

Patient Participation Group Notes December 2017

Patient Communication Survey

The surgery uses emails and texts to communicate with patients but has other methods available. It would be useful to know how effective each of these methods are and which you prefer. The PPG has compiled a survey which was initially handed out at the flu day in October and is also being emailed to patients.

949 surveys were completed on the flu day and of these, 30% of people use the Practice website for information about the practice, 20% of people read the occasional newsletters, 17% of people look at the TV screens, and 9% of people look on the Practice Facebook page. We are hoping that many more people will complete the survey either online or when visiting the surgery.

The Practice website is currently being updated and will soon be much improved. Meanwhile the TV screens are now very good, with lots of clear information and the Facebook page is also a valuable and interesting source of information about both the surgery and health issues.

The survey is ongoing and only takes a moment to complete, so please look out for it in your inbox.

South Norfolk Help Hub

Social prescribing can provide non-medical solutions to social, emotional or practical issues that may lead to health problems or make them worse and this is being put into practice via the South Norfolk Help Hub.

The Help Hub is a confidential service and an opportunity to have a face to face chat with someone about your life and any concerns you wish to deal with. It can help with many different problems and situations, such as if you are feeling isolated, have recently lost a loved one, have money worries or simply want to learn a new skill. A Community Connector meets with you and identifies the support you need, putting you in touch with the right people and organisations. Vivienne Clifford-Jackson is the Wymondham Community Connector who represents the Help Hub at the surgery. The service is going well and Vivienne currently has seven one hour appointments at the surgery.

If you think you or someone you know would find this service helpful there are various ways in which you can make an appointment. Patients can be referred to Vivienne by their GP, can ask for an appointment at Surgery Reception, Phone 07717 296202, or email vclifford-jackson@s-norfolk.gov.uk.

You can find more information about this service at

<https://www.south-norfolk.gov.uk/south-norfolk-help-hub>

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