



All Saints PPG Newsletter

This is the first edition of the All Saints Patient Participation (PPG) Newsletter. We hope you find it informative and useful. If there are specific items you would like to see included in future editions please let the reception/admin team know.

Important News / Updates

Telephone Triage. Implementation of GP led Telephone Triage was implemented on the 1st February and the feedback on how this has been for patients will be discussed in more detail at the next PPG meeting.

Cancellations. It is very important to let us know if you can't make an appointment so we can then offer that slot to another patient. 10-15% of all our appointments are lost due to patients failing to attend. Cancelling online or via the text reminder may be easier than calling the practice.

Recruitment of a fulltime GP. The Hurley Group are actively trying to recruit Permanent GPs for the All Saints Practice. At the last PPG meeting the Operational Director from the Hurley came to give an update to the group.

CQC Report. Following the recent inspection and the report giving a rating of 'Inadequate' The Hurley group has requested a ratings review. This is currently with the CQC. In the meantime whilst we await the outcome of this the practice has developed an action plan, which has addressed all of the issues raised during the inspection. This was discussed at the last PPG meeting, the Minutes of which are available on the All Saints website.



Online Services:

E-consultation - You don't always need to have an appointment at the practice to receive treatment. The practice offers an e-consultation service.

Visit our website: <http://allsaintspractice.org.uk/>

Need medical advice about a specific problem or condition? Just click on 'I want help with my Condition' and search for the relevant condition. You can then decide whether you require a consult for your condition or just some general advice.

Not sure what your Symptoms mean? Just click on 'I want general advice' and answer the questions. You will then be provided with a secure questionnaire to complete for the consultation.

Administrative help is also available from our website. If you need to re-new your long term sickness certificate, request test results, request a referral or a medical report, just click on 'I want administrative help' and answer question and submit.



Contact our doctors online

Fill out a simple online form to get advice and treatment within 1 working day

Need advice about a specific problem or condition?	Not sure what your symptoms mean?	Need to request test results, sick note, referral letter or medical report?
I want help for my condition	I want general advice	I want administrative help

or contact our doctors about one of these common conditions:

Acne	Anxiety	Asthma	Back pain	Bacterial vaginosis
Cold or flu	Contraception	Coughs	Cystitis in women	Depression
Earache	Eczema	Foot pain	Hand pain	Hay fever
Headache	Heartburn	Hip pain	Hypertension review	Knee pain
Rectal bleeding	Shoulder pain	Sinusitis	Sore throat	Thrush

<h3>Register with us</h3> <p>Find out if you live within our practice boundary and register with us online.</p>	<h3>Book or cancel an appointment</h3> <p>Book or cancel an appointment online – or by calling our surgery.</p>
<h3>Repeat prescriptions</h3> <p>Request your repeat prescription online. Please allow 48 hours before collecting from reception.</p>	<h3>Services</h3> <p>From family planning to travel and immunisations, see what service our practice offers you.</p>

- Register for online Patient access, this will give you the options to:
- Book and cancel appointments
- Request repeat prescriptions
- Viewing your medical records

Please contact All Saints Practice to register for your login details and password

All Saints PPG



Patient Participation Group

The aims of the PPG is to give our patients a voice in the way the practice is run, strengthen the relationship between the Practice & its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

Objectives:

- The PPG act as a voice for all patients registered at the practice
- The PPG are actively involved in promoting a patient led culture
- To use the information gathered from patients to discuss problems and potential improvements at the Practice
- To participate in CQC inspections
- To contribute to the Patient Newsletter
- To provide information to promote self-care and understanding of long term health conditions
- To raise awareness of, and access to, other support agencies
- To identify opportunities to improve the patient experience
- To work with the Practice to help it address the challenge of change

Meetings are held every two months at 6pm, and held in The Newby Health and wellbeing Centre.

Joining the PPG. If you would like to join the group, please email thccg.allsaintspractice@nhs.net or speak to a receptionist at the practice.



Meet the All Saints Team

Clinical

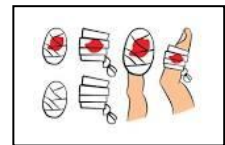


Ngozi Anteyi - Nurse Practitioner

- Sessions for Chronic Disease Management clinics for example, Asthma, COPD and diabetes

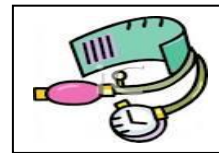
Victoria Salau - Practice Nurse

- Sessions for Chronic Disease Management clinics.
- Childhood and Travel Immunisations.
- Flu Vaccinations
- Cervical Screening (Smear Tests)
- Blood Pressure (BP) Checks
- Wound Dressings



Rezia Ahmed – Health Care Assistant (HCA)

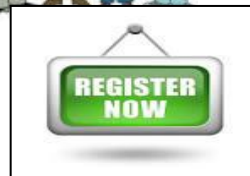
- New Patient Health Checks
- Over 40 health Checks
- Blood tests
- Blood Pressure Checks (BP)



GPs

Dr Osman Ali

Admin and Reception



- Lorna Woodcock - Practice Manager
 Rokshana Begum,
 Colly Ahmed,
 Kim Ratford,
 Nurien Osman
 Nazma Khatun,
 Nasrin Sultana,
 Kazi Hamid.

Practice Telephone Number 02070933895

Patient Survey Please fill out one of the surveys at Reception or visit [NHS Choices](#) to provide Feedback on our Practice.