



HEALTH MATTERS

PATIENT PARTICIPATION GROUP (PPG) PATIENT SURVEY, 2022-23 REPORT SUMMARY

Thank you to the 771 (our highest number ever) patients who responded to the Survey this year. A big thank you, as always, to PPG members who gave up their time to promote the survey.

Our PPG will be helping us to address the Survey's findings, and over the coming months will give feedback via our Newsletter and on the PPG Noticeboard.

Highlights from this year's Survey:

- **patients think staff listen to them and answer questions in a way they can understand**
- **patients feel involved in decisions about their care and that they are given enough time**
- **88% of respondents felt their last consultation met their needs, with 92% feeling the clinician communicated effectively**

If you are one of the 69 patients that responded Yes to "Q17, would you like to get involved in the Patient Participation Group", please email alison.ingham@nhs.net for more information.

We hope you will enjoy reading the full Patient Participation Report that will be finalised and available in our waiting rooms shortly.

Alison Ingham, Practice Manager

94% of respondents would be extremely likely or likely to recommend Northlands to friends and family

Thank you to all our Patients and Staff

North Street
Calne
Wiltshire SN11 0HH
Tel: 01249 812141
www.northlands-surgery.co.uk

Covid Working:

We continue to ask patients to wear face masks to protect themselves and others when attending for appointments at the surgery. We are unable to supply these and ask that you bring your own.

Opening Times:

Visit the Surgery Monday - Friday:
8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.

Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

2.00pm - 6.00pm

Out of Hours Service: I I I

Our Doctors:

Dr R Leach MA BM BCh MRCP DRCOG

Dr E Tully MB BCh BAO DFRSH MRCP

Dr N Ware MB BS BSc DRCOG MRCP

Dr J Dalton BM MRCP DFRSH DCH

Dr N Abel BM BS MRCP

Dr T Chambers BSc MBChB DRCOG MRCP

Dr L Garnham MB ChB

Trainees:

Dr E Burke MB BCh

Dr I Pierry MB ChB

Dr C Isaac MB MS

Our Nurse Practitioners:

Advanced Nurse Practitioner: Anita Peake

Advanced Nurse Practitioner: Charlotte King

Nurse Practitioner: Kathy Lenehan

Our Pharmacy Techs:

Katy Griffin Sharon Hunt

Our Care-Coordinator:

Steph Coulson

Our Community Connectors:

Liz Denbury Veronica Shaw

Our First Contact Physios:

Tom Hirst Justine Hanson

POD

(Prescription Ordering Direct)

tel: 0300 3035090 or email:
bswccg.podemergency@nhs.net

Providing services for families in the North Wiltshire area with at least one child under the age of five

Reach Include Support Enable



Mentoring and working with young people



The RISE Trust - North Wiltshire Children's Services



www.therisetrust.org

- Outreach support
- Family Visiting Service
- Parenting & child development courses
- Domestic Abuse & relationship support
- Money/ debt advice & support
- Healthy lifestyle advice & support
- Antenatal/postnatal support & breastfeeding
- Access to advice and support for:
 - Substance misuse
 - Physical and mental health
 - Employment and education
- Supported Contact Centre
- Volunteering opportunities
- Youth work

scan our QR code for our website



Our 4 Children Centres...

The Oaks, Chippenham: 01249 463040

Spring Rise, Chippenham: 01249 464008

Calne: 01249 823247

Royal Wootton Bassett: 01793 851224

Wiltshire Council