

# HADWEN MEDICAL PRACTICE



## PATIENTS PARTICIPATION GROUP NEWSLETTER 1

Hi,

My name is Patrick (Pat) McCann and I am chair of the above group.

We meet quarterly to discuss issues that we have been made aware of and pass on and discuss information regarding current /new N.H.S. Policies.

At our last meeting we had a presentation on Dementia which proved very interesting and we were given many ideas to help others.

**ANTIBIOTICS** We discussed antibiotics and found that nationally they are over used which results in bacteria building up a resistance to them and not working correctly. A check is made by doctor or nurse to see which antibiotic works for condition before prescribing.

**SMOKE AND FIRE ALARMS.** Please insure that they are checked regularly. The Fire Brigade will visit, check and replace faulty alarms free of charge. To check on availability **please ring: 0800-180-41-40**

**REMEMBER IT COULD SAVE YOUR LIFE.** Faulty electrics cause around 6,000 fires in the home each year don't let your one add to this figure.

Remember Don't overload sockets, ensure TVs etc. are switched off and all fires are guarded.

**DID NOT ATTEND.(D.N.A)** These are people that for one reason or another do not attend appointments and fail to advise the clinic. With systems we have in place it is easy to advise the clinic that you will not be attending (email, dedicated phone number, patients on line or direct). From Sept 2017-2018 we had **1531 D.N.A'S that's lost appointments that could have been used by someone else.** Please help to reduce this figure by cancelling if you cannot attend.

The Patient Participation Group (PPG) meets on a quarterly basis and discusses items that can improve the running of the practice. We can only do this with your help by letting us know of any problems. The new building I think you will agree is fantastic but with all new things there are teething troubles which we would like to know about so that action can be taken to make your visit less stressful. We only deal with general matters personal complaints should be addressed to Mr Ian Robertson Management Partner. We hope to send out a newsletter after our meetings outlining what has been discussed and action taken.

I also attend meetings run by NHS Gloucester where wider topics are discussed and a section of these meetings is for input from local P.P.G groups for action where necessary. We are looking for members to join our group so if you are interested or have any general queries please don't hesitate to contact me at [patmccann03@gmail.com](mailto:patmccann03@gmail.com)

The PPG is there to help you.  
Pat McCann Chair Hadwen Medical Practice PPG