

PPG News

Liphook Village Surgery is pleased to confirm its Patient Participation Group (PPG) and Virtual PPG subgroup are still active in helping the Surgery develop its services to meet the needs and wishes of its patients. The Virtual PPG is kept informed of discussions and developments via email, whilst the PPG attend regular meetings at the surgery. These meetings have been held approximately every 6 weeks since the PPG's inception in early 2008.

The PPG wished to obtain the views of the Surgery's registered patients to identify areas that they wished the PPG to focus its attention over the year ahead. On 06 March 2014, an approved summary of the survey findings and priorities for the PPG to work on for the year ahead was approved and adopted:

- * Raising dementia awareness
- * Issuing regular PPG newsletters
- * Organising a first aid course for patients

Copies of the action plan have been placed on both our NHS Choices website and www.liphookvillagesurgery.co.uk, with hardcopies of the survey results left in reception and the waiting room for patients to collect and read. Further copies of the survey findings are available from the reception team.

Join our Patient Participation Group (PPG)

We are always looking for patients to join our PPG. Some frequently asked questions are:

What is the purpose of my joining this group?

We want to ensure that the people who use our services are able to have their say – these are the best people to tell us what works and what improvements we could make.

How and when are you likely to contact me?

We can communicate with you in whatever way suits you – email, telephone or post. We will only contact you occasionally and the feedback we ask you will only take up a few moments of your time.

Who else will be able to access my contact details?

As always, all information you provide to us will be kept safe and secure and it will only be used for the purpose you provided it for and it will not be shared with anyone else.

What if I decide I no longer wish to be involved?

If at any time you change your mind and no longer wish to be involved, let us know in writing and we will remove your contact details from our list.



Carers Group

Liphook has a very successful Carers Group which meets monthly on the first Monday at the Peak Centre between 7 and 9pm. On the first Wednesday it meets in the Millennium Hall at between 10am and 12 noon. The group is designed for Carers to discuss their problems and meet similar people in a friendly environment away from their normal situations

Please ring Voluntary Care on 01428 723972 for more information about the group or just please turn up.

Useful information/In the Community

Voluntary Care Transport

Explanation of the voluntary transport service offered in Liphook for Patients to be taken to Hospital. It is hoped that Patients will pay a sum to cover the petrol. Telephone 01428 723972

X-rays

If you need an X-ray then the venue is normally provided by the GP who gives a choice of Haslemere, Royal Surrey or Queen Alexandra Hospitals. If Patients attend the Chase Hospital then they might be referred to Basingstoke Hospital, if this is the case do request one of the alternatives listed above which may be more convenient to you.

Drop-in Hearing Clinic in Haslemere Hospital

There are drop in Hearing Clinics at the Hasleway Centre on Thursdays between 9:30 and 11:00 am and the Peak Centre in Liphook on the 2nd Tuesday and Wednesday of the month. .

Voluntary Car Drivers Needed

Do you have 2-3 hours so spare occasionally to drive people to medical/dental/optical appointments (you do not have to commit to regular times)?

Liphook Voluntary Care Group needs you!

Please call 01428 723972 for more information.

Surgery News

Staffing

Some of you will already know that JoJo (Jo Shepherd), one of our Practice Nurses, has been seriously ill since the beginning of the year. She is now planning to return to work, initially on reduced hours, but building up over the summer to her full 2 days per week. We tried to increase our nursing resources during her absence but would like to apologise for any trouble you have experienced in seeing a nurse over the past few months.

New Team Members

Over the year, we have recruited a number of new team members to replace staff who have left us. We'd like to welcome:

Jackie Wiltshire – Receptionist/Administrator
Jayne Carpenter – Receptionist/Administrator
Jay Mills – Receptionist/Administrator
Katie Drain – Receptionist/Administrator
Pauline Gordon – Finance Administrator

Lynn Harding has been promoted to Reception Team Leader this year and Karla James has been promoted to Assistant Practice Manager.

Wasted Appointments

Between 1st January and 31st March 2014

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Patients **did not attend** their booked appointments **or cancel them** in advance.

Some of these were appointments were for 20-30 minutes.

This seriously affects the availability of appointments we are able to offer you and other patients. Please let us know in advance if you are not able to keep your appointment so that it may be used by others.

Surgery Opening Times

Monday: 08:30 – 18.30
Tuesday: 08:30 – 18.30
Wednesday: 08:30 – 18.30
Thursday: 08:30 – 18.30
Friday: 08:30 – 18.30

GP late clinics: 18:30 – 19:30 by appointment

If the Surgery is closed, please contact the Out of Hours surgery via 111.

Repeat Prescriptions

If you receive regular medication then your Doctor will have created a list of your regular prescriptions. To order these repeat prescriptions you can either use the list received from the Chemist when you collect a prescription or by using the online NHS system (EMIS). You **do not need** to ask for **all** items on the Repeat list if you have enough of certain items in stock. Repeats cannot be done over the phone. Please make sure that you always have enough drugs in hand so you do not run out if there is a wait for your prescription.

If you have irregular prescriptions then you can order these by requesting them on a form obtainable from the Reception desk. If your Doctor feels they need to see you before giving out a prescription they will try to contact you for a discussion or they may request to come into the Surgery.

Useful information/In the Community

Main hospitals we can attend in the area

Royal Surrey (Guildford)	01483 571122
Queen Alexandra (Portsmouth)	023 4228600
Haslemere	01483 782300
Basingstoke	01256 473202
Chase Community (Bordon)	01420 488801
BMI Mt Alvernia (Guildford)	01483 570122
Frimley Park	01276 604604
Petersfield	01730 263221

Message in a Bottle Scheme for Patients living on their own

There is a supply of free plastic bottles on the Reception desk of the Surgery which are designed to hold medical information about a patient. These are designed for patients living on their own and will help ambulance staff if there is an emergency situation at home. The bottle which is kept in the fridge, would contain medical information about the Patient as well as current medication and details of who to contact in an emergency. Also provided, are stickers for an outside window to alert anybody of the existence of a bottle.