

Patient Participation Group Newsletter

Spring 2018

Bramingham Park Medical Centre welcomes you to our fourth Newsletter. Once again we value our patients views & experiences as a vital element in shaping our services. On behalf of the PPG & our members we continue to encourage all staff & patients to be involved in promoting BPMC.

MANAGEMENT

The Patient Participation Group are pleased to welcome our new manager Amanda Small to the practice. Amanda joined us at the beginning of the year, and has in a short while made a positive impact towards improving important managerial aspects within BPMC.

CLINICAL STAFF

We have three registered male doctors, namely Dr Uzair Malik, Dr Surajit Mukherjee and Dr Monjour Ahmed. Details of their days on duty can be found on our website and our practice leaflet. In addition we have Jane Morton our Advanced Nurse Practitioner and Nurses Marie Park and Jenny Craig, details of whom are also on the website and practice leaflet.

The situation with our clinicians is stable at present, although we do not have a registered female doctor we are hopeful this will change in the future. However we are fortunate that we have the services of Dr Shahina Dadabhoy on some days on a regular basis.



SURGERY ADMINISTRATION

We are pleased to relate that all administrative duties involving all incoming and outgoing communications are dealt with efficiently and in a timely manner. This entails a great deal of work and attention and as such we offer our appreciation and thanks to our long standing reception and administration team.

WEBSITE AND PRACTICE LEAFLET

Our website and practice leaflet holds all up to date information about the surgery, the staff and the services provided at BPMC.

Website

<http://www.braminghamparkmedicalcentre.com/>

PPG NOTICE BOARD



Our notice board in reception has enabled the PPG to communicate to our patients, staff, and clinicians in promoting BPMC at all levels. Please keep an eye out for updates and news listed on our notice board. We are

also working with the practice for them to share updates via the website and email. If you would like to receive notifications by email please provide your details at reception.

DNAs

DNA stands for Did Not Attend. We have recently allocated a large part of our notice board to this problem. The practice has experienced patients failing to inform reception either by telephone or text that they are unable to attend their appointment and wish to cancel. By failing to inform, it denies other patients the availability of an appointment. The good news however is that the DNA figures have greatly reduced, however as patients we must strive to continue this downward trend as far as possible for the benefit of everyone. When you receive your text message reminder please notify the practice if you no longer require the appointment.



APPOINTMENTS

We are aware that some patients face difficulty in obtaining an appointment when they want one, this is not a problem local to BPMC but we would like to work alongside the practice to promote a structure that works better for all. We hope to have something in place soon and will keep you updated.



The PPG intend to conduct a patient survey, similar to what we did early last year, and will let members know when we propose to carry it out.

It has been agreed also, that it would be worthwhile, to arrange when possible, a presentation given by people on how to manage certain kinds of chronic diseases. Amanda and the PPG feel that such talks would be very beneficial to our patients. This could take place during one of our meetings or arranged as an additional event.

All that remains is to wish all members a very Happy Easter.



Kind regards

Eddie and John