

# Henley-in-Arden Medical Centre

## Patient Participation Group (PPG) Newsletter

*The PPG consists of several 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.*

### Patient Feedback

The surgery is keen to gather patient feedback, so that they can continually review the service being provided. Patient feedback will help the surgery learn more about what patients think of their experience – what they like and what they think can be improved. This enables patients to help the surgery to make changes that will ensure they can offer the best possible care. The surgery will gather patient feedback in the following ways:

- Handwritten 'Friends & Family Feedback' cards from within the surgery. You will find these in the Waiting Room. Please pick one up and fill it in before you leave and hand it into Reception.
- Via the comments & suggestions box in the waiting room
- Via the practice website: <https://henley-in-ardenmedcentre.co.uk/feedback>
- Via text sent from the surgery. The message will come from HENLEY MC:

Dear xx,

Thinking about your recent appointment at Henley Medical Centre. Please can we ask you to take a moment to answer 4 quick questions in the link below:

<https://forms.office.com/e/wXFW0ZP4Rx>

Kind regards

Henley in Arden Medical Centre

We will publish the overall results on a regular basis. In addition, the NHS carries out an annual survey of all medical centres across the country. These are reviewed by the PPG and a summary will be included in a newsletter

### Communication via Text

The development in electronic communication can be an asset, Henley Medical Centre is increasing the amount of communication it makes via text message. Text communication can be used for the following:

- Sharing patient health information links
- Inviting patients to book an appointment for their annual chronic disease monitoring reviews (usually sent around a patient's month of birth)
- Sending self-book appointment links if blood tests are needed
- Sending links for patients to be able to upload photos securely
- Sending appointment notifications/cancellation notices

To ensure the efficiency of this service, the surgery is keen that patients ensure that an up to date record of their mobile number is held on file. Patients can easily update their contact details via the 'Reception Enquires' tab on the practice website homepage:

<https://www.henley-in-ardenmedcntr.co.uk/> or by popping into reception.

### Prescribing Policy

The practice has recently updated its policy regarding prescribing shared care medicines. The updated policy can be found on the home page, under Policies, of the practice website: [www.henley-in-ardemedcntr.co.uk](http://www.henley-in-ardemedcntr.co.uk)

### Additional Security to Patient Access.

The company that develops Patient Access have now introduced a new level of security. After you enter your user name and password it will send a passcode to your mobile phone. Unfortunately this change was made without consulting with the Medical Centre

Robin Rumbles, Chair PPG

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