



New Lyminge Surgery

PATIENT PARTICIPATION GROUP NEWSHEET

PATIENT PARTICIPATION GROUP (PPG)

BACKGROUND

The PPG began in February 2014. It is made up of patients of the Practice and has Terms of Reference which detail its aims, ground rules, responsibilities and organization. The PPG has undertaken a patient survey and produced reports and action plans as a result. The Practice has been involved in actioning the outcomes of these surveys. The PPG meets approximately 4 times a year. The notes of these meetings are published on the Practice website and are in the PPG book available in reception.

At the PPG meeting in July, the Practice asked if the PPG could produce this newsheet for patients so that more become aware of the PPG and its role. The Practice team asked if the newsheet could be used to remind patients about a few issues which have been problematic over recent weeks. The main issue is around the ordering of repeat medication.

REPEAT MEDICATION ORDERING PROCEDURE

The Practice has come under pressure on several occasions recently, to provide repeat medication at very short notice. The Practice has a clearly stated procedure for fulfilling repeat medication requests. It needs 72 hours (3 working days) to deal with all requests, regardless of whether we dispense medication to you or you collect medication from a local pharmacy. If we do dispense to you, it's not simply a question of the dispensary staff taking the items from the shelves; prescriptions need to be signed by a GP and the dispensed drugs need to be checked by 2 members of the dispensing team. This safety net is in place to protect patients and prevent drug errors.

Shouting at the reception staff won't shorten the 3 working days required! It's important that all patients submit their repeat medication request, either on paper or online, whilst they have enough medication to last until their medication is available for collection.

PARKING

The parking situation has greatly improved since the white lines were painted but there are occasions when one car parks across 2 spaces! Please remember that the car park is for the use of the staff and patients of the Practice during surgery hours. It is not for those off dog walking or popping to the shops.

FLU CLINICS 2017

This year's flu clinics will be held on Saturday 30 September and Saturday 14 October from 9-1pm. Appointments are not necessary so if you are eligible please come along.



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