



# *Patient Participation Group Newsletter*

*Written by the PPG for patients*

The Chillington Health Centre Patient Participation Group is here to help you to get the best from our local surgery.

## **Practice Dispensary**

The dispensary is very important to the Practice and provides a valuable service to many patients – please support this service by getting your prescriptions from the surgery whenever possible.

Unfortunately due to staff shortages you now need to allow 5 working days for collection of medication and the dispensary will be closed from 12.30pm to 2pm daily. Please also note that the answerphone service will no longer be available – you will need to request medication either by using the online service, by dropping your repeat prescription into the practice or request to go onto the automatic repeat system.

To request access to online services, to book some appointments, order repeat medications and access your results, you will need to complete an access request form available from reception (you will be asked to provide photo ID).

Did you know that you can save money by buying low cost medication from any pharmacy? NHS England regulations have changed so that medications available over the counter at a pharmacy or supermarket will not be provided on an NHS prescription (saving the NHS £136 million a year). Certain exceptions to this apply.

Keep a few useful medicines at home including treatment for pain, indigestion, diarrhoea and constipation. See the practice website for more details.

[www.chillingtonsurgery.co.uk](http://www.chillingtonsurgery.co.uk)



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Winter/Spring 2020



## Walking/Social Group

The surgery is taking part in a Walk & Talk Group run by Forest & Beach which takes place on Thursdays between 10-12 and involves an approximately 2 hour gentle walk. For more information please see the poster on the board in reception or on the practice website if you would like to join the group.

## Who to contact if you have any problems

Complaints can be raised by either speaking to the reception staff, via the surgery website or in writing to the Practice Manager, Genevieve McBride.

You can also contact one of the current PPG members:

Philip Groves [philipgroves@hotmail.com](mailto:philipgroves@hotmail.com) 01548 531763

Marion Manning-Hughes [jamhughes73@gmail.com](mailto:jamhughes73@gmail.com)

Pam Weir [pam\\_weir49@hotmail.com](mailto:pam_weir49@hotmail.com)

Valerie Browning [valeriebrowning@btinternet.com](mailto:valeriebrowning@btinternet.com)

## Surgery Opening Hours

The surgery is open Monday to Friday 8.30 to 18.30.



Please arrive on time for your appointment. If you are late you will need to rebook another appointment. The surgery staff appreciate your understanding in this. If surgeries run late and you have to wait for your appointment this will be because another patient requires more time on this occasion or because of an emergency.



## How to Join Chillington PPG

- [What is a PPG?](#)

A Patient Participation Group (PPG) is generally used to describe a patient group based in a GP practice. It is led by patients but run in partnership with the GP practice to:

- Give views as a patient on how services can be improved and receive feedback on those views
- Help patients to be more informed and responsible for their own health
- Build a positive working relationship with the practice
- Meet other patients and share experiences
- Support the practice to help patients to stay well
- Help to improve communication between practice and patients

Each PPG is unique. It makes decisions on its own structure, priorities and work programme. As it acts as a bridge between patients and the GP practice, it is important that each PPG has a broad base of patient involvement and views. We will try to make our PPG as representative of our practice population as possible, and encourage all patients to get involved.

### [Join Our Lead PPG Team](#)

We are inviting you to join our lead team and represent our local patient community across all age ranges representative of the different geographical areas we serve, as well as different age groups, sex, ethnicity, disabilities, beliefs, self-employed, retired, employed, unemployed, in full time education, parents and carers. All we require from you is some of your time.

**If you would like to join the PPG Lead Team, please contact Genevieve McBride, Practice Manager 01548 580214 email: [enquiries.chillington@nhs.net](mailto:enquiries.chillington@nhs.net)**