**HAVE YOU BEEN TO ONE OF OUR PPG DROP-IN CAFES?**

**We host quarterly Drop-In cafes in the Meeting Room, next to the lift, at Sovereign Practice.**

**There are FREE refreshments (kindly donated by Seaside Co-op) available throughout the day and the chance to talk to health professionals informally without an appointment!**

**Recent health agencies have included: One You East Sussex; Boots Pharmacy; Health-in-Mind; Podiatry Service; Dementia Support; Cruse; Fibromyalgia & ME; Community Stuff; East Sussex Credit Union; Memory Lane; Pain Management; Memory Assessment; Diabetes Clinic.We hope some of those services, plus Step Change Debt Charity, will join us at our next Drop-In on Thursday 12 September 2019.**

**A Change to our Extended Hours Clinics:**

* **As from the 10th August 2019 we will be opening on Saturday mornings from 8.30am to 12.30pm**
* **Clinics will be run by Doctors and Nurses**
* **There will be two nurse clinics running from 8.30am to 12.30pm**
* **One doctor will be on duty and see patients from 8.30am to 11.30am**
* **All appointments will last for 15 minutes and need to be pre-booked**
* **This new arrangement will replace the early morning and evening clinics that we currently run**

**Reminder: There will be no appointments for walk-ins as all appointments will be pre-booked only!**

* It is **BLOOD PRESSURE AWARENESS WEEK whilst we host our next Drop-In and our volunteers will help patients use the machine**
* **WILL YOU BE THERE? Don’t miss out on the chance to have a cuppa with good company and the opportunity to find answers to issues that affect you or someone you know. ALL FREE!**
* ***Watch our notice board in the waiting area for more details.***
* ***Your PPG, listening to you, working on your behalf, including you in our community.***

2018/19 Survey Comparison

**Question 1.*Which is your preferred option when booking an appointment?*** The data indicated there had been an increase of **4%**using the telephone, a reduction of **9%** using online and a **2%**increase attending the surgery in person.

**Question 2. Do *you prefer Morning or Afternoon appointments?***There was no change in those wishing for either morning or afternoon appointments.

**Question 3.*Do you consider it easier, more difficult or no different when making an appointment now compared to last year?***Those who thought it had become easier to book an appointment had risen by **8%**, those who thought it more difficult had fallen by **12%**and those who thought there had been no difference increased by **4%.**

**Question 4.*Have you been offered an alternative Doctor if your own is unavailable?***The survey indicated that the number offered an alternative Doctor had fallen by **1%** and those not offered an alternative had risen by **1%.**This might have been affected by the introduction of an App, **2%**usage, to book online alongside those who already use the online booking system which does not offer an alternative.

**Question 5.*Overall would you say you are satisfied, dissatisfied or neither in respect of the appointment booking system*?**Overall satisfaction had risen by **10%,**dissatisfaction had fallen by **10%**whereas the figure for neither satisfied nor dissatisfied remained constant.

**Conclusion: Overall the survey indicated there had been an improvement in the perception of patients of the system, albeit a small one. That is encouraging. However, from the general remarks it appears that the same issues that were not addressed after the last survey in 2018 are still paramount in the minds of the patients, the inability to book an afternoon appointment in the morning, having to call back every time, the inability to book an appointment when the Doctor wants you to. It is the lack of one policy used by all staff that frustrates patients the most. The PPG will attempt to address these issues again when the opportunity arises.**

**To view a full breakdown of the survey comparison, please** [**click here**](https://www.princesparkhealthcentre.co.uk/mf.ashx?ID=a2a84b81-94ac-483e-a6e5-db9695f94145)**.**

**COMMUNITY STUFF** is a not for profit company based in Eastbourne. We apply for grant funding to run needed projects within the community. Our aims are to **HELP MAKE LOCAL RESIDENTS HAPPIER, HEALTHIER, AND BETTER CONNECTED**. In the past 6 years we have run 40 successful free projects in our community. Our main strands of activity are cookery, play and heritage. consult our website [www.communitystuff.org.uk](http://www.communitystuff.org.uk), or Face book Community Stuff.

**BOOTS**: Your local chemist can help you with a wide range of minor ailments which you don’t need to see a doctor for. Your pharmacist may be a better option, and this will help to reduce the GPs workload and make it easier to get an appointment when you really need one. Although the sun is currently shining, the flu season is fast approaching, so remember to book in for your flu jab at the earliest opportunity. You can get your flu jab here at the surgery or at your local pharmacy, so there’s no need to miss out. Along with winter flu, coughs and colds will be increasingly common over the coming months. A lot of patients will be able to manage their own condition – see the NHS online pages for help – <https://www.nhs.uk/conditions/common-cold/> However, some patients will need to support of a pharmacist for advice and recommendations. The pharmacy should be your first port of call for advice on coughs and colds, and you can speak to a pharmacist immediately in most cases. The pharmacist will refer you to your GP if they feel it is necessary.