

Welcome to the Autumn edition of the Newsletter

What a glorious Summer we had this year. As hard as it is to imagine, we're rapidly approaching flu season and appointments are now available to book.

Dedicated clinics are being held on Saturdays as well as during the week for your convenience. Call today to make your appointment if you are eligible.

**New Website**

It's been great to see so many of you interacting with the team via our new website—we hope this is making it easier for you to order prescriptions, ask for advice or guidance to the most appropriate service and even pointing you in the right direction for self-help where appropriate.

We are the first surgery in the South Reading area to adopt this new website and we are very happy with it's first few months. So far, over 510 requests have been made via the site which has resulted in less calls to the Practice which is allowing those with an urgent need to get through when they need to.

[www.milmanroadhealthcentre.co.uk](http://www.milmanroadhealthcentre.co.uk)

**New Practice Nurse**

We are delighted to welcome Jayna Nayee to the Practice. Jayna joins us from another local practice and will be working full-time.

**Patient Participation Group (PPG)**

Milman Road Health Centre Patients Participation Group (PPG) met on Saturday 30 June to review progress since its inception a year ago. The meeting was very well attended with attendees able to articulate concerns about wheelchair access, a request for the practice to consider providing a wheelchair and other matters. There was also a paper and a short presentation about patient location analysis. This is part of an on going analysis of the demography of the practice.

The main part of the meeting was focussed on a review of the year and clearance of outstanding actions. The PPG has had mixed success because it has taken the practice and the PPG time to get to know each other. The PPG must ensure that the practice are putting patients at the heart of everything they do.

Anne-Marie Dykes (Senior Manager) committed to a more consultative engagement with the PPG in the future given the concerns raised with regard to the implementation of new car park arrangements, lift reliability and the move of all doctors appointments to the first floor.

It is also intended in future to have an agenda item to discuss topical medical topics with a practice doctor in attendance e.g. Seeing the same doctor over time 'lowers death rates' - BBC News

Look out for our new PPG noticeboards.

Next meeting:

10:00 am on Saturday 29 September at the Milman Road Health Centre.

## Keeping In Touch

Since the beginning of the year, **656** appointments with a GP or Nurse have been wasted due to non-attendance.

This is equivalent of 18 GP working days.

It is vital that you let us know if you cannot attend your appointment so that it can be offered to somebody else.

We offer a text reminder service so that you don't forget your appointment—simply call the surgery and let the

reception team know your up to date mobile number and we'll do the rest!



**Contact Details**

Telephone : 0118 986 2286

Appointment lines open from 8am—6.30pm Monday-Friday

Prescription & General Enquiries from 11am Monday-Friday

Results Line open from 2pm Monday-Friday