



Bursted Wood Surgery

BWS & PPG Newsletter

SPRING 2015



..... SURGERY NEWS

Due to a second maternity leave **DR GUNEN UCYIGIT** will not be returning to work at the surgery until next year 2016.

DR MEERA SHAH will be returning from Friday 20th March 2015, to cover this leave.

Text Messaging Service

In order to try to cut down on non-attended appointments, we have introduced a mobile text messaging service to remind patients of their booked appointments. If we already have your up to date mobile number, you should automatically be receiving a text message 24 hours before your appointment time, giving you the opportunity to cancel the appointment, if it is no longer required, by texting back the word '**CANCEL**'. In doing this it will automatically free up the appointment and make it available for re-booking. We are hoping that this will greatly reduce our failed attendances and improve on appointment availability. **Therefore, if you have not already done so, please let us have your up to date mobile number.**

Vision on Line Services

There is now a new on-line system for patients, who would like to book an appointment, renew a prescription or view their health record via their computer, tablet or mobile. This new system is run by Vision On-Line Services. To register for this service, you will need to attend the surgery in person with photo ID and proof of your address. You will then be given a user name and password in order to activate your account. Please visit www.localsurgerywebsite.nhs.uk for more information.

The NHS Friends & Family Test

Please give us your feedback on the surgery services via the Friends and Family test forms, which are available in the waiting room (along with a collection box for anonymity). Alternatively, the form can be completed on-line via our website: www.burstedwoodsurgery.co.uk

The form is a tick box survey which only takes a minute to complete, which will help us to help you.



..... PPG NEWS

Bursted Wood Surgery Patient Participation Group

The Bursted Wood Patient Participation Group (PPG) was founded in 2010 to give patients, GPs, and practice staff an opportunity to meet, to exchange ideas and information with the aim of providing all patients with the best possible healthcare.

Interested in getting involved?

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients. Our group meets approximately every 8 weeks for about an hour at the surgery. For further information about the group, please contact: Peter Stekelenburg a PPG member at: stekelenburgpi@gmail.com or telephone 020 8303 0604.

The next PPG meeting will be held at the surgery at 18.00 on Tuesday the 14th April 2015, please feel free to come along.

Objectives of the PPG

Our aims & objectives are set out below and if you are interested in any of the issues please contact us by either completing a PPG contact sheet and place it in the PPG box at the surgery or email or phone Peter Stekelenburg:

1. To help doctors and surgery staff to provide, and patients to obtain, the best possible healthcare through discussions at regular meetings with surgery staff by deliberating on local and national health issues.
2. Contribute to patient satisfaction through opinion surveys and other means, including the examination of complaints and suggestions, as well as monitoring the performance and targets set by the practice.
3. The Surgery and the PPG to jointly produce regular newsletters for patients which will contain information on local or national health matters.
4. Organise as required appropriate educational seminars (Medical problems Explained) as suggested by patients which will be open to all patients of the practice.
5. Monitor activities of the Bexley Clinical Commissioning Group and assess the effect any decisions or developments proposed by the Clinical Commissioning Group may have on patients of this practice.
6. To ensure that the group has a wide representational membership.
7. To undertake regular fund-raising activities to enable the provision of extra facilities for the practice and patients

PPG Raffles

During the year the PPG holds raffles at the surgery in order to raise money for equipment.

PPG Burstled Wood Surgery Financial Breakdown

| DATE/ Season | FUNCTION | FUNDS RAISED | DONATION/ Costs incurred | BALANCE |
|------------------------------|------------------------|-------------------------|---|----------------|
| 2010 | Raffle and cards | £101.00 | | £101.00 |
| Christmas 2011 | Raffle | £113 | | 214.00 |
| | Chocs & card | | £9.49 | £204.51 |
| Easter 2014 | Raffle | £157.00 | | £361.51 |
| Baby | Raffle | £27 | | |
| Halloween | Raffle | £122.20 | | |
| | Materials | | £20 | £490.71 |
| Christmas 2014 | Raffle | £161.00 | | |
| Dr Patel | Run | £232.00 | | |
| | Tickets | | £2.58 | £881.13 |
| | | | | |
| 10 th Feb 2015 | Donation for defib. | | £500.00 | £381.13 |
| Easter 2015 | Raffle | £134.00 | | £515.13 |

Clocktower Healthcare Limited agreed to match our contribution of £500 towards a defibrillator and this has now been purchased and is available for emergency use at the surgery and the PPG would like to thank all those who contributed.

The PPG welcomes any suggestions for future purchases/contributions and the following items are currently under consideration:

1. A new examination couch.
2. Notice boards for the waiting room.
3. An upgrade to the disabled toilet.
4. New seating in the waiting room.

We would be pleased to hear from you and your ideas can be placed in the PPG box at the surgery.