



# DATCHET HEALTH CENTRE QUARTERLY NEWSLETTER September 2014

**This update brought to you by the Patients Participation Group (PPG).  
An independent group financed by the Friends of Datchet Health Centre  
to provide an interface between the patients and the practice.**

## **'HELLO'**

### **IS THERE ANY BODY OUT THERE?**

PPG are reliably informed that there circa 10,500 registered patients at the DHC!

It is understood that from that number only circa 800 are registered for e-mail communication!

PPG distribute this newsletter to the 800 and a number are left on the reception desk to be picked up. We have to assume that those who pick it up do read it? As to whether or not those who receive it electronically read it is not known! Debatable I suggest.

We have a new PPG Notice Board that should not miss as you leave the surgery – BUT - have you noticed it? If you have Thank You.

The challenge for the PPG is to communicate with more of the registered patients. We are actively seeking democratic route to enable PPG to say they indeed represent all the DHC patients.

We would like to hear directly from you with suggestions as to how we can communicate easier. Just contact me on  
[chairdhc@shefras.demon.co.uk](mailto:chairdhc@shefras.demon.co.uk)

More in adjoining panels – PPG has been busy working for you!

Sincerely

Michael Shefras, Chair DHCPPG

## **'THE HEALTH EVENING'**

From analysing the survey from those attending it appears that it was a successful evening.

In the main the content was an effort to explain to patients how the current National Health Service in the provision of primary care through the GP service.

It is anticipated that PPG will deliver another such evening June 2015, this time in Datchet.

**PPG would like to hear from you!  
What medical issues you would like to consider at next year's Health Evening?**

## **PATIENTS SURVEY**

PPG are charged to prepare a patients survey requesting advice and answers to questions for the improvement of the service from the DHC.

The answers lead to an 'Action Plan' to be delivered in 2015.

**Do you have any question you would like to see in the 2015 Survey?**

## DOCTORS AVAILABILITY

Normal Surgery Times 0830 – 1130 a.m and 1430 – 1730 p.m

<p>Dr Watts – Every day excluding Wed &amp; Fri pm</p> <p>Dr Wallbank – Mon, Tues p.m, Thurs</p> <p>Dr Chan – Mon, Tues a.m – Wed – Fri am</p> <p>Dr Beardsall - Tue and Fri</p> <p>Dr Wheelwright – Wed</p> <p>Dr Bijjala – Mon am, Tues am – Thurs &amp; Fri</p>	<p>Dr Sivanandan Tues, Wed, Thurs, Fri pm</p> <p>Dr Tyagi – Mon, Wed &amp; Fri</p> <p><b>Extended Hours</b></p> <p>Mon from 7.20 am – Drs Watts, Chan, Wallbank or Tyagi.</p> <p>Tue from 7.20 am – Dr Beardsell.</p> <p>Thu 6.30 to 7.30 pm – Drs Bijjala and Sivanandan.</p>
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### RECEPTION

The Practice always does its best to ensure there is a full complement of reception staff on duty at all times. Unfortunately, there are sometimes occasions when this is not achievable due to holiday periods and short notice absence through sickness, although we try to keep these periods to an absolute minimum.

The Practice working with the PPG are continually working to see how improvements can be made in the way appointments are managed. PPG hearing how other practices work suggest that DHC is better than many surgeries but that does not mean any level of complacency.

### PUT YOUR PICTURE ON THE BOARD!

As described by Ernie Addicott:

The members of the Patients Participation Group have their pictures on a notice board just inside the front door of the Waiting Room. Since we want our PPG to be as representative as possible, we need more pictures on that board! **Would you be interested in joining us?**

We meet about every 6 weeks for a couple of hours to discuss how the Datchet Health Centre can improve its service. We organise and analyse the Annual Patients' Survey and recommend an Action Plan for the Practice to implement and we organise Health Education evenings each year.

If you would like to join us, please write to our chairman, Michael Shefras MBE, and you'll be invited to attend a meeting to see how it works and for us to get to know you.

**Please... think about it**, and if you might be able to help, drop Michael a line at:

[chairdhc@shefras.demon.co.uk](mailto:chairdhc@shefras.demon.co.uk)

### WHO ARE PPG

**Their photographs are on the  
PPG Notice Board in the surgery**

Michael Shefras – Chair  
Ernie Addicott  
Jayne Crompton – Hon Sec  
Pam Curry  
Suresh Gogna  
Bill Joy  
Anita Kapu  
Rowena Mignot  
Mark Smithers  
Vivian Walton  
From the practice  
Dr Martin Chan

### FLU - SHINGLES VACCINATION

The surgery will be commencing its flu campaign in October, focussing on those aged 65 and over, pregnant women, children aged 2, 3 and 4, and others in 'at risk' groups. Please call if you wish to make an appointment for a flu jab, or ask your GP/Nurse when you come for your next appointment.

Patients who were aged 70, 78 or 79 on 1 September 2014 are also entitled to a free Shingles vaccination. This can be given with the flu jab or separately if preferred.