



Your Newsletter is back – thanks to the new editorial team. We've had a few changes in the PPG since my last report. Our previous Chair, Andrew Nebel, has stepped down and a new Chair, Christine Greer, has been appointed. We wish Andrew all the best in his new ventures and thank him for his part in reinvigorating the PPG. These are challenging times for the NHS, but with Christine at the helm I feel confident that patients will be kept informed and that our voices will be heard.

Current Issues

- ❖ **Parking:** All visitors to the surgery will be aware of the parking problems on Willoughby Drive. Two of the Partners met with residents in January to discuss what can be done to improve the situation. Many suggestions were offered by attendees and the Partners have promised to take the ideas back to the practice for further discussion. In the meantime, **PLEASE** park with consideration for residents and **PLEASE** observe the Highway Code, particularly at the junction.
- ❖ **Booking Appointments.** There is still some confusion about appointments. One resident recently told us that she dreaded being ill as she felt she wouldn't be able to get an appointment. If you have an **urgent problem**, you need to phone as close to 8am as possible. (Monday to Friday only) The available appointments are often all gone by 8.40, so you need to be quick off the mark! If you feel seriously ill later in the day, call 111. You will be assessed over the phone and given advice about what to do. 111 can arrange for you to see a doctor. You could also visit an urgent care centre. We have local centres in Grantham, Corby, and Peterborough. If you have a **non-urgent issue** the time to phone is **2pm** on Tuesday afternoon. This is when the new batch of slots are released.
- ❖ Did you know you can now read your **doctor's notes** online? They were previously rather difficult to understand but now they are in plain English. You can also see your test results. You will need to get the NHS app to do this. Unfortunately, not everyone has a smart phone, so this isn't accessible to everyone.
- ❖ Negotiations are continuing about the relocation of the surgery to the outskirts of Empingham. We hope to give you more news in the next Newsletter.
- ❖ **The Pharmacy First Service.** Pharmacies can now offer help for 7 common conditions:
Sore Throat Earache Shingles Sinusitis Impetigo
Infected Bites Uncomplicated UTIs.

You will be able to get help and advice, including prescription medicines if needed. All without an appointment. The government estimates that this could save 10 million GP appointments by next winter.

Our Newsletter is written by the patients, for the patients. If you have any ideas or comments, or would like to contribute, contact Liz at emc.ppg.liz@gmail.com