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| **The Ridgeway Surgery** |
| **Newsletter** |
| April 2023 |

The Patient Participation Group (PPG) meets quarterly in the Surgery Waiting Room, new members are *always* welcome. You can just turn up or email sue.ridgewaysurgery@gmail.com.
The next meeting is on Tuesday 6th June at 5pm

We are pleased that Doctor Davies and one of the team comes along to every meeting, it’s your opportunity to ask questions about the Practice.

The meetings are quite informal, we have a Chair and a Secretary. But this year our longstanding Secretary is standing down, we need another volunteer! The duties in the main are writing up the minutes and distributing them as well as the Newsletter to everyone on our mailing list, occasionally liaising with any speakers that the Group choose to invite.

This Group is run by Patients for the Patients – come along and join us!

Covid

There has been a spike in Covid cases in the area, although we are all now learning to ‘live’ with it, it can still be a serious condition. If you do have a positive test, remember to isolate until you test negative and importantly register your result online (Gov.uk report a covid test) or by calling 119, this is especially important if you are classed as vulnerable with pre-existing health conditions.

Staff Changes

We have a new member in the Dispensary Team welcome to Saffia as a technician and Louise joins the Reception team of;
Kay, Kim and Freya, but of course other staff stand in when necessary.

Diabetes

If you have this condition you should be having annual checks with the Nurse, generally known as ‘Birthday Reviews’. If this hasn’t happened please contact reception or use the Online Triage facility if you have access to the internet (see below) to arrange an appointment.

Online consultation

For those of you fortunate enough to have access to the internet, a quick and easy way to contact the surgery is to use the online ‘Patient Triage’ facility. It is not for urgent cases, but for ailments, illnesses that do not need a ‘same day’ appointment, it is excellent (from patient feedback!).

To access it, go to **The Ridgeway Surgery website**, scroll down to **Patient Triage, click the bright green button** to get started.
You will answer initial questions about the urgency of the request, but keep going through, you will be able to describe the problem or make a request. There is also the facility to upload photographs. All messages are read by a Doctor every working day, you may be contacted by the Doctor directly, or receive a text message or called by the Receptionist inviting you to make an appointment with the relevant person, for example, a Nurse, Hannah the physio or indeed a Doctor.
This is a quick way to get in touch with the practice, without hanging on the phone!

Online Appointments are still suspended, but we will let you know if it changes.

Blood Results

If you are awaiting Blood Test results, please don’t assume that no news is good news, if you don’t hear anything after a week of having the tests.

Call the reception after 2pm (when it’s a bit quieter for the staff).

The Building Extension

Initial planning for the extension to the surgery has been approved, the next stage is to apply for capital funding. We will keep you posted with the progress.
This will create extra consultation rooms and a new waiting room.

Suggestion Box

The suggestion box has been reinstated, there is one in the waiting room and one on reception. Please feel free to use them, all comments are reviewed at the next PPG Meeting. You can include your name and the date, sometimes an anonymous message may be needing an explanation and it isn’t possible. The latest messages are:
Request for the number of your position in the telephone queue (this is being investigated)
Let Patients know how long they have to wait if the Dr’s are running late (Reception made aware, but if you are waiting more than 30 mins please ask reception)

A lovely message praising the surgery ‘most excellent’. (It is always nice
to receive positive messages)