

Wargrave Patient Participation Group Newsletter

*The Patient Participation Group exists
to strengthen communications between patients and the surgery,
delivering positive health outcomes for the local community*

This month the Wargrave PPG has news of further health seminars we have planned for this year, a brief update on the Covid vaccination program and some information regarding patient feedback.

Health Seminars

Dr Dan Alton delivered a presentation on 25th May outlining how the NHS is planning for a future where the emphasis is on prevention of many conditions – in other words proactive rather than reactive healthcare. He explained how this national initiative is already in practice locally – targeting at risk groups within local communities. If you missed it and would like to catch up on this very interesting topic, please email lisa@pursuitnha.com to receive a recording of the presentation.

Our next PPG seminar on Women's Health will be presented by our new partner GP, Doctor Faye Hext. This will be delivered via Zoom on Tuesday 10 August at 7.30 pm. To book your place please email healthseminar@pursuitnha.com and submit any relevant questions you may have.

Our autumn seminar on Men's Health will be delivered by Consultant Urological Surgeon, Hugh Whitfield. We are very pleased to confirm that this will be 'in person' and not via Zoom! So, you will be invited to attend St. Mary's Church Centre in Wargrave on 25 October at 7.30pm. More details of how to register will follow in our next newsletter.

Communications and Patient Feedback

This last year has been difficult – both for patients and for the team at the practice. The doctors are aware that some people find new procedures, such as telephone appointments, difficult to adjust to and confusing. There has been some feedback regarding not being able to see a doctor in person. However, the surgery is interacting with well above the national average number of patients per day and, despite very positive feedback overall, there is always room for improvement. With this in mind the practice is aiming to create a 'roadmap' to help everyone understand the process of contacting the surgery and getting appointments – the PPG hopes to bring you more news of this very soon.

Having said all of that, we have had a complaining email mentioning the following issues:

- Difficulty getting face-to-face appointments.
- Untimed telephone appointments (waiting in all day for a call).
- Call booked with one doctor but call back received from a different doctor.
- Lots of doctors working part time only so no continuity.
- Unhelpful receptionists.
- Unnecessary focus on Covid-19.

We would invite your comments regarding the above. Do you agree? Perhaps you disagree. Either way, we would like to hear from you. Please email complaints@pursuitnha.com All responses will be treated in confidence and anonymity is guaranteed.

Covid Vaccinations

We are pleased to report that Wargrave surgery has now carried out in excess of 10,000 vaccinations and groups recently covered include police and fire brigade. Most rough sleepers in surrounding areas of Wokingham, Newbury and Reading have also received the vaccine. Patients in their 20s are able now to attend for their first jab but uptake so far has been lower than previous groups and we would encourage youngsters in our communities to come forward when they are contacted. The PPG has produced a poster to encourage uptake and you will no doubt have seen this in various locations and on social media.