

News and updates from the CGH GP practice which cares for patients at our Gillies, St Andrews, Essex House and Beggarwood surgeries

# CGH October update

In February this year, the Beggarwood surgery joined our CGH family. Since then, we have been working with teams across all sites to share what works the best for our patients so that we can provide you with the highest quality care possible. For example, we are working to replicate the reception model at Beggarwood across all of our sites.

We welcome patient feedback, good or bad, and use it to improve our surgeries. To help us do this our two pre-existing Patient Participation Groups (PPGs) are now coming together to form one group. Our PPG meets monthly with representatives from CGH's operational and clinical team to discuss all matters CGH – including how we can improve the practice based on feedback from our patients.

If you would like to join our PPG then please visit our website to learn more about what our PPG does and to complete a joiner's form. We look forward to seeing you at our next meeting.

I would also like to personally thank our PPG for helping to marshal at our recent flu clinics – your help has been hugely appreciated. Thank you.

Claire, Practice Manager

## Get your flu vaccine!

Flu is a virus that can affect everyone, but it can make some people more poorly than others, including:

- Those with a serious long-term health condition
- Over 65s
- Those who are pregnant
- You can check the [NHS website](#) to see if you are eligible for a flu vaccination.
- Over 7,000 of our patients have already had their jab.

To help protect those more at risk of becoming very ill from flu, certain groups of patients are now able to access a free flu jab.

- Some children are also eligible for the flu vaccine – the [NHS website](#) can tell you more about this.
- Some people over 65 may be eligible for both the flu and the COVID-19 booster vaccines.
- If you are offered both vaccines, it's safe to have them at the same time.

To book your vaccine:

- If you are aged 65 years (on 31.03.2023) or over you will be invited to have your flu and COVID vaccination at the **Health Hub in Festival Place**.
- Invitations for eligible patients will be sent out via text message, or via letter for patients without a mobile phone.
- Appointments are not bookable via the Practice. Please wait to be invited.

## We are listening

We understand that our call volumes are very high, meaning that our call queues can be challenging. Please be reassured that we are listening to your feedback and are actively working to implement new solutions to help reduce call waiting times. These include:

- Recruiting additional members of the team.
- Training additional existing members of staff on our phones.
- Implementing Dr.iQ so that you can access care online instead of having to call the surgery. You can download the app from the Apple or Google Play stores.
- Adding new options to our phone lines so that you can speak directly to other members of the team; for example – if you were calling about a referral you could speak to a medical secretary directly. This will help to reduce demand on the main reception line.
- Beggarwood call line remains separate and is answered by the team within the Beggarwood site.

Thank you for your patience whilst we work to improve our call wait times, it is one of our main priorities.

Inspected and rated

Good



For more information visit:  
<https://cghpartnership.co.uk>

Last month in numbers:

Our staff answered over

18,900

phone calls to our surgeries.

Our doctors and their teams provided

6,876

face-to-face appointments...

4,422

telephone appointments.

+800

patients did not attend their appointment.

Over

3,400

patients contacted us via our free Dr. iQ app.