



St George's Matters



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The Newsletter of the St George's Medical Centre Patient Participation Group

December 2015

WHO'S WHO The PPG

Steering Group

Milly Wright (Chair)

Kate Gratwick

John Howe

Lorraine Mahabir

Sonja Pearson

Dave Peddie

Barbara Poole

Practice Liaison

Jeanette Hudson

Reception and Patient

Liaison Manager

Susan Weare

GP Liaison

Dr Naylor

Dr James

Business Manager

Melissa Howard

THE PATIENT PARTICIPATION GROUP

WELCOME AND GOODBYE!



We are pleased to introduce Sue Weare as the new Reception and Patient Liaison Manager. She started her new role with us in September and comes from a background of Customer Service. She is already enjoying the role and would encourage you to feedback your comments via the Friends and Family Test available on-line and in the surgery.

Sue takes over from Vicki Clarke-Jones who has moved on to pastures new after 14 years at St George's. Vicki during her time with us has raised in excess of £18,000 for charities through her book sales and various raffles. We wish her all the best for the future.

What a Waste!

Many people think of waste as waste paper, household rubbish, remnants left over from DIY, building etc but have you ever considered the waste of resources in St George's Medical Centre?

In the month of September

93

Patients did not turn up for their pre-booked Doctor's appointment!!

WASTE OF

Doctor's Time = Money and another patient in need could have had that appointment !!

Think about it? What does a phone call cost to cancel?



EXTENDED HOURS

From the 1st December the Surgery has extended its opening hours as follows:

Monday, Tuesday, Wednesday and

Thursday to from 6.30pm to 7pm in

addition to Thursday morning when it opens at 7.30am

These extended hours are pre-bookable for those patients who have difficulty in attending during normal working hours.

Monday	8.00am to 7.00pm
Tuesday	8.00am to 7.00pm
Wednesday	8.00am to 7.00pm
Thursday	7.30am to 7.00pm
Friday	8.00am to 6.30pm

Our telephone lines are reserved for Emergency Calls only between 8.00am to 8.30am, 12noon to 1.00pm and 6.00am to 6.30pm Monday to Friday.

Special points of interest:

- * Welcome
- * Staff Changes
- * Waste of Resources
- * Extended hours
- * Christmas Hours
- * PPG Contact details
- * Thinkpharmacy
- * Clothes Bank

Surgery Christmas Opening Times



St George's Medical Centre is committed to continue to provide you with high quality care over the Christmas and New Year holiday period.



We will continue to be open during our normal working hours with the exception of 25th December, 26th December and 1st January 2016 when we will be closed.

However, our service delivery will be slightly different on Christmas and New Year's Eve. On 24th and 31st December our doors will close at 3.30pm but all phone calls between 3.30-6.30pm will be directed to call our on-call GP hotline. For more information please ask at reception or visit our website.

NHS *Minor Ailment Service*

Thinkpharmacy

SUPPORT ADVICE TREATMENT

Sometimes getting to the Doctor is tricky. You may be short of time or all the GP Appointments have been booked up.. It can be frustrating not being able to get expert help! But have you ever thought of 'popping in' to your local pharmacy? It's easier than you think!

Your Pharmacist can give you confidential, expert advice on all sorts of common health problems. You can talk to them in a private consultation room about your ailments , many of which are listed below. The Pharmacist can supply some medicines that would normally need a prescription and you won't have to see a Doctor first. If you currently get free prescriptions, you won't have to pay for your treatment. If you pay for your prescriptions, you will pay no more than the current prescription charge for each item

The Think Pharmacy Minor Ailment Service provides advice and treatment for:

Acne	Diarrhoea	Oral Thrush Babies
Athlete's Foot	Haemorrhoids/Piles	Rash
Conjunctivitis	Hay Fever	Scabies
Constipation	Head Lice	Temperature
Cystitis	Impetigo	Threadworm
Dental Pain	Indigestion/Heartburn	Vaginal Thrush
Dermatitis/Eczema	Migraine	

PATIENT PARTICIPATION GROUP



(From Left to Right
Barbara, Sue, Melissa, Kate,
Dave, Milly and Lorraine)

The Group recently held their Christmas Lunch at The Olive Tree to celebrate their achievements since formation. Unfortunately two the Group members— Sonia and John were unable to be present. It was ,however, tinged with sadness as we were saying goodbye to one of the group who has been a member since the start. Our good wishes go with Kate and her husband as they move to Manchester to be nearer their daughter. A big 'thank you' Kate, for all your hard work, advice and input since 2011. We'll miss you.

MACMILLAN CANCER SUPPORT.

A Macmillan volunteer led service.
A free service from MacMillan Cancer Support offering up to 10 items of good quality clothing to anybody in the North West who has lost or gained weight, as a consequence of their cancer or cancer treatment. Support, signposting and information is also available. You will need to be referred by your GP, health or social care professional voluntary sector organisation , etc, to book in an appointment at the Clothes Bank.

CLOTHES BANK

For More Information Ring on

07525 812177



The purpose of the Patient Participation Group, which formed in 2011, is to ensure that patients are involved in decisions about the range and quality of services provided by St George's Medical Centre. We always welcome new members and your views will be much appreciated. We meet informally, usually on a Friday morning between 10.00am and 11.30am approx. once a month with a quarterly evening formal meeting at which a GP representative is present. If you are interested or require further information please ring either Melissa Howard or Susan Weare at the surgery or email us on the address below and we will get back to you as soon as possible. Information Leaflets are also available at the surgery.

PPG Email Address: WICCG.stgeorgesppg@nhs.net