**BURNHAM SURGERY … PATIENT GROUP … ( PPG )**

The Burnham Surgery, Foundry Lane, Burnham-on-Crouch, Essex. CM0 8SJ

News from Burnham Surgery Patient Participation Group

Our aim is to have our clinical services to be ‘outstanding’ not only in Care Quality Commission’s view but most importantly from our point of view as patients. There are many people living in the Maldon and Dengie area who do not have a ‘Patient Voice’ about medical difficulties and access to services. For this reason, we are forming a Cluster Group with the other PPGs in the area to enable a louder voice about our specific health needs in this area.

The Blackwater, Longfield, Southminster and Burnham Surgery PPG members met together to discuss the way forward and we will be meeting with the Clinical Commissioning representative next month to identify a communication link which will enable our voice to be heard where health decisions are made.

Good news for Burnham Surgery, we now have a nurse for dementia patients and their carers as well as the Alzheimer’s supporter and Dementia UK support. We discussed how these services can link into the Dengie DeCaf group. The medicines amnesty was a real success and it is planned to have another in July. In May and June, the pharmacy focus will be on Over the Counter (OTC) medication which is now available. These medicines will no longer be prescribed as people can have direct access to them. More good news is that Burnham Surgery is in the top ten for best practice prescribing in Mid Essex; and it has reached ALL the targets set by NHS England.

However, we still have to face the bad news. The total wasted clinic time in March was 32 hrs 25 mins by reason of people not attending for their appointments or not cancelling them. On Tuesday this week 11 people did not attend appointments in the first 2 hours of surgery. Come on Burnham folk, we want the best practice in the county and this spoils life for our fellow residents who also need appointments. On your mobile phone just write one word ‘CANCEL’ . Do not write a message about cancellation. Also, the computer only updates every 7 hours so if it is an early morning appointment your message may not be received until after the appointment time if you are slow in cancelling. There has been a study to see how many available appointments and cancellations there have been in a month. In January 2019 there were 5060 available appointments and 4497 of these were booked by patients, 160 of these were not attended and 450 were cancelled. Burnham Surgery is above national average with the appointments that are offered.

Motor scooters can no longer enter the surgery due to health and safety reasons and many people are able to walk into the surgery. If people are unable to walk the receptionist will arrange to help when the appointment is booked.

If you request to join the Virtual PPG so that you too can have a voice about local health care, please remember to fill in the form with your phone and email address so that the surgery can contact you. 511 words