



Patient Newsletter 8

February 2023

Welcome to our Spring Newsletter. Days are getting longer and snowdrops are in full bloom. It really lifts the spirits, doesn't it? I'm pleased to report that the PPG held a very well attended meeting last week. Before discussing our normal business, we listened to an interesting presentation from Amy Crawford, of Healthwatch Rutland. Healthwatch is a national body that aims to monitor NHS performance by gathering feedback from patients, and providing us with advice and information if we are having problems accessing appropriate care. Lots more information is available on their website: www.healthwatchrutland.co.uk

What's New?

- ❖ We are all aware that the practice has grown very significantly over the last couple of years, largely due to the influx of patients (many with complex needs) from Oakham and Stamford. The surgery has now received permission to pull in their boundaries and as a result patient growth will slow down.
- ❖ In spite of this, the surgery is still constrained by its size and position, even with the added space provided by the 3 consulting rooms in the Portakabin. As a result, the practice is aiming to build a new surgery - hopefully in Empingham. A project team is now working on a 3 - 5 year plan to find a site and create purpose-built accommodation to serve all patients' future needs (including plenty of parking!). This is great news. Fingers crossed all goes smoothly.
- ❖ In the last Newsletter I mentioned the possibility of a possible automatic prescription dispensing machine. Further investigation has shown that the size of the machine makes this impractical in the current building, but a new suggestion is to install a height, weight and blood pressure machine in a cubicle in the waiting room. This will be a boon for patients who need regular checks and haven't got a machine at home. Staff will be able to help you if you don't feel confident.
- ❖ The surgery now has its telephone hub behind the scenes to ensure confidentiality when staff are talking to patients on the phone.
- ❖ The practice is developing a new Communications Strategy, having accepted that some communication has been less than ideal. For example, Patient Services are currently taking part in training to help them develop their skill in showing empathy.

Questions

Patients asked many useful questions at the last PPG meeting - far too many to list here, but all very important. The questions (and answers) are listed in full in the minutes of the meeting which will be available in the PPG section of the practice website. See below.

Like to know more?

Would you like to have the Newsletter delivered straight to your inbox? Or receive communications from the PPG on key issues? Would you be willing to give feedback through occasional questionnaires? If so, please join our 'active membership' list. To sign up go to the practice's website: Empinghammedicalcentre.co.uk/patient-information/ppg