



Putnoe Medical Centre
Patient Participation Group
NEWSLETTER
November 2024

WELCOME

Welcome to the Putnoe Medical Centre Patients' newsletter produced by the Patient Participation Group (PPG) of Putnoe Medical Centre in conjunction with PMC Partnership.

Here you will find more information on the role of the PPG members, how you can contact them or get involved. If you do not feel you can commit your time to being a member, we would appreciate your feedback or questions. You will also find some information on vaccinations which we hope will be of interest to you, our fellow patients.

What, you might ask, is the purpose of the PPG? Putnoe Medical Centre (PMC) is a forward-thinking practice, always looking for ways in which they can improve to give the best possible care to their patients. Listening to, and working with, patients is a crucial part of that process and having a PPG is one way to do that. The PPG comprises patients and staff who meet approximately every 3 months to review and make suggestions as to how the PMC can improve. The Practice and Deputy Practice Managers attend each meeting, together with one of the Partners. A key part of the meeting is feedback from PPG members on their views – and the views of other patients – about the range and standard of service provided by the practice and recommendations for improvement.

In February of this year the PPG arranged a patient information evening which gave patients the opportunity to talk to surgery staff and PPG members and learn about available support services. I am delighted that there was a great deal of interest from patients wishing to join the PPG and there is a list of members at the end of the newsletter.

Patient Participation Group Chair

My name is Cheryl Green, I was recently appointed Chair of Putnoe Patient Participation Group (PPG)

I have been a member of the PPG for approximately 13 years. As well as being a member of the PPG I have been a patient representative on other local health committees – I am passionate about the patient's voice being heard in the provision of health services.

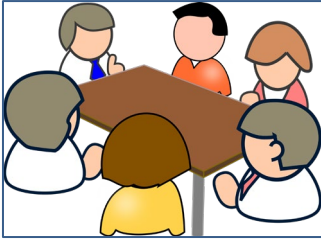
Over the years I have met and spoken to many fellow patients either at patient events or when helping with the PPG patient survey.

I look forward to meeting and chatting with you over the next few months.

If you have any questions or wish to make suggestions for future topics that you would like the PPG to discuss please contact Cheryl Green (Chair of PPG) via email cherylgreen@gmail.com



*Cheryl Green
PMC PPG Chair*



September PPG Meeting

At our September meeting we looked at how the PPG could interact with more patients, and we will be carrying out Patient Surveys next year. We also discussed timings of the meetings to make them more accessible.

Amongst other items discussed was the location of the check-in screen, the volume of calls and the time taken to answer.

Dr Mehta gave a presentation on the monitoring of patients who have diabetes which you can read about below.

Dr Haggart gave feedback on the National GP Patient survey results, which you can also read more about further on in this newsletter.

Diabetes Review

Dr Mehta joined our last PPG meeting and gave us an informative presentation on how the surgery cares and reviews its diabetic patients.

Currently there are 1268 diabetic patients at PMC

Like others with long term medical conditions, diabetic patients are invited for an annual health review. Recently the surgery increased contact with patients known to have diabetes and, in addition to this usual review, encouraged them to take up all the diabetes screening available including diabetic eye screening tests – something that is known to have long-term health benefits. The surgery staff were very encouraged by the excellent response. The PPG members at the meeting were impressed by the amount of time and energy put into this initiative which is in addition to the usual workload of Dr Mehta and the other GPs, nurses and pharmacists involved.

Focus on Vaccinations

There have been a few changes to the routine vaccinations we offer over the last 1-2 years. These include changes to the Shingles vaccine and the new RSV vaccine, and we are also trying to publicise uptake of the Pneumococcal vaccine which protects against pneumonia and severe chest infections.

This is in addition to the standard childhood vaccination schedule which we strongly recommend all children should receive.

To read more please visit: [Routine Vaccinations offered at the surgery – Putnoe Medical Centre](#)

Speaking of vaccines, we are in Flu Vaccine season now. If you are eligible for the Flu Vaccine and haven't booked in for your vaccine yet then please book in. If you are aged 75-79 or are pregnant then please ask our reception team about the RSV vaccine too, we'll be sending our more RSV vaccine invites over the next couple of weeks. Unfortunately, you can't have the RSV and Flu Vaccine at the same time if you are 75-79 years old so you'll need to book them separately.

