



## Opening times

Surgeries & Clinics

Day	From	To
Monday	8.00am	8.00pm (6pm Meltham)
Tuesday	8.00am	8.00pm (6pm Meltham)
Wednesday	8.00am	8.00pm (both sites)
Thursday	8.00am	6.30pm (6pm Meltham)
Friday	8.00am	6.30pm (6pm Meltham)
Saturday	Closed	Closed
Sunday	Closed	Closed

## Register at the practice ONLINE and benefit from:

- Online appointments
- Repeat prescriptions
- Blood results
- Access to your records
- Access to medical letters

There's a video tutorial to help you to log on and get your unique password, alternatively ask at the surgery if you need assistance.

[elmwoodfamilydoctors.co.uk](http://elmwoodfamilydoctors.co.uk)

### Contact Us

You can go online to make appointments and much more

[elmwoodfamilydoctors.co.uk](http://elmwoodfamilydoctors.co.uk)

Speak to our team of professional receptionists by calling 01484 943000

### Elmwood PPG

Elmwood Family Doctors  
Huddersfield Road  
Holmfirth  
HD9 3TR  
01484 943 000

Parkin Lane  
Meltham  
HD9 4EN  
01484 943 000



# ELMWOOD PPG

Issue 1

December 2018



## Elmwood Patient Participation Group

Welcome to the first ever newsletter to be produced by the Elmwood Patient Participation Group. The aim of the newsletter is to explain what the PPG does, to provide a conduit for communication between members of the group and other patients and to outline developments that are being introduced at the practice.

### Our overarching aim

In a nutshell we are small group of volunteers, all patients at Elmwood or Meltham, who meet four to six times a year with the aim of representing patient voice and helping the Practice to further improve.

### You are welcome to join us

If you are interested in helping Elmwood to sustain its excellent reputation for care and are prepared to commit time to supporting the Patient Participation Group then please feel free to join us.

You can speak to our reception team or by calling Elmwood on 01484 943 000.

*After a thorough and detailed review, the latest CQC inspection concluded that Elmwood is an "Outstanding service provider." Congratulations to the entire Elmwood team for this significant achievement.*

*-The Patient Participation Group*



Elmwood Patient Participation Group

### In This Issue

- What is a Patient Participation Group?
- A facelift for the Holmfirth practice
- A profile of a current PPG member
- Contact details



Minor surgery theatre at Elmwood

## Improving facilities

Over the last two years the practice at Elmwood has had a fairly significant facelift with some major remodeling and new decoration throughout.

The PPG have been kept up to date with how the work has been progressing and been involved in the selection of some of the decoration and the choice of music and information shared via the TV screens in the waiting rooms.

Whilst the building isn't perfect it's been good to see the addition of new minor surgery theatre that means patients won't have to travel to get treatment. The practice has also centralised the booking system so that a team are on the end of the phone and able to talk directly to patients to make bookings. This has led to an improvement in the patient experience. The practice is working hard to find a way to create more appointments for patients who want to see a named doctor.



Matthew Milburn PPG Chair

## Who's who in the PPG

In each Newsletter we will introduce members of the PPG so that patients get an idea of who it is that represents them on the group. We'll start with Matthew Milburn who is the current Chair of the Elmwood PPG

*"I've lived in the Holme Valley for a long time and have been a patient at Elmwood for thirty years. I have two sons who both went to Holmfirth High and who are also patients at Elmwood. I work as the Headteacher at Saddleworth School and live in Hade Edge.*

*I think that as a community of patients, there is so much that we can do to help one another to feel well. There is compelling evidence that suggests that if people engage with their local community, get to know their neighbours and participate in positive pastimes, then they are far more likely to be happy and feel well. There is also evidence that those who support others in accessing positive pastimes can equally feel a rise in self esteem and a sense of positive affirmation. It's for these reasons that I want to play my part with the PPG.*

*We are very fortunate to live in a beautiful part of the world. If you feel you need to get out more and be more active, why not join a walking group, go to the gym, take a swim, or try a new hobby? There are lots of opportunities that are promoted on the PPG notice board in the waiting room. There are even members of the PPG happy to accompany patients who would welcome that support."*

## Tell us what you think

If you have any suggestions that would help to improve the practice then we would like to hear from you.

Please contact the PPG via Sarah Shepherd at Elmwood

sshpherd@elmwoodfamilydoctors.co.uk

## Patient surveys inform the PPG

The survey assesses patients' experience of healthcare services provided by GP practices, including experience of access to GP practices, making appointments, quality of care received from healthcare professionals, satisfaction with the availability of appointments, use of care plans and experience of services when their GP practice is closed. The survey also captures information about patients with long term medical conditions and the support they receive to manage these conditions. Data is published at practice, Clinical Commissioning Group and national level.

Official statistics are produced impartially and free from any political influence.



**Patient Survey**  
Tell us what you think about our services



Elmwood practice (top) and Elmwood at Meltham, Parkin Lane (below)

## What is the point in having a Patient Participation Group?

We see ourselves as helping the practice at both Elmwood and Meltham to improve.

We do this by seeking to:

- be a critical friend to the practice, meeting with GPs and managers;
- advise on the patient perspective (following up on patient surveys) and providing insight into the responsiveness and quality of services;
- encourage patients to take active responsibility for their own and their family's health;
- carrying out research into the views of those who use the practice;
- coordinate health promotion activities and improving health literacy;
- communicate regularly with the patient population.

We are a volunteer group that meets between four and six times a year at 7pm for about an hour. Feel free to join us; we'd particularly welcome those under 40 who are currently underrepresented on the group!