PPG News

Moor Park Medical Practice Patient Participation Group Newsletter 2025/2026

***Practice Manager’s Welcome***

Hello, and welcome to our Patient Participation Group (PPG) newsletter.

We hope that this newsletter provides another form of communication between both the practice and its patients to inform you about the services available, as well as highlighting any concerns you may have.

Although we cannot be involved in your medical problems, which are to remain confidential between you and your practitioner, we would like to listen to both your positive and negative comments regarding the care that you receive.

***In this Newsletter***

We would like to take this opportunity to fully support our patients by informing them of the services available to them at Moor Park Medical Practice and giving advice on how best to utilise these.

We welcome any ideas on any issues you may wish to address on these matters.

***The Practice is working towards the Modern General Practice Model implementing change to improve services.***

***Using Digital ways of working***

***Upgrading telephone systems to accommodate change in the future***

***Using AI through PATCH’s and other digital platforms in the future***

***Booking appointments***

New Improved Telephone System installed August 2024. The new telephone system is in line with the government guidance and different functions will be added to system as we move forward in time. The Practice can now monitor how many calls they receive on a daily basis and the system also informs patients where they are in the telephone queue.

The Practice has several ways of booking appoints as follows:

* Telephone on the day to book
* Telephone to pre book appointments
* Use online Services to book and pre book appointments
* Use PATCH’s through our website to submit a consultation or administration enquiry

[www.moorparkmedicalpractice.nhs.uk](http://www.moorparkmedicalpractice.nhs.uk)

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* Enhanced Service at the Practice offers appointments to be booked on the day or in advance to see a GP at another site on an evening or weekend so giving choice

Enhanced Services at the Practice offers Nurse, HCA, Mental health, Welfare, Physio, Diabetic, Cervical Smear, Bloods, BP, Asthma appointments. Patients will be offered enhanced service appointments alongside the practice appointments. Medical records can be seen by Enhanced Service as they are part of our PCN5 which is made up of 10 Practices.

***How can patients help?***

The Practice now use Care Navigation and triage to signpost patients to the correct appointment / service. Please allow the receptionist to direct you to the most appropriate person/service.

The General Practice team consists of the following staff:

* GP
* Clinical Pharmacist
* Advanced Clinical Practioner
* Practice nurse
* HCA
* Receptionist/care navigator
* Social Prescriber
* Health and wellbeing coach
* Mental Health Worker
* Dietician
* Podiatrist
* Occupational therapist

Multidisciplinary teams allow patients to see the right clinician for their needs.

‘This won’t always be a GP’

***If you cannot attend your appointment***

As a small practice, with limited appointments, each appointment is valuable. Sadly, there is an ongoing problem with Did Not Attends (DNAs). If

***Online services***

All patients at the Practice have been registered for Online Services as in line with government guidance. Patients can access their own medical records by logging in to their medical records with a password/user name and look at and print off their full medical records including consultations, results, medication and other clinical information. Patients can also book and cancel appointments through the service and order medication.

***Pharmacy First Referrals – Patients to ask the Pharmacist for a ‘CONSULTATION’***

Patients will be triaged to the Pharmacist for the following ailments:

* Acute Otitis Media, includes Cold, Sore throat, Ears, Respiratory infection
* Impetigo
* Infected insect bites,
* Shingles
* Sinusitis
* Uncomplicated urinary tract infections – women 16+ - 64 yrs.,
* Skin irritations/rash – adults only, Sticky eyes Conjunctivitis, Sickness/Diarrhoea – adults only.

**Minot Ailments**

The Pharmacy also see patients for

* Minor Ailments
* BP Monitoring
* Contraception Advice and prescribing

***In conclusion***

If you have enjoyed this newsletter, please let us know and if you have any recommendations for future newsletters then please do not hesitate to contact us.

We hope this newsletter will be a part of improving communication between both the practice and the patients.

***Contact***

01274 778400

Please visit our website for more information:

[www.moorparkmedicalpractice.nhs.uk](http://www.moorparkmedicalpractice.nhs.uk)