

# NORTHGATE MEDICAL CENTRE PATIENT PARTICIPATION GROUP



## Autumn Newsletter 2016

Welcome to our first edition of our patient newsletter prepared by our Patient Participation Group, if you have any comments or suggestions please let the Practice Manager know.

### **Bank Holiday / Staff Training Days**

Wednesday 16<sup>th</sup> November – PM Closed  
Monday and Tuesday 26<sup>th</sup> & 27<sup>th</sup> December - bank holiday  
Monday 2<sup>nd</sup> January – bank holiday  
Wednesday January 18<sup>th</sup> – PM Closed

### **Missed Appointments**

If you are unable to attend your GP or Nurse appointment please can you let the surgery know beforehand.

### **Patient Participation Group**

Here at Northgate Medical Centre we have a Patient Participation Group that meet up every quarter for a couple of hours to discuss the services our patients need.

Benefits from having the group:

- Patients will suggest positive ideas and voice concerns
- Patients will benefit from improved communications with staff

Your opinion counts and will be greatly appreciated – so come along!

Ask at reception for dates of future meetings.

### **Flu jabs**

We are now taking bookings for your flu jabs. Anyone over the age 65yrs or younger with significant medical conditions and children under 5 years are eligible.

Please speak to reception to check your eligibility and book your appointment

### **Staff changes / News**

In October Gina from the admin office is leaving, we wish her well for the future.

We welcome Becki as a new apprentice at the surgery. We also welcome Zabina our new pharmacist.

### **Care Quality Commissioning (CQC)**

We are pleased to announce that we have recently been inspected and successfully achieved a "GOOD" result.

Thank you to all the staff, PPG members and patients who spoke to the inspectors on the day.

Well done everyone!!!

### **Patient Online Access**

You are now able to book appointments, order repeat prescriptions and view part of your medical record online.

Please ask reception for your individual log in details to access this service.