

Watton Patient Participation Group Update Feb 2024

Watton Patient Participations Group (PPG) is made up of patients who attend the practice. We meet virtually every six weeks as a group and then with the practice to advocate concerns and issues which have been received by the PPG.

As a Group we are listening to what issues patients are struggling with and we then proactively and positively advocate/meet with the practice to see what can be done to mitigate these issues/concerns.

If you have issues/concerns that you wish us to advocate on your behalf, please do drop us an email to wattonppg@outlook.com or drop a letter into Watton Medical Practice addressed to Watton Patient Participation Group

Patients Have Said!		PPG Have Listened!
Medical Issues		
<ul style="list-style-type: none"> • Patients are spending a long time on phone waiting to speak with Meds clerks 		<ul style="list-style-type: none"> • New option on phone lines to be implemented shortly.
<ul style="list-style-type: none"> • Letter to be sent to patients regarding HRT and one off payment 		<ul style="list-style-type: none"> • WMP are currently undertaking this piece of work
<ul style="list-style-type: none"> • ADHD Medication Shortage 		<ul style="list-style-type: none"> • We have requested that WMP investigate this
<ul style="list-style-type: none"> • Reasonable Adjustments Flags for those patients with disabilities/impairments, who need extra support to attend appointments 		<ul style="list-style-type: none"> • WMP are able to flag these needs on their system
<ul style="list-style-type: none"> • Concerns regarding Boots having closed and the pressures faced at Total Health Pharmacy 		<ul style="list-style-type: none"> • We have raised this with WMP and requested that it is discussed with the ICB to see what actions are able to be put in place to alleviate the situation. PPG are monitoring the situation and are providing feedback and making suggestions. We know that the staff in Total Health Pharmacy are doing a

		really good job in managing a difficult situation and are writing to thank them. Total Health have also now extended their opening hours
<ul style="list-style-type: none"> • Query about appointments only being able to be booked by Care Navigators 		<ul style="list-style-type: none"> • We have raised this and have been advised that all clinicians are able to book follow up appointments
<ul style="list-style-type: none"> • Patient made PPG aware about My Chart App – for improved communication between clinicians (used in some hospitals) 		<ul style="list-style-type: none"> • We asked the question of WMP whether this is being used at Norfolk and Norwich Hospital and been advised that it is not currently
<ul style="list-style-type: none"> • Carers Friendly Tick Award – is a set of quality standards for young carers 		<ul style="list-style-type: none"> • Watton Medical Practice (WMP) are currently undertaking a piece of work in relation to this
<ul style="list-style-type: none"> • Learning disability health checks for aged 14+ 		<ul style="list-style-type: none"> • WMP are currently undertaking a piece of work in relation to this
<ul style="list-style-type: none"> • Did Not Attend (DNA's) – missed appointments 		<ul style="list-style-type: none"> • We are concerned in at the number of missed appointments and costs involved and are creating a post for social media
Non Medical Issues		
<ul style="list-style-type: none"> • Appointment/Information screen has not been working for a long time 		<ul style="list-style-type: none"> • We have advocated for the screen to be repaired/replaced to ensure that patients are able to see when they are called
<ul style="list-style-type: none"> • Noticeboards in practice are unclear 		<ul style="list-style-type: none"> • We have requested that these are made clearer to enable patients to find information better
<ul style="list-style-type: none"> • Parking lines in car park are unclear and need renewing 		<ul style="list-style-type: none"> • Currently being undertaken
<ul style="list-style-type: none"> • Newsletter has only been available on Social Media and at Watton Medical Practice 		<ul style="list-style-type: none"> • PPG have distributed WMP newsletter to shops/supermarkets for those unable to access social media

<ul style="list-style-type: none"> • As WMP have new staff members joining practice including 2 new partners 		<ul style="list-style-type: none"> • We have requested photos are provided to enable patients to know who they are seeing
<ul style="list-style-type: none"> • PPG Survey 2023 		<ul style="list-style-type: none"> • We are currently working on the feedback with WMP
<ul style="list-style-type: none"> • PPG have asked WMP to provide information regarding where Pharmacy First is being provided 		<ul style="list-style-type: none"> • WMP are currently investigating this
<ul style="list-style-type: none"> • PPG have requested that WMP provides the PPG with analytics of the new phone system of the volume of calls and the number of footfall forms processed 		<ul style="list-style-type: none"> • WMP are currently undertaking this piece of work