



# Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2024

- In this edition:**
- What is the PPG?
  - BMA Collective Action
  - Pothole update
  - Getting an appointment
  - Meet the Practice team
  - Flu jab clinic
  - Nominate a pharmacy in the NHS App

## From the PPG Chair

A warm welcome to you all from the PPG.

Having re-established after a hiatus, we have been steadily increasing our committee membership and regularly engaging with the Practice Management, to ensure patient views are at the heart of Practice improvement.

In this first edition of our revamped newsletter – we will introduce our group to you, and bring you the latest news from the Practice.

*Ian Roberts, PPG Chair*

## What is the Patient Participation Group (PPG)?

Charlton Medical Practice has long recognised the need for and identified the benefits of closer relationships with its patients, hence the formation of the PPG.

The PPG is a key partner and friend of the Medical Practice, composed of volunteers who are registered patients of the practice. The group, consisting of a maximum 12 committee members, meets every 2 months to:

- Work alongside the Medical Practice team, raising and discussing non-medical issues that are important for the patients
- Advise the Medical Practice on patient perspectives and providing an insight into the responsiveness and quality of services being delivered
- Carry out research into the views of those who use the practice
- Provide regular communication with the patient population

## What has the PPG achieved?

Over the past year, the PPG has assisted in the delivery of the flu jab clinic, raised patient issues with the medical practice including the car park potholes, surgery building improvements, reviewed and provided feedback on the new practice website, and represented the PPG at various local NHS events and forums.

## How can I get involved?

We continue to seek additional PPG Committee Members to represent the full diversity of the Practice's patient community, and bring additional perspectives to the group. If you would like to join the committee – contact the PPG Chair, Ian Roberts, at [charltonmpcppg@gmail.com](mailto:charltonmpcppg@gmail.com) or via this [online form](#).

Not able to commit to being a committee member? You can always share any feedback, comments or questions you might have on non-medical matters by emailing [charltonmpcppg@gmail.com](mailto:charltonmpcppg@gmail.com) or by completing one of the slips located on the PPG noticeboards in reception and handing it into reception. The PPG will raise these on your behalf.



# Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2024

## National Collective Action by GPs

You have likely heard in the media about GPs taking national collective action under a national strategy from the British Medical Association (BMA). As a PPG we have discussed this issue with the Practice Management to understand any impact this may have on patient services.

The following update has been provided by the Practice:

"This is a national strategy endorsed by the BMA, regarding ever increasing demands and pressures placed on primary care with inadequate funding to meet those demands. For clarity Charlton Medical Centre is NOT striking. There will be NO effect to patient appointments or patient care, however we are supporting the BMA action. We will be making minor administrative changes to support this action."

## Good News – No more potholes!



The Practice is pleased to confirm that repair works have been carried out and pothole issue in the car park has now been resolved, making access to the practice safer for everyone.

## Getting a GP appointment

A standing item on the PPG Agenda is appointment availability and telephone waiting times. The Practice has been making improvements where possible to make the process for booking an appointment as easy as possible, and has moved to a predominantly face-to-face appointment model.

### Telephone - 01952 620138 Option 2

- A "call back" feature now operates during peak hours, between 8.30am-10.30am and 2pm-3.30pm. The call back feature will ensure your place in the queue is kept, without you having to stay on the phone until it is your turn.
  - *Note that outside of these hours, a traditional hold queue will operate.*
- Pre-bookable appointments can be made up to 2 weeks in advance, please avoid calling during peak hours to check availability.

### Online Booking

- Same-day advice calls and pre-bookable routine face-to-face appointments can be made up to 2 weeks in advance through Patient Access.
- Same-day advice calls are released from midnight and are available to book until 8:30am or they are all taken, whichever is sooner.
- Please see the Online Services section of the Practice Website for more details to setup: [www.charltonmedicalcentre.nhs.uk/online-services-1](http://www.charltonmedicalcentre.nhs.uk/online-services-1)

### At the Practice Desk

- Pre-bookable routine face-to-face appointments for up to 2 weeks in advance can be made at the Practice desk after 10:30am.



# Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2024

## Meet the Practice Team - Carrie Wood, Practice Manager

Having worked within the Practice since 2010, Carrie was appointed Practice Manager in February 2022. This followed the very sad loss of longstanding Practice Manager Deseny Lucas. Carrie has a history in the Education sector and her passion has always been in empowering people to maximise their potential. Carrie takes the time to get to know each person in the Practice team and understand where their strengths lie and where she can help them to develop. Carrie has supported her management team in obtaining their Level 3 Leadership awards. During this very busy time Carrie has also completed the Level 5 Certificate in Primary Care and Health Management and also completed and obtained a Diploma in Strategic Business Management.

In challenging times for General Practice, Carrie has managed to balance the ever growing workload her teams face, while also keeping a very close watch on the mental wellbeing of her team members. Carrie is proud of each and every member of the Practice team and grateful for the help they have given her and the continuing enthusiasm and skills they show.

## Dates for your diary and important updates



### Flu Jab Clinic – Saturday 5<sup>th</sup> October 8:30am to 12:30pm

If you are [eligible](#) for a free NHS flu vaccine, we are running a walk-in clinic, no appointment necessary.

It is important to have your vaccination at the right time. The flu vaccine is thought to provide protection for at least six months, but it is most effective for the first three months. The vaccine takes two weeks to become fully effective, but antibody levels can decrease over time. The flu vaccine is not 100% effective, but it can lower the chances of having severe complications from infection.

So by having your vaccination in early October, you will have protection throughout the winter months when cases of flu are at their highest.



### Check your nominated pharmacy on the NHS App

Did you know, you can select a preferred pharmacy for your e-prescriptions in the NHS App or by using Patient Access?

Choose a pharmacy to suit you, near home, work, or school – and all your NHS prescriptions will automatically be sent there, including repeats.

If you do not nominate a pharmacy you can collect your medication using the prescription barcode in the NHS App from any pharmacy.

Find out more on the [Charlton Medical Centre Website](#).