

RIPLEY

FEBRUARY 2015

IVY GROVE PATIENT GROUP

Dear Patient

Firstly let me say that I'm pleased to be able to act as Chair of this, your Group, for a third time and I'm so pleased to welcome Irene Parry as Vice Chair together with Jean Pass, who will be Treasurer of our meagre funds and Mike Ganly who continues as Secretary.

The AGM at the end of February marked the start of the third year of the life of this group. The second year has seen a significant change in the way the Group is made up and in the extent to which it can more fully engage with the Practice. There are now several members of the Group who can commit significant amounts of time and the benefits of this are becoming evident.

The Group is now playing a useful role in having dialogue with the Practice as new policies are devised in relation to such issues as the number of home visits required, changes to the appointments system, and how to combat the issue of missed appointments.

The Group has just completed the first stage of the task of preparing its joint report with the Practice into how the Practice is perceived by patients and identifying issues which, if addressed might further improve the service provided. More information will follow soon on the outcomes.

Remember this is your Group and if you have points you would like to discuss with us or would like us to take forward there are various ways to get in touch. Clearly we can't act in relation to clinical issues. You would be welcome at any of our monthly meetings. We have our own email address, independent of the Practice, which is ivgpatientgroup@gmail.com or you could leave a message at the surgery asking for someone to call you.

Finally two commercials for the Practice.

- There is now a symptom sorter on the Practice website to enable patients to better identify whether they need a doctor's appointment or could just as easily find appropriate help elsewhere, for example your local pharmacy.
- Missed appointments do waste a staggering amount of time and consequently precious resources. Please, if you know you no longer need an appointment or find you can't keep an appointment cancel it by ringing the surgery giving as much notice as possible.

Mike Ingham, Chair of the Patient Group