

Henley-in-Arden Medical Centre

Patient Participation Group (PPG) Newsletter

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.

Surgery Opening Hours

The surgery is responsible for patient care between the hours of 8am and 6.30pm Monday – Friday except Bank Holidays.

During those hours the main reception is open for routine enquiries and appointment bookings from 8.30am – 1.00pm and 2.00pm – 6.00pm.

Emergency access remains available between 8.00am – 6.30pm if needed.

So what do you do when the surgery is closed

If you have a life-threatening medical emergency, please dial 999.

If you require urgent medical assistance when the surgery is closed, you should call 111. Calls to the NHS 111 service are free from both landlines and mobiles.

This NHS 111 service is run by a specially trained team of doctors and nurses, with the added support of emergency care doctors and nurses and other specially trained healthcare professionals. They will discuss your problem with you and decide the most appropriate course of action.

Communication between PPG members and patients

The PPG have set up a specific email address that can be used for contacting members of the group: henleypgg@btinternet.com.

Patients are welcome to give feedback about the service provided at the medical centre and to make suggestions for any improvements. The PPG email is managed by members who are patients. Confidential medical details should not be shared on this email address but should instead be directed directly to the medical centre.

Or, if you prefer to talk directly with a member of the PPG, please ask Reception who will provide you with a list of PPG names and contact details. Just to reiterate, please do not try and share confidential medical conditions with a member of the PPG.

Staff changes

There have been a number of changes to the team at Henley over the last couple of months, mainly concentrated within the reception team. Sadly, Helen, Sarah and Lisa have left the practice. The team has however welcomed 2 new members Julie and Lucy. Julie brings with her a wealth of knowledge from working within another GP practice for the last 16 years. Lucy is new to general practice but is proving to be a fast learner and is being made to feel welcome by both colleagues and patients. So, please say hello next time you visit the medical centre.

The nursing team has welcomed Karen. Karen will be working alongside Pam on 2 days a week. We also have the support of a locum nurse Lucy working with us on 2 afternoons while we look to add another permanent nurse to the team.

Robin Rumbles, Chair PPG

email: henleypgg@btinternet.com