



Dr Arora's Practice -PPG meeting

Practice update

- Cancellation process

Patients are required to contact the surgery to cancel appointments. They must contact well before the date or time, however those patients who cancel 2 hours or less before the appointment will receive a DNA (Did Not Attend) notice, as this does not always allow surgery enough time to rebooked with another patient.

- Planning of upcoming health awareness event.

**Raised £600
for Breast
Cancer Now**

Comments from the patients that attended.

"It is very valuable to have people in front of us to communicate from the surgery. We have learnt about the GP processes and get issues resolved."

"We appreciate what the surgery is doing. it is good."



Comment from Practice Manager:

"Our PCN event raised over £300 by doing a cake and samosa sale and a raffle. This was donated to the local food bank at West Bromwich Elim Church. It was lovely to see local services networking together and the neighbouring practices working together to try and make a positive different to patients and signpost them to services available locally which they may not have been aware of. We even had the Mayor attend! We would like to say a huge thank you to those involved and our patients, especially our PPG members for helping and attending on the day"



Health & Wellbeing Event

Dr Arora's Surgery led on a Primary Care Network (PCN) event with Linkway Medical Centre and New Street Surgery. Various stalls available for information, including Pharmacy First, Radox health checks, Black Country Women's Aid, Healthy Sandwell, 291 Creative Hub, Sandwell Community Dementia Service (SCDS), West Bromwich Leisure Centre etc.

Practice nurses showed humour by wearing Hi Vis jackets with Smear Police on them. The nurses were available for information and answering questions on smear tests to try to reduce patients fears and stop misconceptions.

Comments from the patients that attended.

"Really good, useful information They need to do more events. They could do with more information for people that English is not first language. Sandwell is diverse."

"Tremendous event, well done"

There was also refreshments and a wellbeing crafts area.





Dr R K Arora Surgery

Newsletter

March 2024



Meet the staff....

Fynelle Wyshart - Receptionist

"I have been a receptionist at Dr Arora surgery for 11 months now. Our duty of care is to be first point of call for all patients and visitors that's either by face to face or on the phone. My role consists of dealing with queries from patients and other staff, answering calls, booking patient in for appointments and give general information to help. What I enjoy about my role is helping solving problems for patients and to try give them a positive outcome"

WHAT'S NEW?

You may have noticed that we have a new member of the receptionist team join us. Dr R K Arora's Surgery would like to welcome Connie to the team. Connie will be working alongside the team at reception and will be able to advise and help you with your queries.



PHARMACY FIRST



You may have heard in the local news that pharmacies are taking part in the "Pharmacy First" scheme.. the scheme will enable community pharmacists to supply prescription only medicines , including antibiotics and antivirals to those who clinically need them.

The seven common symptoms that will be treated are Sinusitis , Sore throats , Earaches , Infected insect bites , Impetigo (Bacterial skin infection) , Shingles and uncomplicated urine infections in women.



DO YOU CANCEL YOUR APPOINTMENTS IF YOU ARE UNABLE TO ATTEND?

Due to the increase of DNA appointments we have on a monthly basis, it is important that you do your very best to cancel any appointments before hand if you are unable to attend them. You can do this by contacting the reception desk.

Please note that we have a strict DNA policy here and if you have more than 3 DNA's in 1 year, this could possibly result to being removed from the practice.



DNA Rate

This is the number of patients who did not attend their booked appointment last month

267

Campaign Of The Month

BRAIN TUMOUR AWARENESS MONTH



Brain Tumour awareness month was launched in 2004 by a group of charities that went on to become founding members of brain tumour research. Every March they lead the way with a packed programme of activities to raise awareness and funds to get closer to a vision of finding a cure for all types of brain tumours. If you would like more information please visit :

<https://braintumourresearch.org/blogs/information/brain-tumour-awareness-month>



What is the role of the Patient Participation Group (PPG)?

This refers to patients who wish to take a more active interest in developing their local healthcare services.

What can your PPG do?

- * Help us to communicate with patients about recent changes to the NHS and how it may effect services provided
- * Considering service suggestions which could benefit groups of patients or individuals, providing a patient perspective
- * To help improve the experience of patients attending the surgery
- * Improving communication between patients and the surgery



PATIENT PARTICIPATION GROUP – PPG

— Expression Of Interest —

Thank you for your interest in the Patient Participation Group. It would be helpful to know a few things about you, so please kindly complete the questioned below. We will contact you to talk through the purpose and potential work plan of the PPG

Please would you tell us what attracted you to becoming a member of the PPG?

Do you have some particular experience to offer the group, eg IT skills, communication skills, typing skills, previous experience as a member of a voluntary group?

Please complete the section below :-

Name :

DOB :

Address:

Contact Number:

Email Address:

PLEASE KINDLY
RETURN THIS FORM
TO RECEPTION



Would you like to be next to showcase what your GP surgery is doing to improve the patient experience?

**Please contact Melissa Elders – Community Outreach Lead
078852 14547 email:
Melissa.Elders@healthwatchsandwell.co.uk**

