

# HADWEN P.P.G. NEWSLETTER



## NEWSLETTER NO.4 January 2020

Hi I hope you all had a very good Christmas and New Year and are now recovering from the Christmas spirit (mine were wine & gin).

### **WEBSITE**

As you are probably aware our new website is now active and on line. This should help to make it easier for several areas.

Appointments and advice etc. Full access to patient records should be available June/July 2020.

### **APPOINTMENT SYSTEM.**

We are looking at ways of implementing a new system to make it easier for you to get an appointment.

We have a New Appointment System group headed by Dr Estelrich which meets regularly and the group is also in contact with other Drs in the area to find out what problems they face and to get ideas on how to improve waiting times.

Date of implementation has been provisionally set for June 2020 and a newsletter from Hadwen Health will be sent out nearer the time with more information.

### **D.N.As**

After some good results the Sept-Nov figures are disappointing. There has been an increase of 58 for the period. If you take each missed appointment as an average of 10 minutes you can see how much time was lost (9+hours) If you

take the full total for period of 658 DNAs the picture is truly frightening with lost hours being 109+ in other words 658 appointments were lost over period this equates to 219 a month. These appointments are lost forever and people that need an appointment cannot get lost spots as these are not known until they happen. Your help is needed to eradicate this situation. I know that most of you do advise a cancellation in advance but I appeal to those that don't cancel you are **stopping** someone else getting an appointment next time it could **unfortunately be you.**

## **ARTLIFT**

Artlift offers a range of art courses for health benefits, or “Arts on prescription” for people registered with a GP in Gloucestershire. A group of patients that met while on Artlift courses have created the ‘TREE OF HOPE’ ceramic on the main wall as you enter the building. A local artist Karen Hilliard was instrumental in overseeing the project and a generous legacy from a patient provided the funding. The project took 3 months to complete and was unveiled in early December.

I think the TREE OF HOPE is fantastic as are the birds which decorate the walls.

Should you wish to see more about Artlift you can visit their website:  
[www.artlift.org](http://www.artlift.org).

If you have any comments to make please contact me at  
[patmccann03@gmail.com](mailto:patmccann03@gmail.com)

Our next meeting is on 12<sup>th</sup> March so any questions you would like answered please let me have them by Monday 6<sup>th</sup> March.

Thank you for your interest and input over last year. It's your surgery so let's support it.

Good wishes to you all for a healthy new year and don't forget we are here to help you.



Pat McCann chair.

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