

HESWALL & PENSBY GP PATIENT PARTICIPATION GROUP NEWSLETTER APRIL 2023

*PATCHS is now
LIVE on our
website and has
replaced
eConsult.*

*PATCHS has been
designed by GPs to
make it easier to
contact us and to
save you time.*

*All you will need to do
is to answer a few
simple questions and
PATCHS gets you the
help you need
quickly.*

*Please register as
soon as possible.*



HAVE YOUR SAY: PATIENT SURVEY

w/c 17th April 2023

The PPG acts as a link between the GP Practice and patients but due to Covid we have not been able to undertake our annual Patient Survey. The last survey received approximately 600 responses and we are hoping to gain as many, if not more, so that your views can be presented to the Practice.

During Survey week members of the PPG will be asking patients in the waiting room to complete the short survey. Patients for whom the Practice has mobile phone numbers will be sent an electronic survey and the survey will also be available on the Practice website. Please return your questionnaire in good time. After the results have been collated they will be published on the Practice website and on the main entrance notice board.

While negative comments, as well as positive ones, may be made, individual named complaints should not be included in your response. These should be sent directly to the Practice where they will be addressed.

www.patches.ai/practice/hpgp

**If you are interested in knowing more about the PPG email us at:
ppgheswallpensby@gmail.com or leave your details at Reception.
Please note we cannot take up individual complaints on your behalf.**

NEWS

COVID BOOSTERS

A spring booster is being offered to adults aged 75 years and over, residents in a care home for older adults and individuals aged 5 years and over who are immunosuppressed.

Please do not contact the Practice as you will be invited shortly to book an appointment which will be held at Greasby Library.

ANNUAL REVIEWS

Annual Reviews for those with chronic conditions will now be held on the month of their birthday.

ARMED FORCES VETERAN FRIENDLY ACCREDITED GP PRACTICE

As part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services.

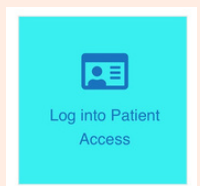
If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.



TIP:

You can view your Shared Record History by either logging into the Practice Patient Access area of the website, or via the Patient Access and NHS Apps and clicking on Medical Record.

www.hpgpwirral.nhs.uk



HEALTHIER WEST WIRRAL PCN

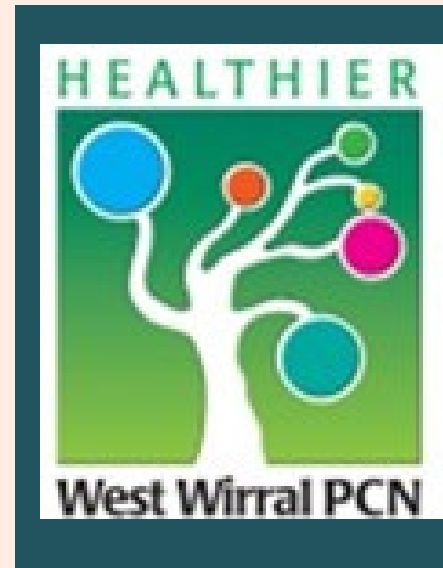
Heswall & Pensby GP is part of the Healthier West Wirral Primary Care Network (PCN) and on the 20th March a group from the PPG joined an event put on by the PCN at Greasby Community Centre.

The idea was for members of the public to speak directly to the new practitioners whose skills support the work of the doctors in the five PCN Practices, thus freeing the GP's to use their time to the maximum effect. Good news for patients that there is now a larger pool of skills to help in our care.

We learned about the work of Physician Associates; of Paramedics staffing the Acute Visiting and Frailty Services; of Social Prescribers; and of Clinical Pharmacists. We also learned that Care Home residents now have regular weekly reviews or 'ward rounds'; that those receiving Palliative Care receive regular support; and that all these services are being developed across the weekend.

In turn, they became aware that PPG's also support the work of the GP Practices and without exception were prepared to give some time to come to a PPG meeting. Good news all round!

The 'Meet the Public' event is likely to be repeated and may very well take place within the Heswall /Pensby area. Watch this space!



APPOINTMENTS 2022

This table shows the number of appointments booked and the number of appointments that resulted in a patient failing to attend. This means that not only were GPs' and other clinicians' time wasted, an appointment was not available for a patient that needed one. Please contact the Practice if you are not able to attend your appointment.

Month	Appointments Booked	Appointments Not Attended
January - April	23,520	969
May - August	25,295	1,069
September - December	33,564	1,595