Sovereign Practice PPG

Princes Park Health Centre

Wartling Road, Eastbourne, BN22 7PG





**NEWSLETTER Spring 2019**

**SOVEREIGN PRACTICE PPG AGM**

**Held at Princes Park Health Centre At 12.30 pm on 12 March 2019**

Welcome, Ladies and Gentlemen, to the first AGM of the Sovereign Practice Patients’ Participation Group which was formed at the beginning of 2018.

We are a group of 10 patients who work voluntarily together to represent the views of the 15,000 plus patients registered at Sovereign Practice.

So, how do we find out those views? Last June we carried out our own survey, asking for patients’ views of the telephone appointments system. After collating all the replies, we met with Practice staff to talk about the responses. At the beginning of this year significant changes were made to introduce a better experience for patients when making appointments.

We also have an e-mail account and a Facebook page where patients can contact us, to ask for information and to give us their views. We have a noticeboard in the waiting area where we publicise results of our work and also future PPG events. Some patients prefer to be part of our Virtual Group, receiving information from the main group and giving us their views by e-mail. New members are always welcome! We publish a

group and giving us their views by e-mail. New members are always welcome! quarterly newsletter to keep you updated on our events.

Last year we also co-hosted the Macmillan Cancer fundraising coffee morning, supported practice staff at the ‘Flu clinics and held a week-long PPG Awareness Week where we introduced ourselves to patients. During that week we hosted an event where patients could chat informally with other health services.

In future, we hope to extend our contact with a wider number of patients by holding regular drop-in cafes, offering free refreshments and the chance to chat to various health professionals in an informal atmosphere. We hope patients will come for a cuppa, meet up with each other and seek advice on those topics that are of interest to them and their families.

On behalf of the PPG, I thank the Sovereign Practice staff for their support over the past year and hope to make the acquaintance of more patients in the coming year. We are here to listen to everyone’s views so please get in touch!

Lastly, thank you to all who have taken an interest in our group.

*Patricia Palmer,Chair – Sovereign Practice PPG*

My thanks, too, to my fellow group members who give their time to the PPG cause – working together to understand the needs of all patients. Lastly, thank you to all who have taken an interest in our group.

*Patricia Palmer,Chair – Sovereign Practice PPG*

Our next drop-inwill be on **11 & 12 June 2019 at 10am until 4 pm**in this meeting room. Please come and join us! We will be interested to hear your views, have a chat and find out which topics you’d like us to feature at future events.

a fast, convenient clinical service which helps decrease unnecessary visits to GPs and A&E, thus reducing waiting times and helping alleviate pressure on these services.

**Age Concern.**

01323 638474:

email [info@ageconcerneastbourne.co.uk](mailto:info@ageconcerneastbourne.co.uk).

They offer numerous activities to suit all plus services including Cruse drop in, Will Advice, chiropody, Relate and Financial Advice. Unfortunately, they do not offer a befriending/forget me not service at present but further funding has been applied for so watch this space.

STEPS –Tel. No. 01323 436414: email stepswest.co.uk

a free and confidential housing support service for the over 60’s to retain/regain independent living.

Community Stuffare a Sussex based CIC (not for profit company) who bring the community together with free fun activities, events, training and learning opportunity.

**BOOTSDID YOU KNOW......**Your Boots Pharmacist is an expert in medicines who can help with minor health concerns and provide a range of services and support to keep you and your family safe and healthy. Boots Pharmacy at Prince’s Park Health Centre can be one of the first places to go for clinical advice or over the counter medicines to treat minor health concerns such as: sore throats, coughs, colds, ear and eye conditions, tummy problems, teething aches and pains and much more!

Pharmacists are trained to recognise symptoms that may suggest something more serious, so will ensure you are referred to a GP or health professional if necessary. Community pharmacies can offer patients a fast, convenient clinical service which helps decrease unnecessary visits to GPs and A&E, thus reducing waiting times and helping alleviate pressure on these services.