



## Charlton Medical Practice Patient Participation Group

Newsletter  
April 2025

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## **From the Patient Participation Group (PPG)**

We wish all of you a very warm welcome once again from the PPG and the Practice Management team. We have great pleasure in presenting you with our 2nd Newsletter and also send our thanks to those involved in its preparation.

We hope the Newsletter provides you with information that you find both interesting and informative and would welcome any constructive feedback on how we can continue to improve it.

## **What does the Patient Participation Group (PPG) do?**

The PPG works closely alongside the Practice Management Team discussing non-medical items raised by patients that helps to continually improve the efficiency and effectiveness of service the Practice provides.

To do this the Patient members formally meet with the PPG Practice representatives every 2 months. The Practice representatives include a doctor who is a Partner in the Surgery, the Practice Manager and 2 Teams managers, demonstrating the importance of the PPG to the Practice.

## **What has the PPG achieved?**

Since our first Newsletter in September 2024, The PPG has assisted the Practice in the delivery of the Flu Jab Clinic; carried out a survey on behalf of the Practice with regard to the usage of the new Charlton Medical Practice Website; the Practice had the car park resurfaced to eliminate the pothole problem; The PPG raised the issue of information signage issues within the surgery building; The PPG attended other Practice PPG meetings to share experiences and because of the number of appointment booking complaints raised, The Practice installed a new telephone system that has significantly reduced waiting times

## **How can I become a member?**

The PPG meets 6 times per year at predetermined dates. Three meetings are held at the Surgery from 16.00 to 17.00 and three held from 12.00 to 13.00 alternately providing an opportunity for all ages to join the Group. We are currently looking for another 3 members so if you are interested and are able to attend some of those meetings please send an email to the PPG Secretary, Gary Dirkin, at



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[charltonmpcppg@gmail.com](mailto:charltonmpcppg@gmail.com).

Not able to commit to being a committee member? You can always share any feedback, comments, or questions you might have – which the PPG will raise on your behalf by emailing [charltonmpcppg@gmail.com](mailto:charltonmpcppg@gmail.com).

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### Telephone system

Our new telephone system was installed on 12th December 2024 and the system install was seamless with no downtime for patients accessing the surgery. The call queue at peak times has increased and patients now have the option to hold their place in the queue for longer periods of time. We have had great feedback from patients. The Practice has provided the following update:

“Earlier this week my wife was experiencing pain with an ongoing issue. I rang to get an appointment at 08.31am. After 2 attempts I got through to the call back system. Within minutes we received a call back and we were given an appointment for 9.30am that morning to see Dr Sumner, who was as fantastic as always. This was exceptional service all round. Well, done to all. ”

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### Patients failing to attend their appointments without cancelling

If you do not turn up to an appointment with your GP, nurse or HCA, this is called a 'DNA' ('did not attend'). In the UK, it is estimated that around 15 million GP appointments are missed every year in the NHS, which equates to a lot of money and a lot of wasted time for doctors.

Did Not Attends (DNAs) result in wasted appointments, reduced clinical capacity, and inequality of access to health care. We are in a time of constrained NHS finances and lengthening waiting times to see a GP. We are asking you as our patients to work with us to tackle this rising problem at Charlton.

Our reception team is feeling the impact of DNAs on capacity most acutely, as they try to fit patients into scarce appointments, often receiving abuse when they are unable to do so. The rising number of DNAs is frustrating and demoralising for our team as they can see the impact the wasted appointments are having on patients who need access to appointments.

So, if you need to miss an appointment, please either ring us on **01952 620138**, or better still, cancel it from your text message booking reminder or on the NHS App. Please cancel an appointment as soon as you can as this will allow our team time to

Charlton Medical Practice | ☎ 01952 620138 | Mon-Fri 8:30am-1pm & 2pm-6pm  
[www.charltonmedicalcentre.nhs.uk](http://www.charltonmedicalcentre.nhs.uk) | [charlton.online@nhs.net](mailto:charlton.online@nhs.net)



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offer the appointment to someone else.

If you fail to attend an appointment, this will be registered as a DNA or did not attend/failed to attend. Cancellations notified with less than 30 minutes warning will lead to an appointment slot not being used and a waste of GP resources. Our practice operates a strict DNA policy. Repeated DNAs can lead to your removal from our practice list, and you being asked to register elsewhere. So, be sure to keep your appointment please, and if you cannot attend, remember to cancel your appointment a minimum of 30 minutes beforehand.

A standing item on the PPG Agenda is appointment availability and telephone waiting times. The Practice has been making improvements where possible to make the process for booking an appointment as easy as possible and has moved to a predominantly face-to-face appointment model.

