



Ambrose Avenue Practice Notes



Compiled by the Patient Participation Group for support members

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Issue 8

How does the Practice support young parents?

MEMBERS of the patient group are busy asking young parents what happens when one of their children is unwell. Everyone knows that youngsters react differently to adults when they are off colour for whatever reason. But what happens when mum or dad contact the surgeries to get help and advice.

Efforts to track down parents in the surgeries has not been easy so the group members are going out and about to Mother and Toddler Groups and Rhyme Time at the local libraries to get comments on a questionnaire.

If you would like to take part and have not yet met one of our members with the questions, email or ring our secretary using the contact details below and he will arrange to get a survey form to you.

The more details we collect then the clearer the service picture will be and the patients group can raise any particular points of interest with the doctors, reception staff or associated surgery clinicians.

How easy are repeat prescriptions for you?

In the autumn the Practice prescription team switched sites. They are now based at Tollgate, have dedicated phone lines so patients with queries can call in and see them to discuss issues and concerns Like extra medication to cover holidays and the like.

Reports so far are very positive and it seems that a forthcoming change in team membership will go smoothly too.

Good or bad, please let us know.

Annual General Meeting of the patient group

You are warmly invited to the annual meeting of the patient participation Group at Tollgate Surgery on Monday March 13 at 6pm. Hear what the active members of the group have been up to, discover the issues that have been raised with them and what actions they have taken on your behalf.

One of the major changes has been the growth of the membership overall which has led to a new operational guide being offered for approval.

Any comments, queries, praise or criticism to Patient Participation Group secretary Ray Hardisty on 07434 309261 or at ray.hardisty@btopenworld.com