



## Patient Participation Group (PPG) Newsletter

### Contact us:

Patient Participation  
Group Kitwood Unit  
Herts and Essex Hospital  
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Bishop's Stortford  
CM23 5JH

Email:  
parsonageppg@nhs.net

(for PPG queries only and  
checked weekly)

Please do not use the main  
reception telephone  
number to contact the PPG

### COVID-19 (Novel Coronavirus)

All travellers who develop relevant symptoms (for example respiratory symptoms, shortness of breath, cough, fever) however mild, within 14 days of returning or transitioning from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau should **NOT** attend the Parsonage Surgery, but should remain at home and immediately call NHS 111, inform them of your recent travel to the country and follow their advice.

**The NHS and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The current risk to the general public is moderate. More information is available by logging onto [gov.uk/coronavirus](http://gov.uk/coronavirus) - updated daily**

You can help too. Germs can live on some surfaces for hours. To protect yourself and others:

- Always carry tissues with you and use them to catch your cough or sneeze.
- Bin the tissue, and to kill the germs, wash your hands with soap and water, or use a sanitiser gel.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

### 2020 at Parsonage Surgery

#### Extended Access Hub

GP and Nurse appointments are available evenings and weekends to provide an extended access service for patients of practices in Stortford, Sawbridgeworth and surrounding areas.

You can book appointments to see a GP, Nurse or other health professional between 6.30 - 8pm and weekends from 9am - 1pm.

Appointments booked either in advance or on the day will be held in different locations across the area. Staff offer appointments giving venue/time/clinician choices to suit patient needs.

#### Co-Location with South Street Surgery - latest

NHS England funding has been approved to refurbish and reconfigure the Kitwood Unit. This offers us more clinical rooms and a larger waiting area in our half of the unit.

Dr J Takhar outlined the co-location plans to the PPG. A start date for the work and details are awaited of how and where Surgery will be sited within the building during the changes.

The other half of the Kitwood Unit will be utilized separately by South Street Surgery.

Please see latest PPG Minutes (Parsonage) online for more details of this briefing.

#### Staffing Update

**Jodie** - Practice Nurse, joined 2<sup>nd</sup> Dec, has completed training in Asthma, COPD, Diabetes, and Contraception.

**Dawn** - Receptionist, joined 4<sup>th</sup> Feb, previously 3 years in a reception role at a local GP Surgery.

**Sue** - Receptionist left 3<sup>rd</sup> Dec. having been offered a Phlebotomist role at Broomfield Hospital

**Gemma** - Practice Nurse - on maternity leave, will leave us on 6<sup>th</sup> Apr, having been offered another role that she would like to pursue.

**Sadie** - Paramedic left 18<sup>th</sup> Feb. to take up Training Manager role with East of England Ambulance Service.

**Dr Sampson** - Six-month GP Registrar rotation at Parsonage Surgery ended on 4<sup>th</sup> February 2020

### PPG highlights

- Additional sheet attached showing latest floorplan for proposed co-location of Surgery
- Issues affecting everyone - Missed Appointments. Working together to resolve.
- Latest Patient Survey Update

## National GP Patient Survey

Some patients registered at Parsonage Surgery will soon be invited to take part in a national survey about their experiences of local NHS services. The survey is sent out annually in January. It covers issues that concern patients, such as access to care and satisfaction with treatment.

If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

It is really important that your views are heard, even if you have received a questionnaire like this before. Visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk) to find out more.



## CCG PatientSurvey 'You said - we listened'

Patients recently took part in The Clinical Commissioning Group for East & North Hertfordshire (CCG) survey. This covered the design and development of services, and quality of provision.

Of our patients, 2.93% responded. The CCG target rate was 2%.

### Highlights of good practice:

- Medical staff are professional & caring
- Welcoming & friendly culture
- Good access to emergency appointments

### Areas identified for improvement:

- Long wait for Non-Urgent appointments Telephone contact difficult at peak times Promotion & provision of extended access service.

**Outcome:** These findings were summarized by the PPG and were then shared with the Surgery & those issues identified were reviewed. Response/Actions undertaken by Parsonage Surgery were fed back to the CCG and the PPG. The full detail of these responses can be viewed in the February PPG Minutes

<https://www.parsonagesurgery.co.uk/pages/Patient-Participation-Group>

## Missed appointments 2019-2020 - did not attend (DNA)

### Recent missed appointments and hours lost

81 in Nov = 13.5 hrs.

104 in Dec = 17 hrs.

74 in Jan = 12 hrs.

Missed appointments waste valuable and limited NHS resources and are always recorded in an individual's record. If a patient regularly fails to attend a booked appointment, the surgery reserves the right to remove them from the list.

**Please contact the Practice immediately if you need to change an appointment. Equally make that cancellation as soon as you know you can't attend. This ensures the time slot is available to offer to another patient in need.**

You can tell us you wish to cancel by:

- **Online** using [SystmOnline](#) if you are already registered. If you have not yet registered, please contact reception to get details. For guidance on using SystmOnline see <https://www.youtube.com/watch?v=riXcWbl3S5g>
- **Email:** [parsonageadmin@nhs.net](mailto:parsonageadmin@nhs.net)
- **Telephone:** call us on 01279 827608 or **in person** - pop into the surgery

## Health essentials - reminder

It's important that vaccines are given on-time for the best protection. If you or your child missed a vaccine, contact your GP to catch up.

There is an excellent online guide on types of vaccines and schedules for each vaccine for babies, children 1-15, adults, pregnant women, and extra vaccines for at-risk people.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

Parsonage surgery offers the **pneumonia vaccine** to protect against serious and potentially fatal pneumococcal infections. Also, a vaccine to prevent shingles, a common, painful skin disease is available on the NHS to people in their 70s.

**Winter 2019/20 Influenza:** Parsonage Surgery continue to offer influenza vaccinations to eligible patients up to 31.03.20. Adult Flu and Child Nasal Flu Vaccine supplies arrived throughout October (we have strict ordering controls for nasal flu, appointments are booked dependent on delivery dates and available vaccines). Eligible patients can book flu vaccination, just call the reception team on 01279 827608 after 10am, or request an appointment for the flu vaccine via email - [parsonageadmin@nhs.net](mailto:parsonageadmin@nhs.net) and we will call you back to arrange a suitable date. Please also advise if you wish to decline and reception team will update your record.

To raise any important matters with your GP Practice you can come to our PPG Meetings or contact us - see p1.

Worth a look:

**Covid-19 Myth-busters can be viewed at** <https://www.who.int/emergencies/diseases/no-vel-coronavirus-2019/advice-for-public/myth-busters>

The next meeting of the Parsonage PPG is on Wednesday 06 May 2020 @ 7.00pm in the Kitwood Unit