

NEWSLETTER



From The Godstone Pond Tail Surgery & Patient Participation Group

ISSUE 1, May 2022

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What does the PPG do?

We help to facilitate the flow of communication between the patients and the Practice and the wider community.

We listen to patients' experiences and views and relay them back to the surgery.

We explore ideas about how to make improvements to patients' experience at the Practice.

We discuss with Practice staff and agree action plans for service improvements.

We monitor and review the implementation of any action plans.

We organise projects around patients' education, health promotion, and improvements to the Practice environment.

We help plan and review patients' surveys such as the Family and Friends Test and the National GP patient survey.

What is a Patient Participation Group (PPG)?

A PPG is a group made up of patients at the Practice aged 16 years and over, carers of registered patients and members of the Practice staff. The aim of this group is to provide a forum for patients' input into the delivery of Practice services and to make it work better for everyone.

Common Questions about the PPG

How does the PPG work?

Patient groups hold regular meetings every 2 months – so about 6 meetings a year.

What does the PPG not do?

PPG meetings are not a forum to raise individual complaints. PPG meetings are not a forum to seek medical advice.

What happens at a PPG meeting?

Practice GPs, the Practice Manager and practice patients and carers, attend PPG meetings.

They usually last about 1 ½ hours.

How can you get involved?

We are currently looking for new members, aged between 16 and 25. If you are interested in finding out more, please contact the Surgery direct or email godstoneppg@gmail.com

If you would like to share your thoughts or ideas about the practice, you can email the PPG using the email address above.

The Surgery is working to improve access for appointments

The Surgery is still offering telephone appointments where appropriate, but patients can choose to have face-to-face appointments if they choose. The Practice is also in the first phase of having a new telephone system installed and will be looking at changing the timing of when the appointments line is open, with the aim of easing the access to appointments, whether these are telephone or face-to-face.

Extended hours will also be available each Wednesday, at present from 6.30-8.30pm for booking only. Some appointments will be face-to-face and some will be virtual appointments.

GP's at the Surgery

Dr Shelina Jaffer - Clinical Lead

Dr Shazia Chaudhary - Locum

Dr Manizha Tellaie - Locum

Dr Hadeel Nimaa - Locum

Doctors are both full and part time, but the Surgery is working to increase the cover that doctors provide through further recruitment initiatives.

COVID Update

Oxted Health Centre have been carrying out booster vaccinations for over-75 patients for some time now. However, the Godstone Surgery has now obtained sign off to be able to carry out vaccinations here at the Pond Tail Surgery. They are pleased to announce that from 18th May, vaccinations have now started at the Surgery.

Patients will receive an invite at appropriate times and these invites will now originate from the Godstone Practice. This will be by text message or by written invite for those with no mobile telephone.

Continuing the recruitment drive at Pond Tail Surgery

The Surgery has been working hard since the start of the year to recruit more doctors, specialist nurses and administration staff. This has paid off with several recent appointments being made. However, the Practice needs to continue to recruit more doctors and administration staff so that it can continue to improve the services being offered. Dorking Healthcare (DHC) GP Federation is deeply committed to making substantial improvements to all aspects of the Surgery and it is optimistic that patients will continue to see that changes are happening and to feel the benefits.

New Specialist Roles at the Surgery

New specialists have been recruited at the Surgery since the start of the year, which will enhance the breadth of services the Surgery can provide –

Care Coordinator

Sue Jackson is the Care Coordinator. Sue plays an important role working with people including the frail/elderly and those with long-term conditions to provide co-ordination and navigation of care and support across health and care services.

First Contact Physiotherapist

Nicola Pursglove is a First Contact Physiotherapist and she works across all 3 practices in South Tandridge PCN. First contact physiotherapists (FCPs) are advanced physiotherapists working within GP practices. FCPs have extensive skills in the assessment, diagnosis and management of musculoskeletal (MSK) conditions.

Clinical Pharmacist

Usma Ahmad is our Clinical Pharmacist and she is currently working one day per week, which will increase to full-time in September. Usma's role will develop over the next year but from September you will be able to book an appointment directly with her via the receptionist. This means you won't need to wait for a referral from a doctor.