



HELLO ONCE AGAIN FROM THE PPG

Hello once again from us all at Withnell Health Centre's Patient Participation Group (PPG)!

For those who haven't read any of our previous issues, we are a collection of both patients and practice staff who meet on a quarterly basis to discuss topics such as feedback, practice updates and news, and actions for making Withnell Health Centre better for you as a patient!

This Autumn issue will provide you with information on services, such as evening and weekend appointments; feedback and performance with plans for improvement; lots of recent news; and more!

If you would like to join the PPG or share your views, please feel free to contact the email address provided above.



WHAT YOU NEED TO KNOW ABOUT... BOOKING IN VIA THE ON-SCREEN SYSTEM

You can book into your appointment on arrival at the surgery using the on-screen system provided.

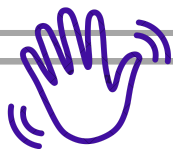
You can either **enter some basic details**, such as the first letter of your surname and your date of birth, or **scan the QR card** displayed on the screen using a smart phone camera. Once you have done this, the surgery staff will be made aware and you are free to **take a seat in your designated waiting room**.

Over the past few months, **members of the PPG have volunteered to support the practice by assisting patients with booking in using the on-screen system**. This has helped to **highlight further operational issues** in addition to those raised in the Friends and Family Survey feedback, of which we have been working hard to solve:

Updates have been made to speed up the system and provide clearer messages to patients booking in. Signs have been displayed to show patients where to wait if they have a blood test appointment.

If you are given an **appointment with Dr Chowdhury on a Thursday**, as she works across the various surgeries within the Primary Care Network, you **will not be able to book in using the on-screen system** - it will state "Appointment cannot be found". In this case, please report straight to reception.

Finally, we ask for your **patience with the machine**. As frustrating as it can be when technology is slow, **over-tapping can cause the system to slow down further**.



INTRODUCING... JEFF COTTAM, PPG CHAIR

Following my retirement from the NHS after a 40 year career in Biomedical Science, I was very keen to support my local GP practice by being part of the PPG and I wanted to help in any way I could. Working together with other local patients and the GP practice staff allows me to do just that.

We really want to hear your views on the service provided by Withnell Health Centre so we can continue to develop and improve. Please get in touch with your views on lscicb-csr.ppgwithnellhealthcentre@nhs.net.



WHAT'S NEW? WITHNELL HEALTH CENTRE'S WELLBEING GARDEN

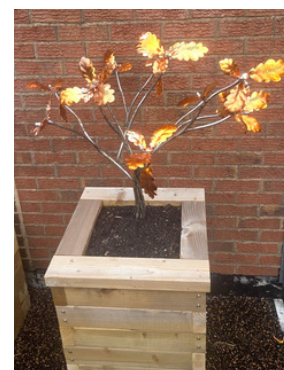


If you have been to the surgery recently, you may have noticed the **new sign** by the entrance directing you to Withnell Health Centre's '**Wellbeing Garden**' - a place we hope members of the community will take themselves to gain a sense of **calm**, take some **time away** from the hustle and bustle of life, in **remembrance of close ones** or for a **catch up with friends**.

The garden has been and continues to be **maintained by a team of PPG members**. **Winter pansies** have recently been planted along with bulbs for some **bright** and **cheery** Spring colour.

A recent addition to the garden is the **amazing and beautiful tree sculpture** that has been created and donated by the husband of one of the practice staff.

Recent **local events** have enabled the Wellbeing Garden to be **viewed and appreciated by a much wider audience**, and it has been wonderful to hear it being described as '**a lovely place to enjoy at any time**'.



NHS

WHAT YOU NEED TO KNOW ABOUT... MAKING THE MOST OF THE NHS APP

The NHS App gives you a **simple and secure way to access a range of NHS services on your smartphone or tablet**. You can use the app if you are **aged 13 or over**. You **must be registered with an NHS GP surgery in England or the Isle of Man**.

You can use the NHS App to access NHS services, anytime and anywhere. You can **request your repeat prescriptions, use 111 online, find nearby NHS services** and more. You can also **book some appointments at Withnell Health Centre online** and **contact the surgery about a health problem**.

The NHS App gives you a convenient way to **view your GP health record, including your test results**. You can **manage your upcoming appointments and prescription requests**. You can also **make choices about your health, like your organ donation decision**.

You can **switch profiles to access services for other people in the NHS App**, such as a child or family member. Your GP surgery needs to give you access and you must both share the same surgery.

The NHS App will guide you through setting up an NHS login if you do not have one already. You will be asked to prove who you are. The app will then securely connect to information from your NHS services. If your iPhone or iPad supports Touch ID or Face ID, you can use it to log in, every time you use the app.

DID YOU KNOW?

There is soon to be a **COMMUNITY DISABILITY AID EQUIPMENT LOAN SERVICE** at Withnell Health Centre! The service is intended to provide **short-term access to essential equipment, while encouraging the reuse of donated items in good condition**.

Drop off sessions will be held twice a month with volunteers inspecting, cleaning and assessing the safety of items.

Further information will be available in surgery and on the Withnell Health Centre's Facebook page in the coming weeks.



Withnell Health Centre's Wellbeing Garden , Summer 2025

DID YOU KNOW?



Withnell Health Centre (WHC) patients can access **evening and weekend appointments** to see a GP or nurse via the **Enhanced Access Scheme**.

These appointments will take place at either **Withnell Health Centre** or **another practice within the local Primary Care Network (PCN)**.

WEDNESDAY EVENING HOURS @ WHC
18:30 - 20:00

WEEKEND HOURS @ WHC
09:00 - 17:00 on designated Saturdays

Appointment availability is limited.
Please call reception to book.

Withnell Health Centre's Patient Participation Group



WHAT'S NEW?



THE WELLBEING GARDEN POSTER DISPLAY

The children at **Withnell St Joseph's Catholic Primary School** were invited to help promote the new **Wellbeing Garden** at Withnell Health Centre by creating posters to be displayed in the surgery.

One of our PPG members introduced the competition to the children during a school assembly and, to inspire the children further, each class visited the garden. The children came up with some **excellent interpretations of their understanding of 'wellbeing'**.

The competition winners received a certificate and their informative posters are now on display in the rear waiting room.

Please take a look when you are next at Withnell Health Centre!



YOU SPOKE, WE LISTENED!

After each face-to-face appointment with the surgery, you will receive a text to provide feedback via the **Friends and Family Survey**. These surveys are also available to complete in the surgery. Every meeting, the PPG will **review the results** and discuss and consider **actions to be undertaken**. **If you do not receive survey texts, please contact the surgery to ensure your telephone number is up to date.**

In review of the feedback received from the Friends and Family Surveys completed over **September...**

262 surveys were received
92% were graded VERY GOOD
5.7% were graded GOOD
1.1% were graded NEITHER GOOD NOR POOR
1.1% were graded POOR
0.1% were graded VERY POOR

