

Okehampton Patient Participation Group (PPG)

Inside this winter edition of the Okehampton Patient Participation Group newsletter, we have the latest news from the surgery.... **Winter 2019**



Fund Raising

The PPG Fundraising Team held a successful fund raising event at the Charter Hall on the 7th September. The PPG members of that team of Noel Cartwright, Zoe Bradshaw, Margaret Woolcott and Ann Wood were guided by Mary Morse. They also were ably assisted by Shirley at the teas stand, our two enthusiastic teenagers Beth and Eli selling the donated raffle prizes and the Managing Partner, Kiran Bakhshi chatting to the members of the public.

^some members of the PPG We had exhibitors tables from Sarah Hale from Sarah's Yoga, Alison Duckers from learndevon and Zoe Farley from Slimming World Okehampton, who all were most enthusiastic and helpful and who next year will each be invited to attend one of our PPG meetings to provide a presentation.

Thanks to the generosity of those providing prizes and the purchasers, we raised nearly £130.00 towards the purchase of an "ambulatory blood pressure monitor".

As Chair, there is a need to recognise and thank all those who have contributed, in whatever way they do, towards trying to make the patient experience the best that can be provided and events like these demonstrate that collaborative commitment from the Medical Centre, PPG, Exhibitors and of course the public.

FLU CLINICS

All patients **OVER** the age of 65, patients **UNDER** the age of 65 with **CHRONIC ILLNESSES**, such as heart failure, diabetes, respiratory problems, or who are immuno-suppressed, **CARERS, CARE HOME WORKERS, PREGNANT WOMEN, and CHILDREN aged 2 or 3** are **ALL** eligible for a **FREE** flu vaccination.

Flu clinics for the over 65s will be held at The Medical Centre between **8.30am and 12.15pm** on the following **Saturdays**:

September - Saturday 21st, Saturday 28th
October - Saturday 5th – **Including our Open Day**

Midweek appointments are also available from week commencing 9th September 2019

THE UNDER 65s VACCINES ARE DUE IN FOR THE CLINIC ON 19TH OCTOBER

The Saturday clinics for these will be October - Saturday 19th, Saturday 26th

Midweek appointments may also be available
Please call **01837 52233** to book an appointment
using our 24 hour automated system
(option 6, then 0) or by speaking to Reception.

VILLAGE HALL FLU CLINICS
NO APPOINTMENTS NECESSARY

These will be held between 2.00 pm and 4.00 pm on:
November 7th at Sourton
November 14th at Belstone
November 21st at South Zeal (Pavilion)
November 28th at Exbourne



Friends and Family Test

NHS England requires all GP practices to ask patients whether they would recommend their GP practice to their friends and family and to publish the results. In August 2019 209 patients took our Friends and Family Test. The percentage of patients that responded with either *extremely likely* or *likely* was 92%.

MISSED APPOINTMENTS

The Practice and the PPG have been working since late 2016 to reduce the number of appointments missed without notification. In 2016 there were an average of 101 missed appointments per week (20 PER DAY), costing the practice money and lengthening the waiting time for an appointment to see your doctor.

The Practice invested in the mobile phone appointment reminders system and a 24/7 answer-phone to make it easier for patients to cancel appointments when necessary. The Practice and PPG continue to monitor this issue and keep us all informed of progress.

Our target for 2019 was to achieve **less than 50** wasted appointments per week. Over the last three months we have **achieved** that figure, and for that we must give thanks to all our patients for their efforts in enabling this target to be reached. As a direct result more patients have been seen by the medical and nursing staff.

Welcome,

We would like to welcome Dr Emily Orr who has joined the Practice at the start of September and we wish her well. It is anticipated that another GP will join us in November and advanced paramedic practitioner in October.

Congratulations,

Kiran Bakhshi and Pip Rubbra on becoming partners at Okehampton Medical Centre.



Okehampton Medical Centre is now also able to offer eConsult appointments for patients. This allows patients to contact their doctor online, and get help and advice by the end of the next working day. This is a key focus of the NHS moving forward, and we are proud to be one of the local practices offering this service. Just click on the link on our website at www.okehamptonmedicalcentre.co.uk

Okehampton Medical Centre, East Street,
Okehampton, Devon. EX20 1AY
Tel: 01837 52233
www.okehamptonmedicalcentre.co.uk

Opening Hours:
8:15am—6.00pm, Monday to Friday.
Phone lines open at 8.30am

If you need medical advice at the weekend or out of hours, please dial 111.
In an emergency dial 999.

Fundraising: Legacies and Bequests

All of us at some time will need to access health care services, and the Medical Centre is committed to supporting and enhancing the experience of all patients their carers and families - but we need your support to help us continue this important work.

Leaving a donation in your will, or by making a bequest, can allow us to continue providing additional equipment that is not provided by the NHS.

No matter how big or how small, anything you can give will be greatly appreciated.

If you would like to discuss this further please contact Kiran Bakhshi (Managing Partner): kiran.bakhshi@nhs.net or (Chairman) James Bradley: okehamptonppg@nhs.net.

Joining the PPG or Virtual PPG

As Chair (James Bradley), I want to move away from sitting around and talking about health and the Practice and more towards identified patient driven issues. If you want that too, come and join similarly minded people at our 1st Wednesday in the month meeting starting at 6pm for about 1.5 hours. For further information to join or to find out more, email:

okehamptonppg@nhs.net, or leave your contact details at reception and James will contact you.