



Cumberland House

Patient Participation Group Newsletter

www.cumberlandhouse.org.uk

Autumn 2018

Welcome to the first Cumberland House Patient Participation Group newsletter.

The role of the PPG

- 1 Be a critical friend to the Practice
- 2 Provide the patient perspective to the Practice
- 3 Gather feedback from patients
- 4 Develop communication links with patients

The PPG consists of a number of patients who represent the users of Cumberland House practice, along with Dr Payne, who puts forward the GPs view and ensures that any medical information is up to date and accurate, and

Mrs Griffiths who, as the Practice Manager, provides advice on the logistics of any suggestions raised and ensures that all legal requirements are complied with.

Our first decision was to communicate with the users of this practice via newsletters. Our intention is to use these to provide information about the practice and the services it offers. We will include information on health related matters and how to access support from outside the practice, should that be appropriate. In future newsletters we will also ask for your views on a variety of topics related to Cumberland House practice.

Want to let us know what's important to you? See the bottom of the page

This time of year sees an increase in the number of coughs, colds and sore throats that strike us down. Fortunately, Staffordshire is part of the **Staywell Pharmacy Scheme**. If you normally get your prescriptions free of charge and you are feeling unwell, visit your pharmacist first. They can give advice and treat a range of common ailments without the need for a doctor's appointment. Private consultations rooms are available. Birchill and Watson and Stone Pharmacy at Mansion House are part of this scheme.

You will need your NHS number, proof of identity, and proof that you are exempt from paying prescription charges.

As a practice we know that trying to book an appointment can be very frustrating. To ease this, could we ask that you do not leave your phone on automatic redial as it blocks the phone system.

Cancelling unwanted appointments is now easier as there is a dedicated phone line. Call the usual number, choose the cancellation option 1 and leave a message. That appointment slot is then available for another patient.

Have you had your flu jab?

If you're pregnant, 65 or over or have an existing health problem, flu can be dangerous. That's why you're eligible for a free flu jab.



Flu jab ... are you eligible?

Free flu jabs are available at Cumberland House for those over 65 or under 65 and have a relevant existing health problem. Not sure? Ask if you are eligible.

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WHAT IS THE No 1 issue that you would like the PPG to address? Just write below and leave at the reception – THANK YOU

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