysed and areas of priority agreed for improvement. This will require action plans to implement any changes agreed and publication of actions taken.

Health Campaigns

The surgery is running a series of health campaigns so look for details in the waiting room, on the website, Facebook and the Newsletter. Currently the campaign relates to the pneumococcal vaccine – see details overleaf.



Other News In Brief

Home Visits

- We are pleased to announce that Sister Tracey Allen, who became a partner in the practice in 2011, will be carrying out routine home visits to housebound and nursing homes from March 2012

New Staff

- A Nurse Practitioner is to be appointed at the University Medical Centre
- A Nurse is to be appointed at Peverell