

Issue 1

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Newsletter

'When we work together, we achieve together.'

Welcome to the very first Stovell House PPG Newsletter, put together for the benefit of our patients.

How have we done so far?

The Stovell House PPG Committee re-launched in October 2016 and after a successful campaign to increase our committee members, we are now a strong team of 10 with a diverse membership.



Help us to achieve even greater things! Come and be part of the team.

The team have worked together to implement and set-up:

- PPG Logo – giving the PPG a stronger easily identified image,
- Yearly timetable – clearly mapping all key dates and health awareness initiatives the PPG feel patients should be made aware of (not only those nationally advertised),
- Improved participation by PPG members to research, attend meetings and raise profile of the group,
- Weekly PPG newsletter – keeping staff and PPG team members abreast of current NHS news etc,
- PPG Yearly plan – mapping clear targets in what we want to achieve and how to measure these,
- PPG Notice Board – set-up in the surgery waiting room to keep patients & visitors informed.

Get to know the Surgery Staff



In this issue we interview Anne-Marie to find out what it's like in Reception.

"The surgery is very busy, much more so than my previous job. There are two people who greet patients face to face and also man the phones. The reception office is at times hectic, as there are nurses, GPs and health assistants who need your help – you definitely need to multitask and be proactive.

We work 5 ½ hours each day and this is either morning 8am to 1:30pm or 1:30pm to 7pm, but until 8pm on a Monday evening. 70% of my time is booking appointments for patients either over the phone or on-line. We also check medication scripts, liaise with other medical professionals and prepare paperwork to assist the GPs and nurses e.g blood tests, smear forms and files. Nearly 8000 patients use Stovell House services – amazing!!

It is very important to be a good listener and give time to the patients, as you're the very first person they see when they enter the surgery.

We support each other and even take time to socialise outside work, which is very important. There is a terrific atmosphere and in-fact we are more like a family."

Anne-Marie was interviewed by Caroline Knight – PPG Secretary

NHS Health Week

3rd – 9th July 2017

*Patients have
their say about
the Surgery Team*

During the week we will be holding a range of events to increase patient and professional awareness, including working with local health organisations. Come along to the surgery and listen to talks about your PPG. Join us on the 8th July for our 'Fun Day' and find out about a variety of health topics.

For two months we carried out a Patient Satisfaction Survey to find out what **you** really think about the services provided by the GPs and Surgery Team. Here are a few of the feedbacks!

'Everything about the Surgery is great!'

'very good service.'

'Thank you-all of you! - I'm always seen on time.'

'There are too many notices in the waiting room!'

'GP and nurses are genuine and caring.'

'Excellent service provided by the whole staff team and doctors.'

'Phoning the GP between 12 - 1pm would be helpful.'

'I haven't got any problems with the doctors.'

'Good you can speak to the staff and they listen to you.'

'The receptionists are very helpful and smile.'

'THE DOCTORS ARE WONDERFUL.'



*The GPs and staff
deserve our
congratulations*

And finally...

What was it like visiting the doctors over 50 years ago?

Reflections of a GP Surgery in 1960 by Alan Storie

The surgery was small and patients were seen on a first come first serve basis; there wasn't even a receptionist. The waiting area had a wooden floor with wooden varnished benches and the doctor's name and telephone number was written on a window. There were no magazines or notices in the waiting room and patients were seen within 5 to 10 minutes of the doctor arriving.

He would call you in saying, "Who's first?" or "Who's next?"

The doctor kept a card index system on his desk for patient's records and would write everything himself by hand – even letters to hospital consultants. If you needed a home visit, you called his home and had to wait in all day; a time slot was never given. If you called after midnight, you waited until 7am and this was often greeted with a curt remark, "this could have waited till morning – I need my sleep!"

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