

# Henley-in-Arden Medical Centre

## Patient Participation Group (PPG) Newsletter August 2024

*The PPG consists of a group of patients who work to try and improve communication between patients and the Medical Centre staff. We meet four times a year but can also raise any patient issues or concerns at any time.*

### **Winter Flu Vaccination Program**

At the time of writing, we are still waiting for the medical centre to announce the actual dates of the vaccination clinics. The surgery will be open on Saturday mornings when it starts and patients will be invited to book your slot.....but please don't do it until it is announced.

### **Annual NHS GP Patient Service**

Every year the NHS undertake a nationwide GP Survey. I am delighted to say that out of over 6000 medical centres across the country Henley in Arden Medical Centre came 136!

On behalf of the PPG and I'm sure, all our patients, I would like to thank ALL the staff for this amazing achievement. All surveys highlight areas for potential improvement and I know the medical centre will be considering these.

In addition to the annual survey, the medical centre invite patients to provide feedback using the Friends and Family Test. The July results have now been shared with the PPG and the recurring theme is one of excellence. Typical comments including 'The nurse was very kind, considerate and wonderful at her job' and 'the doctor understood and listened. A good outcome'

If you would like to fill in the Friends and Family card, then you will find them in the Waiting Room and with Reception. All feedback is most welcome.

### **Extended Hours Service**

If you are struggling to get to the medical centre during normal surgery hours, have you considered using the South Warwickshire Extended Hours Service? It is run by a set of doctors and nurses who visit one of three surgeries in our area – Henley, Alcester and Budbrook. Henley operates on a Monday evening, Budbrook on a Tuesday evening and Alcester on Wednesday. One of them is open each Friday evening and all day Saturday.

I'm afraid you cannot just walk into one of them. You have to book an appointment by contacting our Reception and they will make the appointment for you. The Clinicians on duty will have access to your patient records to assist with their diagnosis, as long as you have given them permission when you book.

From personal experience it really helped me and worked to my advantage, even when one of my appointments was on the evening in Alcester following the major Microsoft IT outage!

### **Staff Changes**

Three of our fully qualified doctors who are undertaking their three year training program as GPs have now finished their time at Henley. A special thanks to Doctors Jibran Akbar, Shahzad Akbar and Dr Oshodi and a warm welcome to Doctors Rebecca Moore, Chloe Reynolds and Gursimran Sidhu. I hope they find their stay in Henley both welcoming and rewarding.

Robin Rumbles, Chair PPG

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