

**PENKRIDGE MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP NEWSLETTER**  
**AUTUMN/WINTER 2022**

Appointments: 01785 712300

Website: <http://www.penkridgemedicalpractice.nhs.uk>

**Patient Participation Group (PPG)**

The aim of the group is to work in partnership with the Practice to:

- Support patients in taking more responsibility for their health
- Improve communication between the Practice and its patients
- Provide practical support to help the Practice implement change
- Contribute to the continuous improvement of services and quality of care

**If you would like any additional information about the PPG and know what we do please see the Practice website.**

**The Practice Website**



Have you visited the Penkridge Medical Practice website? There is information on the services that the Practice provides along with self-help information and urgent care advice.

There is information on signing up for Patient Access which can be used to book appointments, order repeat medication and view your medical records. The Patient Services Team can help you with access to this.

**PRACTICE OPENING TIMES**

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 12.00pm 2.00pm – 6.30pm
Friday	8.00am – 6.30pm

Please note that the Practice will be closed for training from 12.00 – 16.00 on 15<sup>th</sup> December, 12<sup>th</sup> January, 9<sup>th</sup> February and 16<sup>th</sup> March. The telephone lines are unavailable on the above days until 8am the following day.

**IMPORTANT: All pre-booked appointments will still go ahead on the afternoon when the practice is closed for training.**

**APPOINTMENTS**

The Practice now has a number of **routine** appointments that can be booked in advance:

Telephone calls 7 and 14 days in advance

Face to face 2 days in advance

**Please note that URGENT appointments finish at 5.30pm**

**To make an appointment please call the Patient Services Team on 01785 712300.**

**Alternatively, there are a number of appointments available to book via Patient Access of the NHS app.**

## Did you know?



**The Practice has a number of practitioners available to support with patient's overall well-being.**

**Well-being worker** – Grace can support with bereavement, stress, anxiety and low mood

**Social Prescriber** – Grace can support with social care needs, housing, finances and isolation

**Health and well-being coach** – Natasha supports with gaining knowledge, skills and confidence to take charge of your care.

**Mental Health Nurse** – Emma offers support to patients with depression, anxiety, stress and low mood

**These appointments are available to book by calling the Patient Services Team on 01785 712300**

## PRESCRIPTIONS

The prescription line is open from 8.30am-12.00pm Monday – Friday for repeat prescription queries.

**Please call 01785 712300 and select option 3**

## COMMUNITY EVENTS

### Social Morning

Every Wednesday

10.30 – 12.00

Held at Penkrige  
Community Library



### Baby Bounce & Rhyme

Fridays (term time only)

Held at Penkrige  
Community Library

Please book in advance  
on 01785 854100



### Penkrige CASS Carers Café

Held the last Monday of every month 10.30am – 1pm

At the Haling Dene Centre, Penkrige

For more information please call 01785 222365 or 01785 606675