# Our Dr Writes

A bit of a mishmash

**The Patient Participation Group**

The Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

Patrick Pease has volunteered to be the chairperson and he has written a separate article for the Parish Magazines.

If you would like to become involved here is a link which explains the role of the PPG.

<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2016/09/ppg-flyer.doc>

**Did not attend appointment (DNA)**

There has been an alarming increase in the number of DNAs. 77 in August. These are appointments where patients simply have not come in, answered their phone after 2 attempts of us calling or who have cancelled at such short notice that it is not possible to fill the appointment. This is so disappointing when you can cancel easily on line, by email, phone or popping into the surgery. All practices have always had DNAs and often know which patients may not attend. This has changed during the past year. I find it especially poignant that appointments are not being attend when, during lockdown, so many receptionist, ours included, were being verbally abused because face to face appointments could not be booked directly by a patient and were only available after a telephone consultation with a doctor.

How to reduce DNAs are on the agenda for the PPG.

**The Surgery Garden**

This is such a wonderful and special place. We have had so many people enjoy the garden all year round. The colours and the smells are beautiful. I, and other doctors at the practice, love being in the garden. It provides a brief respite in what seem to be increasingly frenetic days, allowing us to pause, discuss, reflect and then continue more productively. Thank you Linda (Fry), Patrick (Pease), Eric (Bailey) and the residents of Church Street who have helped water the pots. The garden is stunning, gives the staff and patients so much joy and we are all so grateful for the time you give volunteering to keep the garden looking, smelling and being such an imaginative and inviting place.

**Covid and ‘flu clinics**

The Old School Surgery are in the process of planning Covid and ‘flu clinics and hope to start vaccinating in early October. WE WILL CONTACT YOU BY TEXT, EMAIL OR TELEPHONE. Please wait until you have been contacted to book your appointment. If you have received a text or email from the National Booking Centre for your next Covid vaccination you can book an appointment at one of the local centres. Alternatively you can wait for the surgery to contact you to book appointment at the practice. Please do not phone the practice until you have been contacted because you will block the phone lines (and patients wishing to cancel an appointment won’t be able to get through)!

That’s all for now.

Keep well and best wishes from the staff at the Old School Surgery.

Dr Angela Paddon