

# Patient Participation Group

## West Wirral Group Practice Newsletter - Issue 3 - June 2013



**Surgery Address: West Wirral Group Practice, The Warrens Medical Centre,  
Arrowe Park Road, Wirral, CH49 5PL Telephone Number: 0151 929 5555.**

**Telephone lines are open from 8.00am—6.00pm [closed for lunch 12.30—1.30pm]  
Test results available after 11.00am.**

### **Surgery Opening Times**

Monday	7.00am—5.45pm
Tuesday	8.00am—5.45pm
Wednesday	7.00am—5.45pm
Thursday	8.00am—5.45pm
Friday	8.00am—5.45pm

**Welcome to our third newsletter.  
Hopefully you are all enjoying the warmer weather  
we are experiencing lately.**

### **We need you and your input.**



- We **need** your comments, ideas or criticisms [that is constructive criticisms] - to know what is working well or to try and improve things.
- We have our very own PPG website and a suggestion box which is situated in the Practice waiting area - please use them.
- Our monthly meetings with the surgery are times where points of views / ideas can be discussed and where appropriate feedback be given.
- No matter how trivial you think your idea may be - tell us. You never know it may make a difference.

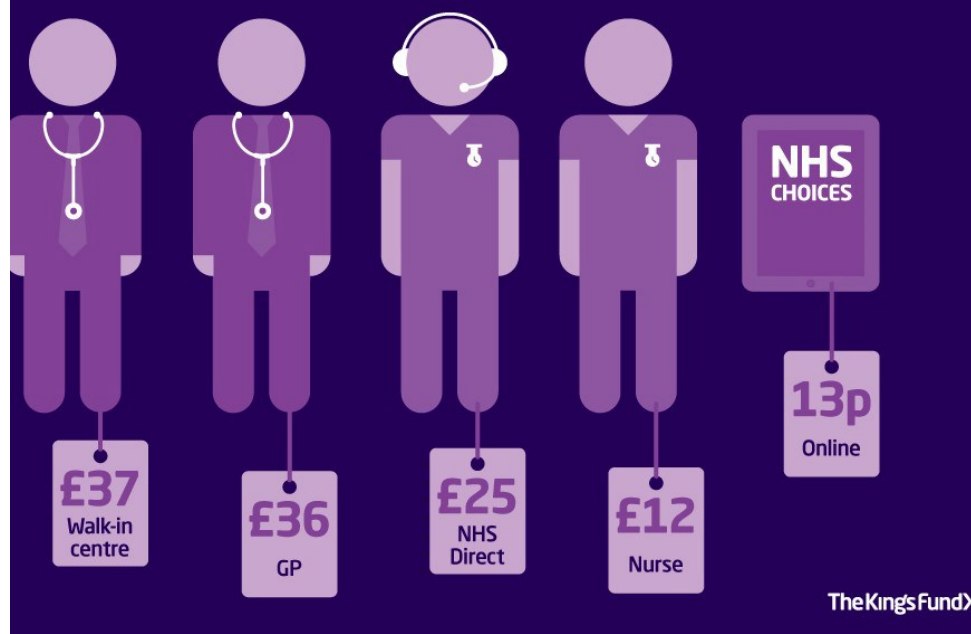
One continuing process that still seems to baffle a lot of people is the repeat prescription process. The surgery has covered it in some detail this month on their newsletter which can be found on their website or at the surgery. However we can confirm that **ELECTRONIC PRESCRIPTIONS** are coming in on the 3rd July 2013. More details of which will follow shortly.

### **How to contact the Patient Participation Group [PPG], either**

**email: [ppg.wwgp@gmail.com](mailto:ppg.wwgp@gmail.com)  
or post to: PPG Deputy Chair,  
c/o West Wirral Group Practice  
The Warrens Medical Centre  
Arrowe Park Road, Wirral CH49 5PL**

# News - Did you know that:

A visit to the GP costs the NHS £36, a nurse consultation in a GP practice costs £12, a visit to a walk-in centre costs £37 and a call to NHS Direct costs £25.  
A visit to the NHS Choices website costs 13p.



In future editions of the newsletter we shall endeavour to provide you with website addresses which will enable you to access information about what is happening to your health services. In the meantime keep referring back to the surgery's website for any snippets of news / information.

## Appointments

It is sometimes apparent that patients are not happy at the delays in getting their appointment on time. There really is no solution to this except to say, **try and be prepared for your own appointment** — write down what you want to know or to ask your GP.

The allotted appointment time is 10 minutes—will this be long enough? If necessary, book a double appointment if you need to discuss more than one condition.

### IMPORTANT REQUEST— regarding Phlebotomy appointments

If you are unable to attend your appointment, **PLEASE RING THE SURGERY TO CANCEL IT.** Please do not just not turn up. The Phlebotomy system is very stretched at present and the practice are under threat of having their Phlebotomy appointments allowance cut, **due to the high volume of people not showing up for their appointments.** This important service is not one we would want to lose at the Warrens and it is just common courtesy to call and cancel if you are unable to attend the appointment. Another patient could have that appointment !!!

For those of you with internet access - don't forget you can book your appointments and order your repeat prescriptions online via the surgery's website. You will need to obtain a registration letter from the receptionists which will contain your pin and access codes. Follow the online instructions and away you go !!

As a result of many complaints about the current roadway into the Warrens a letter has been drafted and sent to the Landlords for their comments. We hope to report back any progress made, as soon as possible.



**Coming in the next issue: - we are devoting the whole issue to appointments—plus a few added extras!!**

**Why not visit us at our new website:**

<http://www.westwirralgrouppractice.nhs.uk/ptpg/>