

Patient Participation Group

P.P.G.

Steppingstones Medical Practice.



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Chairman Gordon O' Connor.

D/Chair Deirdre Haddock. Sec Jean Beard

Newsletter March 2015



PPG NEW MEMBERS.

Thank you for all those who showed an interest in the PPG. I am delighted to announce we have four new members who have joined us and they are **Diane DAY, Shelagh BULL, Gbemisola Comfort ADEAGA and Robert MARSH**

APPOINTMENTS



Booking Appointments There are several ways to book an appointment at the practice. These are:-

- 1a. On the phone from 8.30 am
- 1b. At reception from 8.00am
- 1c. Online if you have access to the internet. –

You will need to register with the Practice by completing a form at reception to set up an account to online access.

Also pre-bookable appointments are available between 8 and 12 weeks in advance

Appointment systems work to everyone's advantage if care and consideration is shown and Doctors, Receptionists and Patients show understanding and tolerance to each other's problems and difficulties.



The Chairman and Committee of the PPG would like to thank all patients who took part in the latest surgery survey. The results of the survey will appear on the PPG noticeboard in the surgery in the near future. Later in the year there will be another survey regarding nursing services offered by the practice.

Missed Appointments

A major problem for the surgery is the amount of patients that do not attend their appointments.

If you do not require your appointment **THEN PLEASE CANCEL** in plenty of time so that it can be offered to someone else.

Starting this month we intend to display in the surgery the number of appointments missed.

Easter Painting Competition

Details of the Easter Painting Competition are on the notice board. Some nice prizes **PICK UP A PICTURE** and let your youngsters have a go.

HOLLY HALL WALK-IN CENTRE

The walk-in centre is moving on the 1st April 2015

See posters displayed within the surgery

The Patients Participation Group

Working in partnership with the surgery for the benefit of all.