### Breakdown of DNAs for the month of March 2025

	Total
Appointment Type	
Face to face appointment booked on the day	17
Blood Test	31
Children's Vaccine Clinic	12
Default (various reasons)	11
Dementia Review	1
ECG	3
EXTENDED ACCESS APPOINTMENT	3
Learning Disability part 1	2
Minor Surgery	1
NHS Health check	3
Online bookable face to face appointment	7
Pneumonia Vaccination	1
Pre-Bookable face to face appointment	26
Respiratory Clinic	4
RSV Vaccination	2
Shingles Vaccination	5
Smear Clinic	4
Travel Vaccination	1
Urgent Script Request	1
Minor Ailments Appt	1
Total	136

**How much time did these  
136 appointments equate  
to?**

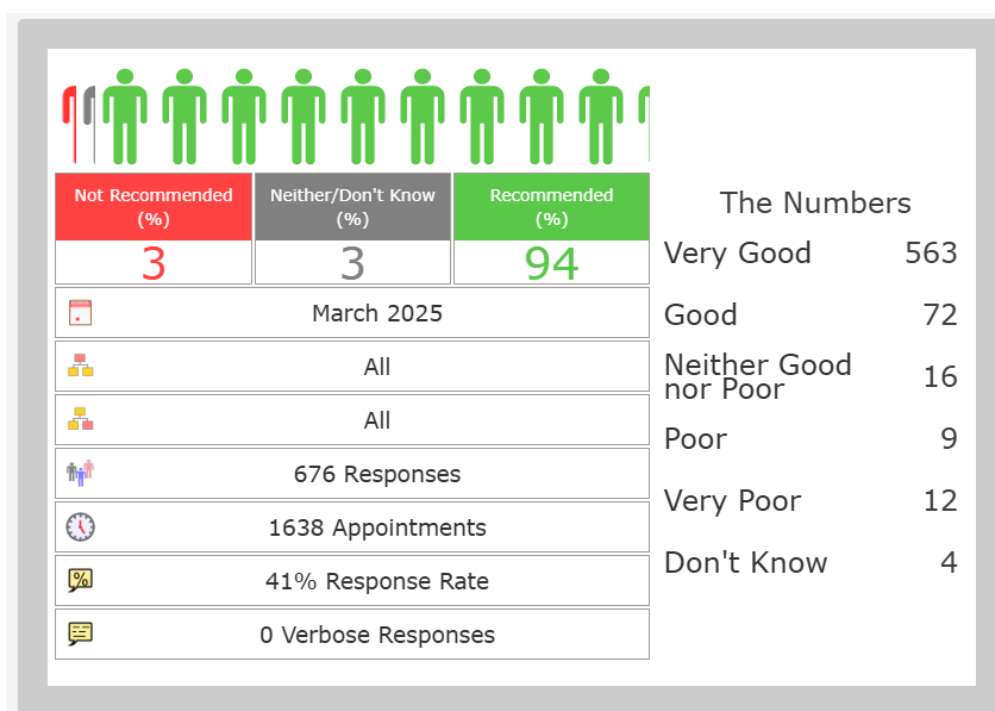
1485 minutes which is over 24 hours  
in wasted appointment time.



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### FRIENDS AND FAMILY TEST RESULTS – MARCH 2025



### Meet the Practice Team – Julie Weaver, Teams Manager

After running her own successful hair and beauty salon for 14 years Julie started work within the Administration team for the Practice in 2018. After 3 years, Julie was appointed as Reception Manager and stepped up again to become Teams Manager in 2022. This role came with huge responsibility, and she now manages the Reception and Administration teams assisting the Practice Manager (Carrie Wood) in the smooth running of the Practice.

Julie has valuable knowledge of both teams and the processes they have to follow but is always looking at ways to improve the patient experience whilst running two very busy departments and helping to keep staff morale high. Julie continues to help bring about positive changes in both departments and in more recent times has been a key team member in introducing the Practice's new telephone system.



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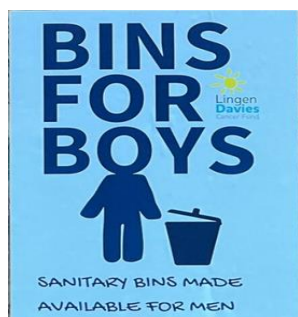
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### WOMEN'S HEALTH PROGRAMME

The practice was successful in its bid for funding to enhance delivery of Women's Health Services at the surgery. We have used the funding to develop skills within our team, focussing on training in menopause and cervical screening. Our practice nurses reported that the intensive menopause training courses were extremely useful and will enable them to have better conversations with patients on this subject. We have also further developed our cervical screening invitation programme and are pleased to report that patients are engaging and attending for this very important screening test. We will be sharing more information on our practice website in the new Women's Health and Cervical Screening sections.

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### "BINS FOR BOYS" ACCREDITATION



It is with great pleasure that we announce that Charlton has been accredited as a Lingen Davies "Bins for Boys" venue. All our toilets now have regularly serviced sanitary waste bins for the disposal of pads, pouches, stomas, catheters, colostomy and ileostomy bags.



### Did you know you can check your test results via the NHS App?

By logging into the NHS App, you can access your health information quickly and securely. Here's how:

1. Go to the **Your Health** section.
2. Select **GP Health Records**.
3. You'll see a warning stating: "*Your record may contain sensitive information.*" Click **Continue**.
4. You will then be able to view several categories, including **Test Results**.





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A GP reviews all results. If there are any concerns, a member of our admin team will contact you directly.

We also have **two trained NHS App Ambassadors** available to provide one-on-one support. They can help guide you through the app and answer any questions you may have.

### **The NHS App is available on:**

- Android devices running version 8 or above (with a front-facing camera)
- Apple devices running iOS version 15 or above



### **Joke Corner**

**Patient:** Doctor, doctor! I think I'm a bell.

**Doctor:** Take these pills and if they don't work, give me a ring!