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### Patient Newsletter May \ June 2018

#### 1. Saxonbury House Patient Participation Group (PPG)

Did you know that every GP practice in England is now required to have a Patient Participation Group (PPG)?

The Saxonbury house patient group was formed at the beginning of 2018 and have met 4 times. PPGs are groups of active volunteer patients working in partnership with practice staff and GPs. This unique partnership between patients and their practices is essential to achieving high quality and responsive care. We are currently working on a survey to gather and analyse patient views, a review of the current website and this monthly newsletter. If anyone is interested in joining the group please pass your name to reception.

#### 2. Did you know?

Why the admin staff ask for some details of why you wish to see the doctor?

- We only ask on the phone, never at the desk due to confidentiality.
- We ask so we can make sure you are seen by the appropriate clinician.
- We use the information provided so the doctor or nurse can see why you are coming in. During the clinic they will be able to see the notes and sometimes triage if the patient needs to come in earlier, go straight to A&E or call an ambulance.
- You can decline to provide any information. You will still get an appointment.

#### 3. Electronic Referral Service for E-RS) 1<sup>st</sup> outpatient appointments only

There is a new way for us to send referrals which allows patients to book their own appointments via a dedicated telephone number. We will be rolling this out over the next few weeks and information will be given when an electronic referral is made. It becomes the patients responsibility for booking the appointment, but you will be given choice of available dates and times allowing you to fit the appointment in with your commitments. You will know when your appointment is as soon as you book it rather than waiting to hear from the hospital.