


October 2022	<h1 style="text-align: center;">Pennygate PPG</h1>  <h2 style="text-align: center;">Latest news and bulletin updates</h2>	Issue 01/10/22
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What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

The NHS requires every practice to have a PPG.

Why should I join?

You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way. You will also gain a better understanding of the NHS and gather feedback from other patients.



How often does the Patient Participation Group meet?

We meet at the surgery, usually the first Thursday each month. We know that you are busy, so we meet only a few times per year and hope that you can join us. If you can't make all the meetings, then don't worry you will still be provided with minutes of all the meetings.

Will my views be heard?

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable. Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions.

How do I join?

If you wish to join us please contact gordoncooke@blueyonder.co.uk or **Nicola Parkinson** at the surgery.



Caring For Carers event

On the 14th September, Pennygate Medical Centre held a fundraising event for Wigan and Leigh Carers Centre. The event hosted coffee and cake, tombola, preloved sale and information stalls hosted by, Wigan and Leigh Carers Centre, Be Well, Community Link workers, Heath Trainer, Admiral Nurse, Huntington's and Breast and Bowel Nurses. We raised £70.81 for the centre and look forward to working with them and other charities again. Here are some pictures of the event!





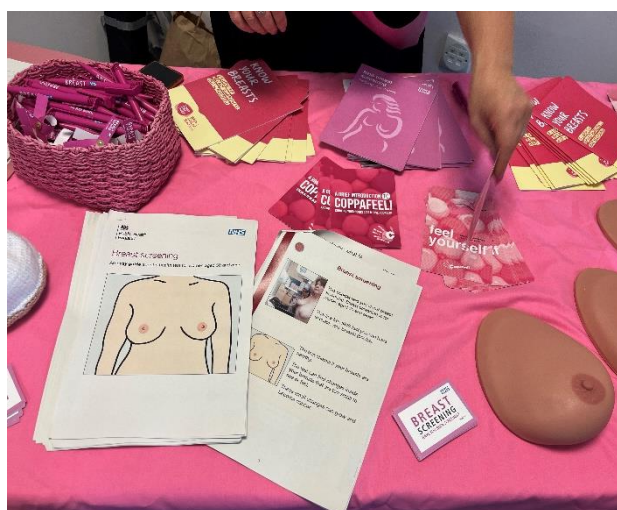
Carers Centre Stall



Tombola Cake and Coffee and preloved sales



Health Trainer



Breast Screening Team



Admiral Team- Dementia Specialists Bowel Cancer Screening Team

X Did Not Attend (DNA's) X

In the month of August 2022 there were a high number of non-attenders at Pennygate Medical Centre. **148 GP appointments were booked and not attended.** These appointments were broken down into 125 routine GP appointments, 16 Urgent appointments, which are patients needing to be seen within 72 hours and 7 same day GP appointments. Alongside this there were multiple DNA's with the nursing team, midwifery team and the physiotherapy team. Broken down the number of clinical hours wasted by DNA's, was a staggering **150.5 hours.**

Pennygate Medical Centre kindly reminds patients that if you cannot attend an appointment which you have booked that you contact the surgery at your earliest convenience to cancel the same. You can do this by either ringing the surgery on 01942 807 500 or sending a text message to 07729719650. If you are sending a text message please

type: CANCEL, YOUR NAME, YOUR DATE OF BIRTH, AND APPOINTMENT YOU WISH TO CANCEL.



Hindley

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CHURCHES
DOCTORS
VETS
DENTIST
SHOPS
POST OFFICE
LIBRARY
TESCO
MARKET STREET
CAR PARKS
LADIES LANE
PHARMACY

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