Some facts about Putnoe Medical Centre

At our last meeting we learnt some interesting facts about Putnoe Medical Centre that we would like to share with you.



There are 17703 patients registered at Putnoe Medical Centre and during October 9603 appointments were offered which includes appointments with nurses as well as GPs. Of the appointments offered 278 patients didn't attend. If you are unable to attend your appointment, please cancel so that the appointment is available for fellow patients.

Many of you contact the surgery by phone. There are staff dedicated to answering the phone and you might, like us, be surprised to learn that in an average week there are between 2700 and 3000 telephone calls to the surgery. At busy times instead of holding on in the queue you can be offered a call back when your place in the queue is reached.

In this newsletter there is information about how you can contact the surgery online via SystemConnect for admin queries and appointments can be offered via this system.

New Online Consultation Platform

Earlier this year Putnoe Medical Centre launched a new online consultation platform. SystemConnect, which replaced eConsult.

SystemConnect makes it much easier for you to request appointments and administrative queries. Appointments are reserved each day specifically for online consultation submissions, so although we quote a 3 day turnaround, usually you will receive a response and should be able to book an appointment the same day. The PPG encourages our fellow patients to try out SystemConnect in the future as it should make it much easier for you to request new appointments, follow up appointments and test results rather than having to call up on the phone. Of course, you will be able to call for an appointment if you don't have online access or our reception team will be able to help you or for further information go to

<https://systemonline.tpp-uk.com/2/OnlineConsultation?OrgId=E81029>

SystemOnline

Many of us already use SystemOnline to request your repeat medications. It's very easy and convenient to use. If you haven't got an account speak to our reception team about creating an account. This is the preferred way for you to request your routine repeat medications although you can also use the NHS app if you find that easier to use. You can still drop of paper script requests into the Surgery.

Refurbishment at Putnoe Medical Centre

We have recently replaced the old, carpeted flooring upstairs with more durable and easier to clean hard flooring. We are in the process of replacing the nursing consulting room flooring as well over the next 1-2 months. Thank you for your co-operation whilst we make these changes.

Your Feedback

Thank you to all the patients who responded to our feedback forms earlier this year. We received very good feedback from both our internal "Family and Friends Survey" as well as the national GP Patient survey.

84% of patients describe their overall experience of our practice as good compared to a national benchmark of 74% and a local Bedfordshire, Luton and Milton Keynes benchmark of 66%.



We are continuing to try to improve our service all the time using the feedback you provide us with. To read more and to compare with other local surgeries, please visit: [Patient Experience \(gp-patient.co.uk\)](http://patient.co.uk)

If you would like to post a message about our Practice this can be done on Google Review.

This can be done by searching for Putnoe Medical Centre or Linden Road Surgery in your browser then selecting Google Review which is on the right side of search results then select Write a Review.

Another option is on the NHS Choices website via: <https://www.nhs.uk/services/gp-surgery/putnoe-medical-centre-partnership/P43277/ratings-and-reviews>

Members of the Putnoe Patient Participation Group (PPG)

Representing Patients

Chris Jones, Lindsay Southwell, Jennifer Symien, Sergee Symien, Jenny Ferenczi, Geza Ferenczi, Linda Rothwell, Rob Rothwell, Sharon Westfield, Cheryl Green, Christine Clark, Susan Calver-Hollis, Sue Blunt, Fiona Cooke, Adrian Bull, Gaynor Sessions, Wilf Deakin, Daljeet Uhbi, Diane Collier

Representing PMC

Dr Chris Haggart (Partner), Sam Paul (Practice Manager), Jane Mason (Deputy Practice Manager)

Focus on PPG members

Hello! My name is Sharon and I've been asked to tell you how I became part of the PPG. In February of this year I heard that the PPG was looking for new recruits and I decided to go along to the open meeting to find what it was all about. My main reason for doing so was one of curiosity! Having learned a little bit about the group I thought it felt a good fit for me and I hoped that I might be able to make a positive contribution to the PPG and, by extension, the surgery where I have been a patient since about 1996.



Thank you for taking the time to read our Newsletter. We will be discussing the next patient newsletter at our next PPG meeting in January. If you have any feedback on this newsletter or suggestion for the next one please email me cherylmgreen@gmail.com

Thank You

Cheryl Green (Chair PPG)