

Cranbrook Medical Practice Patients Participation Group

NHS 75

5 July 2023 marks **75** years of the National Health Service. Treating over a million people a day in England, the **NHS** touches all of our lives. Look out for more on Social media as to how we will be celebrating this event. Sign up to to NHS BIG TEA and help to raise funds for NHS Charities
<https://www.nhsbigtea.co.uk/fundraising/cranbrook-medical-practice>

Co-ordinator

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Committee Members

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Please Join us.

What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG. It acts as a critical friend as well as providing support.

Why should I join?

You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way. You will also gain a better understanding of the NHS, and gather feedback from other patients.

HOW OFTEN DO WE MEET

We meet at the surgery, but not too often. We know that you are busy, so we meet only a few times a year and hope that you can join us.

About our practice

4759 registered patients

4585 under 65 years

128 65 -75 years

46 over 75

New patients joining every week

PLEASE DO GET IN TOUCH

e-mail

cranbrookppg@gmail.com

Appointments are precious - please tell the practice if you can not attend an appointment.

Every week many appointments are lost simply because patients who have made an appointment just do not turn up.

This not only places a considerable strain on the available clinical staff at the practice but it deprives other patients who desperately need to see the doctor or nurse from having an opportunity to do so. **How many of you reading this have struggled to get an appointment to see a doctor or nurse recently?.**

During March this year 105 appointments were lost simply because the patient did not turn up and did not notify the practice - a simple phone call would have done. This equates to 1795 minutes or 29.9 hours of clinical time. In April 82 appointments were lost and so far in the first half of May a further 71 appointments have been lost. This means that the equivalent of around one week of clinical time is lost EVERY month. Just think how many more patients could have been able to get an appointment had these patients just called to cancel.



PLEASE, PLEASE, PLEASE - if you can not make your appointment please call the practice and let the receptionist know so that the appointment can be given to another patient who needs it.

The Practice telephone number is

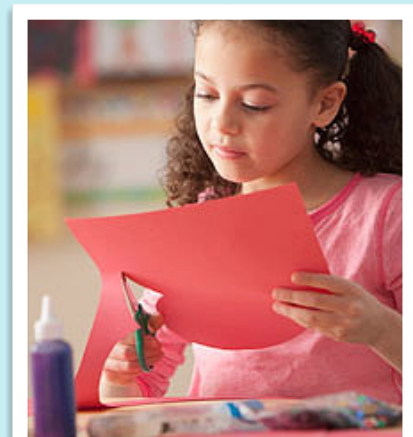
01404 819207

169 Younghayes Road, Cranbrook, EX5 7DR

FRIENDS OF CRANBROOK MEDICAL PRACTICE

A Friends Group are a group of people who raise funds to purchase additional equipment for the benefit of patients of the Practice.

We are seeking new members to establish a Friends Group to assist with fundraising activities but also to help assess where funds are best committed.



Cranbrook Park Run

We are proud to be a **Parkrun Practice**. Parkrun offers a free social but non-competitive way to enjoy running. Every weekend in the Cranbrook Country Park there is an adult event at 9am on Saturdays, and a junior event at 9am on Sundays. Anyone wishing to take part needs to simply register in advance.

To register for the adult event go to <https://www.parkrun.org.uk/cranbrookcountrypark/>

To register for the junior event go to <https://www.parkrun.org.uk/cranbrookcountrypark-juniors/>

Veteran Friendly Practice

This is a relatively new national scheme which is designed to improve medical care and treatment for former members of the Armed Forces which has been endorsed by NHS England and the Royal College of GP's. Practices are able to apply for veteran friendly status by offering extra support to ex-military personnel who may face additional challenges particularly in relation to conditions attributable to service life. We are pleased to say that the Practice has applied to join the scheme.

Download the NHS App to access a range of NHS services online.

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record and test results
- book and manage coronavirus (COVID-19) vaccinations
- get your NHS COVID Pass
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number
- use NHS 111 online to answer questions and get advice or medical help

SUMMER TRAVEL ADVICE

For NHS Travel Advice go to - <https://www.nhs.uk/conditions/travel-vaccinations/>

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

The Practice is able to offer travel vaccination advice and provide some vaccinations on the NHS. It does not currently offer the chargeable vaccines and patients would need to seek out a local travel clinic for these.

The process for obtaining travel advice is as below:

It must be at least 8 weeks prior to travel;

Patients need to obtain a questionnaire from the practice (it can either be sent via SMS or a paper copy collected from reception);

On return of the questionnaire, a face-to-face appointment will be booked two weeks later with the Practice Nurse;

If less than 8 weeks prior to travel patients need to seek out a local travel clinic;

The Practice does not have covid vaccines onsite and patients are advised to go to a local vaccination centre e.g. Greendale

ONE SMALL STEP

MOVE MORE CRANBROOK are offering a month of Wellbeing starting in June (FREE). Details on posters and leaflets at the Practice and on the Practice facebook page.

No need to land on the moon for this one - its a place where we can all get help with stopping smoking, weight management and living a healthy lifestyle. Go to <https://onesmallstep.org.uk/>

The current Practice team members are on the website <https://www.cranbrookmedicalpractice.nhs.uk/team/>